ICELAND
As the world reopens its doors and our trips begin to operate again, the wellbeing of our travellers, our local teams, and the communities we visit, is of the upmost importance. We are committed to ensuring a safe and responsible return to travel. In all of our destinations we have implemented new health and hygiene protocols, in accordance with local and national governmental legislation. In addition to this we consider recommendations from the ‘World Travel & Tourism Council’s (WTTC) Safe Travel Protocols For Tour Operators’.

Below you will find the steps we are taking to keep you safe and healthy on our Iceland Tours.

1. Health screening and reporting
Travellers from Faroe Islands, Greenland, Denmark, Norway, Finland Germany plus all other Schengen and EU travellers are permitted to enter Iceland.

The following non-Schengen passport holders have also been approved to enter Iceland: Australia, Canada, Georgia, Japan, Montenegro, Morocco, New Zealand, Serbia, South Korea and Thailand.

From 19 August 2020 all the above noted travellers are required to undergo a COVID-19 test upon arrival to Keflavik International Airport. Travellers must then quarantine for 5 days and then undergo a second test. If the results of the second test are negative travellers can tour Iceland freely.

Passengers arriving to Iceland are required to fill out a pre-registration form before arrival, which includes contact information, addresses for their stay in Iceland and a declaration of health. Each passenger must complete their own form, as it includes personal data.

The cost for each COVID-19 test (2 are required) is ISK 9,000 (approx. USD66) when purchasing the test online with pre-registration or ISK 11,000 (approx. USD80) per test if paid on arrival.

Children born in 2005 or later are exempt from pre-registration, testing and quarantine.

Tourists will be tested when they arrive at Keflavik International Airport. While they wait for the results, they will be asked to download a tracking app, Rakning C-19 App and head to their arrival hotel for quarantine. The app contains important information about COVID-19 and is also used to contact the health service if questions or symptoms arise.

A few hours later, they will be given the result of their first test over a phone call if it is positive. Travellers who test negative will not be notified.

Details of how the second test will be conducted have not yet been finalised.

2. Hand Sanitation
Personal hygiene including frequent hand washing and not touching your face is essential to minimizing the spread of the COVID-19 and other viruses.

Vehicles are fitted with hand sanitisers and travellers are encouraged to make use of these facilities. It is also recommended that travellers bring along enough sanitiser and wipes for personal use during the trip.

3. Social distancing
A social distance of 2 meters is recommended. This distancing will also be adhered to in restaurants and swimming zones. Maximum gatherings of up to 100 persons is allowed

4. Air conditioning & Respiratory Precautions
Face masks are not compulsory in Iceland except
where a person is coughing or sneezing, where social distancing is not possible. We encourage travellers to bring their own sanitisers, wipes, and masks.

All AC systems are maintained annually, and filters are cleaned and replaced as needed. Where possible, doors and windows will be kept open to encourage a constant air flow and increase air circulation.

5. Sanitation of transportation and luggage
Our transport protocols are based on the guidelines from the Icelandic Directorate of Health; COVID-19 advice will be highlighted on signs at the vehicle entrance and hand sanitiser will be available onboard the vehicle. Passengers are encouraged to use it when entering the bus. It is recommended but not mandatory that the two first rows, right behind the driver are kept free. If there is enough space, passengers are requested to space themselves apart in the bus. It may be possible to have every other seat empty although this cannot be guaranteed nor is it required according to Icelandic regulations. On group tours you can opt to pay a surcharge which allows for the seat next to you to be free. Private groups can also opt to upgrade to a larger vehicle to aid preventative measures and further social distancing.

Disinfection and cleaning of the interior of the vehicle is carried out at the end of each day. Passenger compartments will be ventilated as often as possible if the temperature allows it, and the air will not be recirculated throughout the vehicle.

All regulations/recommendations are designed to protect the health of passengers, drivers, and guides. Any changes in the local health and safety policies will be immediately reflected in our daily practices.

The Directorate of Health suggests that guests always carry their own luggage to limit contact. However, if you need the help of a crew member, they will do so using gloves and disinfecting their hands. Lastly, we recommend that you carry only one piece of luggage per person, as well as one piece of hand luggage.

6. Included meal arrangements
Seating will respect social distancing protocols, and meals will be served to plate where possible. Where buffets are available, cutlery will be set up on tables after sterilisation and will no longer be collected directly by guests.

7. Crew
Our Teams have been trained on the new health and hygiene protocols, and they will sanitise their hands on a regular basis. For now, we will be greeting with a smile instead of a handshake or hug.

8. Further instruction
We encourage customers to bring their own sanitisers, wipes, and masks.

9. Playing your part
We ask all guests to please act responsibly and adhere to our guidelines. Please respect the 2-metre social distancing policy.

It is essential that you check the latest entry requirements before you travel to Iceland, as health requirements may change. Please travel to Iceland only if you feel completely healthy.

FREQUENTLY ASKED QUESTIONS - TRAVELLING IN A COVID-19 WORLD

Will I be refunded if I am unwell before my trip and unable to travel?
If you are unwell prior to travelling, please contact us to make alternative arrangements as you will need to stay at home. If you do opt to travel under
these circumstances, you will not be able to join the tour and will be referred for medical care in-country. Please refer to our Booking Conditions for more details on our cancellation policy.

**Will I be covered by my travel insurance if I get COVID-19 while travelling?**
We recommend that you check directly with your travel insurance provider for more details about the specific cover, as many insurance companies have amended their policies to better accommodate the effects of the COVID-19 pandemic.

**What if there is a suspected or confirmed case of COVID-19 on my tour?**
If you or someone else on your trip has symptoms of COVID-19 while travelling with us, we will assist in seeking medical care. We will follow the advice of local health authorities on whether a COVID-19 test is required, whether there is a need to self-isolate or quarantine or whether there is a risk to other travellers in the group.

Should COVID-19 be confirmed, full health and safety protocols will be followed, including informing local health authorities and the group of the potential exposure. Extensive sanitisation protocols such as deep cleaning and disinfecting accommodation and transport will then be undertaken. Please note that while we will assist to ensure that you get all the medical care you require, all expenses for testing, treatment or self-isolation will be at a personal cost.

**If I test positive for COVID-19 on my trip, will I get my money back?**
If you are unable to continue travelling with us due to a suspected or confirmed case of COVID-19 we can offer you a credit for the unused days of your tour. Further we will assist you to get all the medical care you require in country though all expenses relating to your care including testing, treatment or self-isolation (in country or at home) will be at a personal cost.

**As a solo traveller, can I share a room with another solo traveller?**
We are no longer offering to match up solo travellers in twin share rooms. All our tours now offer a Single room option. If you are travelling solo, you will be required to purchase a single room for your personal use.

**Will my itinerary be changed due to COVID-19 related travel restrictions?**
We may need to make some changes to the activities included on your trip to comply with advice from local authorities or updated health and safety protocols. We will endeavour to keep travellers updated before departure (or at soonest if you are already on tour) as our local teams continue to keep abreast of regional developments, including any closures or changes to sights and attractions. Although an open mind and sense of flexibility will help you get the most out of your trip, we will always aim to operate our tours exactly as per the original itinerary.