



## CHX COVID-19 Policy

CHX is looking forward to welcoming you back to the mountains.

As a UK registered Tour Operator, we closely monitor and follow Government travel advice and Government Guidelines in relation to domestic and overseas COVID-19 related information, including health and safety, the global situation and measures for prevention. With regard to the measures taken by accommodation providers, our guides, and suppliers, everyone is subject to the rules and regulations imposed by the country in which they are operating. These can vary from country to country, but we will be applying all reasonable health and safety measures to prevent risk from Covid-19. If you would like to discuss these with us, then please contact us at [hello@chamonixhardcross.com](mailto:hello@chamonixhardcross.com)

Our priority is, and will always be, to ensure the safety and wellbeing of our guests, staff and partners, and we will continue to monitor the situation, and update our risk assessments regularly. Should we anticipate your trip will be affected as a result of COVID-19, we will contact you as soon as we can.

If your trip can no longer go ahead as a result of restrictions in the area you are due to travel to, we will offer the following three choices:

1. Transfer your place on the trip to another trip taking place before 31 December 2021.
2. Receive a credit voucher for 100% of funds paid towards a trip to be booked before 31 December 2021.
3. Cancel your booking and receive a full refund.

If you are unable to attend a trip as a result of COVID-19 symptoms or lockdown in your area, we will offer you a place on a future trip before 31 December 2021. For more details on this please see Addendum to our Terms & Conditions or contact [hello@chamonixhardcross.com](mailto:hello@chamonixhardcross.com)

What will CHX do to mitigate the risks of COVID-19.

CHX will follow the Government Guidelines that are in place at the time of your trip. These will include, but will not be limited to:

1. All Guests will be asked to bring hand sanitiser and CHX will have it available. It will be mandatory for all guests to use it before entering accommodation each day and prior to all meals.
2. CHX will review risk assessments from all accommodation providers to ensure maximum levels of protection are obtained from cleaning prior to your arrival including sanitisation of door handles, light switches, remote controls and any regularly touched items and areas.
3. CHX will review risk assessments and safety procedures from all other providers including Guides and Chef to ensure the highest standards of health and safety is in place.



4. Guests will be required to follow the government guidelines on social distancing and washing hands regularly. This will be the Guests own responsibility. The CHX team will ensure that they all wash and sanitise their hands on a regular basis, particularly prior to meal times and will ensure frequent cleaning of common touch areas.
5. It is essential that all guests arrive no earlier than 5pm and depart no later than 10am to prevent crossover between Guests and cleaning teams.
6. Guests will be expected to follow social distancing guidelines at all times. The greatest risk is anticipated to be on arrival and at meal times. CHX will ensure appropriate social distancing is possible during meal times and will direct Guests appropriately on arrival. Guests will be asked to avoid communal areas such as the kitchen.
7. All Guests will be required to sign a declaration that they have not experienced COVID-19 symptoms in the 2 weeks prior to the trip and their temperature will be taken on arrival and every morning with a non-invasive Thermodetector.
8. Should a Guest start to display symptoms of COVID-19 during their trip, they will be required to self-isolate until they can arrange transport home. Anyone who shared the same bedroom / bathroom or who has not followed necessary social distancing guidelines, will also be required to return home.

CHX is committed to ensuring all Guests have a safe and enjoyable trip. If you have any questions, please contact [hello@chamonixhardcross.com](mailto:hello@chamonixhardcross.com)