



# HAPPY TIMES TOURS & EXPERIENCES

## COVID-19 Guidelines

### COVID-19 Health and Safety Guidelines/Procedures

Happy Times Tours & Experiences is ready for you and your friends and family to travel again! We can take you anywhere you want to go! Motorcoach travel is the safest and cleanest (inside the coach and the environment) mode of transportation.

- The Coaches we use will be regularly disinfected and cleaned between routes and during vacations.
- The coaches will filter fresh air throughout your ride
- Drivers are trained to be safe and healthy
- We have protocols in place to safely distance passengers. Our trips will not be full and that is a guarantee. We are limiting the number of passengers on a trip, so we can spread out on the coach.
- We have protocols in place in case an illness happens on a trip.

**Motorcoaches:** To ensure a clean ride for all guests, the motorcoach companies Happy Times Tours & Experiences uses follow strict sanitation procedures. These include: Fully disinfecting coaches, hand sanitizer available to passengers and staff, CDC/EPA approved disinfectants, attention to critical touch points, complete coach disinfectant fogging, masked drivers, attention to detail cleaning including reading lights, rails and handles, and a commitment to professional care.

**Our Happy Team:** All Happy Times Tours & Experiences Team members will wear face masks or face shields while on coaches and gloves to hand out items when necessary. We will be regularly wiping down highly used touch points on the coach such as rails and handles with disinfectant wipes.

**Passenger Health Requirements on Tours:** You must wear a mask as required by local health and city/state guidelines. Your tour director will keep you informed on this. We highly encourage you to wear a mask the entire time on the coach. You are required to wear a mask whenever you move around on the coach. Wearing a mask is for everyone's protection. Please make sure to bring a Face Mask (or more than one on an overnight or extended tour), hand sanitizer and wipes with you on all trips. Some destinations and attractions/restaurants may require you to wear a mask and/or take your temperature before entry. Your tour director will inform you of that on the trip.

**IF YOU ARE SICK STAY HOME!** Please call the Happy Times Tours & Experiences office and let us know you are sick (or leave a message if it is after hours). We will attempt to get as much money back as we can from vendors to refund back to you in the form of a travel voucher that you can use on another trip, but there are no guarantees. However, in the best interest of everyone, if you are sick to stay home and get healthy.

**Seating on trips:** When making your reservation, please let us know who you are traveling with. We will be pre-assigning seats and leaving some seats empty to socially distance travelers. There will be no seat rotation. Please let us know at the time you make your reservation if you need special seating due to mobility issues.

**Passengers who become ill on a trip:** If you become sick on a trip, you must inform the tour director as soon as possible. We will remove the passenger from the group to isolate. If necessary the passenger will need to depart the tour, quarantine for 14 days and return home at their own expense. We will take other safety precautions as necessary.

**COVID-19 Disclaimer:** The safety for our passengers and our Happy Team staff remain our biggest concern. Happy Times Tours & Experiences has taken enhanced health and safety measures for you and our Happy Team. You must follow all given instructions while traveling with Happy Times Tours & Experiences. Despite these measures, you should be aware that there is an inherent risk when traveling that you assume. We cannot guarantee that you will not become exposed to COVID-19 or any other illness or contagious disease while traveling. By choosing to travel with Happy Times Tours & Experiences, you assume all risks related to exposure to COVID-19 or any other illness or contagious disease.

**Happy Times Tours & Experiences**

P.O. Box 14153, West Allis, WI 53214

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# Tour Policies

## **SPECIAL COVID RESERVATION, PAYMENT AND CANCELLATION POLICIES FOR TRIPS IN 2020**

**One Day Cash-Out Casino Trips:** Advanced reservations are required since we are limiting the number of passengers to ensure we can safely distance all travelers. Advanced payment in full is required to limit the exposure of touching money and passing germs on the day of departure. You can prepay with Visa, Mastercard, or check (on Cash-Out Casino Trips a 3% non-refundable fee will be applied for any Visa or Mastercard payments). If you need to cancel your day trip, please make sure to give Happy Times Tours & Experiences a call and let us know. If you call to cancel your day trip before departure, we will transfer your money to another day trip (money is transferrable one time only). There will be a \$3 cancellation penalty if you cancel within 14 days of departure on any Four Winds trips, but the remainder of the money will be transferrable. We understand issues come up; however, we will be tracking repeat no shows and reserve the right to refuse service to habitual no shows. If you do not call before departure to cancel, you will not be able to transfer the money to another trip.

**Daycations (one day non-gaming trips), Milwaukee Experience Tours (including Schlemiel, Schlimazel, MKE) and Virtual Experiences:** Advanced reservations are required and are on a first-come, first-serve basis. We are limiting the number of passengers to ensure we can safely distance all travelers on the motorcoach. Advance payment is required., Visa, Mastercard, or Checks are accepted. All payments are due within seven days of making your reservation. All payments are nonrefundable. However, a refund will be made if a replacement can take your spot. Please contact Happy Times Tours & Experiences as soon as possible if you need to cancel. All Virtual Experience payments are due at the time of reservation and are nonrefundable.

**Cash- Out Casino Mini-Vacations (2-3 Day Trips):** Advanced reservations are required since we limit the number of passengers to ensure we can safely distance all travelers on the motorcoach. Book early as there will be limited availability. You do not need to pay a deposit at the time of reservation, but we require full payment 2 weeks before departure unless noted otherwise. You can prepay with Visa, Mastercard, or check (on Cash-Out Casino Trips a 3% non-refundable fee will be applied for any Visa or Mastercard payments). Cancellations are accepted up to 2 full business days before the trip departs unless otherwise noted. For any cancellations within two full business days of departure, a \$50 per person cancellation fee will apply unless noted otherwise. Business days are defined as Monday through Friday and do not include legal holidays. Please leave a message if it is outside of business hours. This cancellation policy will apply unless noted otherwise for a specific trip.

**Extended Vacations and Destination Drinking Weekend Getaways:** Please make your reservations early as we will be limiting the seating on the motorcoach to enable social distancing. No deposits will be required. We will call you 45 days before departure after checking the COVID status of the destination. At that time, we will ask you to send in full payment. Full payment will be due 35 days before departure. Cancellation penalties: Between 35 days and 15 days before departure, a \$50 per person administrative fee applies for processing cancellations along with any prepaid tour expenses that are nonrefundable to us. At 14 days before departure, all motorcoach tours are nonrefundable. There are no refunds given on unused portions of any trip. Due to vendor policies, exceptions sometimes apply. PLEASE NOTE: If any area is deemed not to be safe to travel to at 45 days before departure, we will call you and let you know. We may choose to reschedule for a later date or cancel entirely.

**COVID-19 Disclaimer:** The safety for our passengers and our Happy Team staff remain our biggest concern. Please see our COVID Health & Safety Guidelines for a complete list of what we are doing to keep everyone as safe as possible. Despite these measures, you should be aware that there is an inherent risk when traveling that you assume. We cannot guarantee that you will not become exposed to COVID-19 or any other illness or contagious disease while traveling. By choosing to travel with Happy Times Tours & Experiences, you assume all risks related to exposure to COVID-19 or any other illness or contagious disease.

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