



Safety Concept COVID-19

Version of 17 February 2022



The health and safety of all guests and employees of Best of Switzerland Tours AG has top priority for the company at all times. To guarantee the best possible protection against an infection with the Coronavirus Sars-CoV-2 for all parties involved, the following safety concept was created based on the recommendations of the Association for Swiss Road Transport (ASTAG) and the specifications of the Federal Office of Public Health (BAG). All those involved (guests, employees, tour guides and drivers) are obliged to comply with this safety concept at all times. The management board of Best of Switzerland Tours AG ensures that all employees of Best of Switzerland Tours AG and the partner coach companies are informed about the safety concept and commit themselves to comply with it.

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1 General measures and rules of conduct on tours

1.1 Hand hygiene

All guests, tour guides and drivers are obliged to clean their hands regularly. Whenever possible, hands should be washed thoroughly with soap and water. As this is not always possible on the bus and at the departure places, the following precautions are taken:

A disinfectant dispenser is placed next to the entrance door of the bus at the main departure point in Zürich, which guests use when getting on the bus. Furthermore, and for guests joining from Lucerne and Interlaken, disinfectant wet wipes are distributed at the beginning of the tour.

1.2 Masks

As in most cases distance cannot be maintained during the coach journey, all guests are obliged to wear a mask whenever aboard the vehicle. Guests, tour guides and drivers may bring their own masks. Best of Switzerland Tours will provide hygiene masks free of charge if required. Guests who do not comply with the obligation to wear masks may be refused permission to join or to continue the tour.

1.3 Information

During the reception by the tour guide, all guests are informed about the rules of conduct and additional protective measures during the tour in accordance with the recommendations of the BAG.

Guests are obliged to sign the liability exclusion form, which confirms that they are not infected with COVID-19 to the best of their knowledge and belief, and that they comply with the safety concept of Best of Switzerland Tours at all times.

At stopovers the protection concepts of the respective institutions and facilities apply. The tour guide ensures that all guests are informed about the applicable rules of conduct at all times.

1.4 Rules of conduct on the bus

The use of the toilets on board is not allowed. Guests are advised to use the toilets before departure and at stopovers.

Guests may choose their seat at the beginning of the tour, but they should spread out in the vehicle and should keep the same seat for the duration of the tour. The tour guide may give instructions on seat selection if necessary.

Guests are requested not to leave any litter on the bus. Guests should store waste themselves and dispose of it at the next stop. However, a closable rubbish bag will be carried on the bus for any rubbish left by the tour guide or driver. The rubbish bag will be completely disposed of after each tour.

2 Measures and rules of conduct for tour guides and drivers

2.1 Masks

Tour guides are also obliged to wear a mask inside the vehicle. Drivers and driver guides are exempt from this obligation for safety reasons (e.g. glasses fogging up or restricted field of vision).

2.2 Check-in and reception by the tour guide

For small guest groups, no check-in staff will be employed at the departure place. In that case, the tour guide welcomes and registers guests in front of the bus.

At the reception in front of the bus, the tour guide informs all guests about the rules of conduct on tour. In particular, he or she points out the obligation to wear masks and hand hygiene. The tour guide also circulates the liability exclusion form and a pen and makes sure that the guests fill in and sign the form for themselves and all travel companions for whom they are responsible.

2.3 Cleaning

In addition to the regular cleaning of the bus at the end of each tour, drivers disinfect all surfaces which guests, tour guides and driver have come in touch with. This particularly includes handles, folding tables as well as belt buckles and their counterparts.

3 Measures and rules of conduct in the office

3.1 Information

The management board ensures that all office employees are informed about the applicable rules of conduct at all times.

3.2 Hand hygiene

Office employees are obliged to wash their hands thoroughly with soap and water on a regular basis. In addition, disinfectants are always available at a dispenser next to the main entrance.

Best of Switzerland Tours AG

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Thank you for helping us to stop the spread of COVID-19 by following our official safety measures and the instructions of your tour guide.

