



Client Traveler Guidance Checklist

As travel resumes please review the checklist below to ensure you are prepared and understand the steps to take to remain safe and healthy throughout your trip. For the most updated information please visit our website www.worldtravelinc.com/worldalert360.

Have you booked ALL of your travel arrangements through the authorized travel management company?

- We need to know what flights, hotels, ground transportation you have booked and when you will be traveling. For us to track your travel, you must book all reservations through World Travel, Inc.
- Please make sure all your personal information is up to date with Human Resources and an emergency contact is notated when required.
- Ensure you have the company's risk management information, if applicable (ISOS, WorldAware, etc).
- Always carry a valid credit card, some vendors may not take cash.
- Verify that you are carrying a VALID form of identification with you.
- Please access the TSA Coronavirus info - <https://www.tsa.gov/coronavirus>

Things to know before you go - Health & Safety

- Are there any specific regulations in place for the airports I will visit during my trip?**
 - To understand the requirements, we suggest visiting each airport website to see what regulations might be in place.
- Are there any specific regulations in place for the airlines I will fly during my trip?**
 - Each airline has their own set of policies and procedures, and they are changing frequently. We suggest visiting the airlines website to see what current regulations are in place.
- Items you may want to have available to you during travel:**
 - Face mask
 - Hand sanitizer
 - Cleansing wipes
 - Thermometer
- What will be required for me to enter the office/location I am going to visit**
 - This will depend on the destination/location you plan to visit. It is best to be proactive and inquire on:
 - Will they want to take my temperature?
 - Will I be required to wear a mask?
 - Are there specific procedures to enter the building/get a security clearance?
 - Etc.

Dining Out

As restaurants and bars resume operations it is important to maintain proper health and safety measures.

- When possible, choose to eat outdoors**
- Ensure the restaurant you chose is taking the appropriate precautions. Review the restaurant's website and make sure you're comfortable with their protocols**
- Wear your mask as much as possible in the restaurant and ask the restaurant ahead of time if their employees do the same.**
- Maintain space between yourself and other restaurant guests, and avoid shouting, hugging or touching anyone else**
- Practice healthy hand hygiene before you eat and after using the bathroom**

Passport/Visa and Other Documents

On August 6, the U.S. Center of Disease Control and Prevention, the Department of State lifted the Global Level 4 Health Advisory. With health and safety conditions improving in some countries, the Department is returning to our previous system of country-specific levels of travel advice.

- Are consulates open and able to process documents?**
 - As a best practice you may want to check to see what consulates are open and if there are any new visa requirements. Consulates are beginning a phases resumption routine visa service.
- If not, what are the options?**
 - Applicants with an urgent matter who need to travel immediately should follow the guidance provided on their nearest consulate's website to request an emergency apportionment.
- Are there restrictions for entry based on COVID?**
 - Challenges to any international travel at this time may include mandatory quarantines, travel restrictions and closed borders.
 - If you are considering traveling abroad should review the entire Travel Advisory for their destinations as restrictions are constantly changing.
- Are there other documents required for entry?**
 - Every country has different requirements for entry. It is important to frequently check for any updated information.
 - It is recommended that you bring two copies of each document that is required incase of an emergency.

TSA/Global Entry/ETC.

- Are there special procedures in place due to COVID?**
 - Yes, several. The TSA has a whole page dedicated to them. Find it [here](#). They cover consolidation of screening due to reduced passenger volumes, social distancing procedures such as using every other lane, sanitizing bins, wiping down their scanning machines, and more. Additionally, travelers should be prepared to place any meals you bring with you in a separate bin.

- Are Check Point personnel wearing protective gear (mask, gloves)?**
 - The agents checking ID and boarding passes will be wearing masks, gloves and in some cases eye protection.
 - We cannot guarantee the availability of sanitizing equipment, so we always recommend having those types of items with you and easily accessible.
- How much time should I allow at the airport that I am departing from?**
 - At this point no additional time is required, but this may change as the volume of travelers increase.
- Can I still use a printed boarding pass or will paper not be allowed?**
 - Either one is fine, but the boarding pass or device will be scanned by the traveler. It will no longer be handed to the TSA agent.
- What if my driver's license or state-issued ID expired on or after March 1, 2020, and I have been unable to renew it at my state's DMV?**
 - You may still use it as acceptable identification at the checkpoint. TSA will accept expired driver's licenses or state-issued ID a year after expiration. DHS recently announced an extension of time to obtain a REAL ID-compliant driver's license. The new deadline is October 1, 2021.
- Should I wear a mask thru security check points or is this discouraged?**
 - You can wear the mask while waiting in line, but you will have to lower it temporarily to allow the TSA agent to verify your identity.
- Amount of liquids that can be taken thru security.**
 - TSA is allowing one liquid hand sanitizer container, up to 12 ounces per passenger, in carry-on bags until further notice.

Airport

- Understanding the airline policies will help to prepare you for your flight. Each airline differs in their requirements, and requirements are constantly changing. We encourage you to check your airline's website for the most current requirements. Key points to take into consideration include:**
 - What steps are being taken by the airline to clean airplanes?
 - Are masks required? By travelers? By airline staff?
 - Are boarding procedures changing and if so, how long in advance should I be at the gate?
 - What type of service will they have on the plane (drinks, food, etc.)?
 - Will disinfecting supplies be provided on the plane or do you have to bring your own?
 - Any change to checked bag procedures?
 - Are kiosks open for check in?
 - Have I downloaded the airline's app to my phone in order to limit the use of touch screen kiosks?
 - Are middle seats being left open?
 - Will I have to bring my own in-flight entertainment (streaming device, magazines, books, etc.)

- ❑ **Many major carriers have banned masks with vents or valves be sure to pack an approved mask for your trip.**
- ❑ **Links to major domestic airlines COVID-19 updated pages:**
 - ❑ <https://www.aa.com/i18n/travel-info/coronavirus-updates.jsp>
 - ❑ <https://www.delta.com/us/en/travel-update-center/overview>
 - ❑ <https://www.united.com/en/us/fly/covid-update.html>
 - ❑ https://www.southwest.com/Coronavirus/?clk=CORONAVIRUS_TA&cbid=4430033
 - ❑ <https://www.jetblue.com/travel-alerts>

U.S. Rail Service

- ❑ **What Steps Are Being Taken to Clean Trains & Stations?**
 - Enhanced Cleaning: Amtrak has amplified the cleaning of their trains, to include fogging, a sanitization method that disinfects surface areas and is highly effective and safe. Following the fogging process, highly touched surfaces including tray tables, seats and restrooms are thoroughly sanitized as well as seating areas and Quik-Trak kiosks.
- ❑ **Are Masks Required for Staff and Travelers?**
 - Face Mask Policy: To protect customers and employees, all customers in stations and on trains and thruway buses are required to wear a facial covering. Facial coverings can be removed when customers are eating in designated areas, in their private rooms, or seated alone or with a travel companion in their own pair of seats. Customers must supply their own facial covering. Services will be denied to customers not wearing facial coverings.
- ❑ **When Should I Arrive at the Station?**
 - Station Arrival: Customers are encouraged to arrive only 30 minutes before departure or no more than 60 minutes if in need of ticketing and/or baggage assistance
- ❑ **Physical & Social Distancing**
 - Distancing: Signage is displayed at most staffed stations six feet apart in high customer traffic areas such as waiting rooms, in front of ticket offices, at the escalators, lounge entrances, etc. In addition, protective barriers are at staffed stations. Amtrak is limiting ticket sales to 50% of seat capacity on reserved services, with customers encouraged to use the seat next to them for personal belongings
- ❑ **What Type of Service is Available?**
 - Café service aboard Amtrak trains will be offered as carryout only.
 - Flexible dining on all long-distance routes are encouraging customers in private rooms to opt for room service.
 - Dining and lounge seating is available on select long distance routes with physical distancing protocols in place.
- ❑ **Is PPE Provided to Travelers**
 - PPE: Travelers must supply their own masks and sanitizer for travel on train.
- ❑ **Are Kiosks Open**
 - Quick-Trak Kiosks: Open for check-in.

Station Closures

- Closures: Due to service reductions, it is a good idea to check the station is open before you leave. Several trains across the country are currently operating on adjusted schedules. It is important to download mobile apps to see the most-up-to-date schedules.
- Beginning in October 2020, most Amtrak long distance routes will operate tri-weekly. All stations along these routes will be operated on days when Amtrak service is offered.

Accepted Payment

- No Cash: Amtrak is temporarily accepting only cashless payments at stations and on trains.

Contact Safety Measures

- Contactless Services: Amtrak encourages boarding with eTickets, which conductors scan from the Amtrak app.
- Seamless Gate Service: To reduce crowds at departure boards, Amtrak app users can now receive gate and track information via push notification at select stations.

Trip Flexibility

- Waived Fees: Amtrak is waiving all change and cancellation fees for reservations made by August 31, 2020.

Additional Safety Measures

- Reducing Exposure: All non-safety materials have been removed from seatback pockets.
- Handwashing: Available in each car's restroom, Amtrak strongly encourages washing hands thoroughly with soap and water.
- Contactless Movement Onboard: To move between cars, customers can use an "automatic door open" button with their foot.
- Upon Arrival: When the train is approaching a destination, conductors will make announcements regarding where and when customers can disembark to minimize crowding at the door.

Hotel

Once you arrive at your destination your next point of contact will be your hotel. To ensure your safety please check the hotel policy, and pay attention to:

What measures is the hotel taking to clean the rooms?

Are masks required by guests in public areas?

Are employees required to wear masks?

Are hotel amenities operational/open?

- If the restaurant is open, any limitations on how the restaurant is operating – i.e. room service only?
- Are the gym/pool open? Are there requirements to use them?

Are there any specific regulations in place at the hotel you plan to visit (i.e. requirements of masks in public areas)

- Please access the specific hotel website to verify the above information prior to your travel date.
- Ensure you are booked into a hotel that is being promoted by your travel department (it could be that your travel department has identified a subset of hotels that meet certain post Covid-19 cleaning standards that they feel are required).
- Also, ensure the hotel you are scheduled to visit is open.

Ground Transportation

Car Rental

- What measures are in place to clean vehicles in between renters?**
 - While policies will vary by rental company, the large rental companies have committed to ensuring each vehicle is thoroughly cleaned and sanitized between every rental. Disposable gloves are used when cleaning. Special attention to interior customer touch points such as seats, steering wheels, door handles and other hard surfaces. This includes washing, vacuuming, general wipe down and sanitizing with a disinfectant that meets leading health authority requirements.
- What precautions should I take when I rent a vehicle?**
 - Open the windows to air out the vehicle when you first drive it, along with wiping down its interior with a sanitizer and cleaning your own hands before and after driving.
- Are protocols in place for shuttles to and from the airport?**
 - The number of passengers is being limited on each bus. High-touch areas are cleaned and sanitized using a disinfectant frequently between trips. This includes baggage racks, door handles, and seat backs.
- Are employees required to wear masks/gloves when they are in the cars?**
 - Yes, all employees are required to wear masks and gloves when they are cleaning the car and relocating cars to lots.

Ride Share (Uber/Lyft)

- Is ride share available in all areas?**
 - Ride share is available in most areas for essential travel. See local guidance in area. Both Uber and Lyft are continuing to suspend ridesharing in the United States.
- How are drivers taking precautions?**
 - Drivers are required to wear a facial covering, disinfect and sanitize hands and frequently touched surfaces, lower car windows to increase airflow, and ask passenger to sit in the back seat.
- What is my responsibility as a passenger?**
 - A facial covering is required. Respect your driver's cleaning supplies, disinfect and sanitize hands and frequently touched surfaces, lower car windows to increase airflow, and sit in the back seat.

Buses

- What measures are bus companies taking to clean the bus?**
 - Be sure to check with your bus company to ensure they are following rigid sterilization and cleaning procedures. At minimum, ensure a disinfectant solution that is effective on viruses is sprayed or wiped on hard surfaces for each vehicle in service before and after each trip.

Public Transportation

- What are some recommendations I should follow when using public transportation?**
 - Wear a facial covering, don't touch your phone, avoid touching your face, and avoid face-to-face contact with people who are coughing and sneezing. If possible, avoid rush hour commute, and sanitize your bag(s) at your destination.

Government Restrictions

- Is the rate of COVID-19 cases in the city that I am traveling to increasing or decreasing?**
- Are there shelter in place mandates in place in the country, state or city that I am visiting?**
- Are there quarantine mandates in place in the country, state or city that I am visiting?**
- Are there special restrictions in place for visitors to the country, state or city that I am visiting?**
- Are there border controls in place?**
- Are COVID-19 test results required prior to my arrival in a country, state, city?**
- What is the medical infrastructure in place in the event I become severely ill?**
- What places of business are open in the country, state or city that I am visiting (i.e., restaurants, gas stations, clinics, pharmacies, etc.)?**

Here are several useful links to get up to date answers to your questions:

- For Government Travel Restrictions, Flight Operations and Screening**
 - <https://pandemic.internationalsos.com/2019-ncov/ncov-travel-restrictions-flight-operations-and-screening>
- For Updates on Restrictions in place by State in the US**
 - <https://www.aarp.org/politics-society/government-elections/info-2020/coronavirus-state-restrictions.html>
- For U.S. State Re-opening Updates**
 - <https://www.nytimes.com/interactive/2020/us/states-reopen-map-coronavirus.html>
- Business Openings, Mask Requirements and Other State Openings**
 - <https://www.businessinsider.com/map-us-states-reopening-retail-restaurants-masks-2020-5>
- COVID-19 Travel Recommendations by Country**
 - <https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

Legal Disclaimer

This document is intended to be informative and in no way guarantees travelers health/safety. For specific information surrounding COVID-19 traveler safety we encourage you to reach out to your risk management provider, and/or HR department

This document is a compilation of information from third-party sources and World Travel, Inc. cannot guarantee accuracy, as all information is subject to change. Any questions about travel should be directed to your company travel manager or human resources department.