



SAMPAN'S COVID-19 POLICY

OUR GUESTS

Sampan Travel will provide clear, consistent and up-to-date communication to Our Guests on new health & hygiene protocols both digitally and physically.

We are working with our suppliers to ensure that they are making the best efforts to keep Our Guests safe. Sampan has created the following guidelines which can be viewed via our website on this page: <https://www.sampantravel.com/about-us/covid-19/>:

- Sampan's COVID-19 Secure Policy - Our Partners - Groundhandlers, Specialist Providers, and Guides
- Sampan's COVID-19 Secure Policy - Our Partners - Hotels and Boating & Cruises
- Sampan's COVID-19 Secure Policy - Our Partners - Restaurants

These guidelines will be shared with Our Guests prior to their trip. Specific precautions being taken by specific partners can be provided upon request.

Our Guests are requested to read this document in full so they are aware of both the precautions we are taking to keep them safe and the precautions expected of them to keep others safe.

PRE-TOUR & ARRIVAL

Pre-tour

- Our Guests may be required to declare prior to departure if they are exhibiting any symptoms of COVID-19, have tested positive or have been in contact with a COVID-19 patient within 14 days of departure.
- Our Guests may be asked to provide their travel history leading up to their journey with Sampan Travel. They may also be asked for details about any part of their journey in Myanmar not arranged by Sampan.

SAMPAN TRAVEL CO., LTD.

Level 3, 99 Condo A-B, Dhamazedi Road, Kamayut Township, Yangon 11041, Myanmar
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We will be able to inform Our Guests if is necessary for them to change or amend parts of their tour if they do not comply with instructions from the Ministry of Health & Sport (MoHS).

- Prior to departure, Our Guests may be asked to complete a questionnaire or declaration confirming they have familiarized themselves with health and safety guidelines and requirements related to their tour.

International Airlines

The following is being asked by the Myanmar Government of international airlines arriving in Myanmar.

- Regular disinfection process for airplane after flying
- All passengers to fill out form regarding their health; upon landing to be submit to further tests
- If suspect passengers are found during or after the flight, these passengers have to follow the instructions of the Ministry of Health and Sport (MoHS).

Arrival at Airport

- Our Guests will have to follow a medical check procedure upon arrival. This includes:
 - Disinfection of travel accessories
 - Presentation of health and travel insurance
 - Body temperature check and check of symptoms of COVID-19
 - Nose and mouth swab
- Passengers must wear a mask and follow the 1 metre / 3 feet distance at all times; frequent hand-washing is encouraged

ON TOUR

- Sampan will provide Our Guests with face masks and hand sanitizer upon arrival and frequently throughout the tour.

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- Throughout the tour, Our Guests are asked to adhere to recommended hygiene procedures such as traveling with and wearing a face mask and/or gloves when asked to do so, and limiting physical contact wherever possible.

Domestic Flights

- If suspect passengers are found during or after the flight, these passengers have to follow the instructions of Ministry of Health and Sport (MoHS).
- All airports have to follow the instructions for regular cleaning process, safety procedure for disease control and disinfection process by Ministry of Health and Sport (MoHS).
- Instructions from MoHS to be followed for safety procedures to prevent the spread of disease in common areas such as rest rooms and waiting areas.
- Suspected cases to be referred to the Ministry of Health & Sport (MoHS).

Coaches

- At all bus / coach gates and bus / coach stops there will be a basin, water, soap or hand sanitizer with 60 percent alcohol for all passengers and service personnel.
- Passengers will be required to sit 6 feet apart from each other when in the waiting area.
- Passengers will have their body temperature checked using a non-contact thermal scanner before boarding. If passengers have a higher temperature than 38 degree Celsius or 100.4 degree Fahrenheit, these passenger are not allowed to take the bus and are requested to contact the nearest healthcare center for treatment.
- Passengers are required to wear a mask when on the coach.

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- Passengers are required to give their passport number / national insurance number and other contact information upon boarding the bus / coach.

In restaurants

- Our Guests are requested not to enter restaurants if they symptoms such as fever, sneeze, cough, breathing difficulty, and fatigue.
- Face mask must be worn upon entering the restaurant
- Our Guests are requested to wash their hands upon entering the restaurant, before consuming any food, and after using the restrooms.

At Ticketed Sites & Attractions

- Our Guest are requested to wear a mask and will have their body temperature checked before being allowed entry. Those with a fever, cough or sneezing are requested to not enter.
- Physical distancing of 6 feet requested when. Gathering in groups is not encouraged.
- Reservations in advanced (which Sampan can facilitate) before visiting museums and other ticketed sites.
- Personal contact information is likely to be requested upon entry.
- Bags and other “carry-ons” must be left in lockers or disinfected before being allowed inside.
- Our Guests may be requested to wear disposable gloves and socks.
- The use of audio guide is temporarily banned.
- Our Guests are requested to touch as little as possible.

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- There will be limits on the amount of people allowed to use the elevator at one time.

If you are taken ill ...

- If you are taken ill with COVID-19 symptoms and require medical attention you will be required to go into State quarantine for further tests and treatment if necessary.

DEPARTURE

- Our Guests will depart from Myanmar from one of the three international airports provided that they are not exhibiting symptoms of COVID-19.
- Right up until the point of departure, Our Guests are requested to keep in line with the rules and regulations set down by the Myanmar Government.
- Our Guests are requested to always follow the instructions of local authorities at the international airports.

These guidelines have been based on regulations drawn up by the Myanmar Ministry of Hotels and Tourism, the World Travel and Tourism Council, and the "Tour Care" Guidelines created by the Canadian Association of Tour Operators (CATO), the European Tourism Association (ETOA), and the United States Tour Operators Association (USTOA).

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