

Book with Confidence User Manual

Updated 7/29/21



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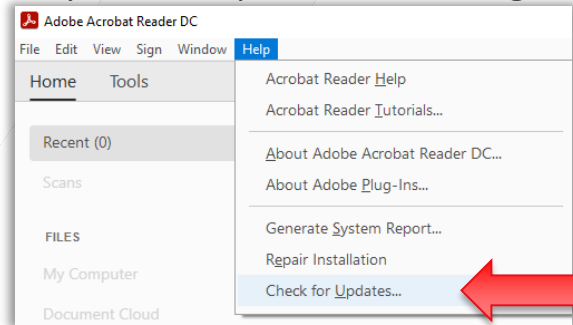


Vacation Guide Setup



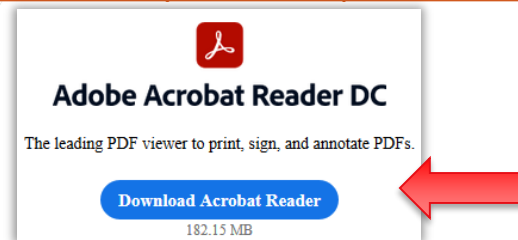
Step 1. Download and Save a Copy of the Update or Download Free Adobe Acrobat Reader

A. If you have Adobe Acrobat Reader already, use the update function to get the latest version:



B. If you don't have Adobe Acrobat Reader [download to your desktop a free version here:](#)

Hint: Uncheck the free McAfee product offers





Vacation Guide Setup

- Step 2.** Download the “Vacation Health & Safety Guide” from: [Agent Universe>Programs>Book-with-Confidence](#) After downloading the file open it in Adobe Acrobat.
- Step 3.** Delete the instructions and enter your contact information in the blue box (deleting the instructions) and save it for sending to your clients in PDF format as needed.
- Step 4.** Save the [e-book URL](#) in your browser. This is the other way you can share the “Vacation Health & Safety Guide” with your clients ... such as a link in your email footer or invoices. However, the e-book cannot be personalized with your contact information like the PDF can.

VACATION HEALTH &
SAFETY GUIDE



ENTER: Your Name and/or Agency Name and Contact Information below



Vacation Guide Setup

Step 5. Now is a great time to carefully read through the Vacation Health and Safety Guide you just downloaded. Be sure to click all the links on the Helpful Resources page and understand the information on those sites. Your clients may ask you questions about the information in the Guide and you don't want to be caught unawares.



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Vacation Guide Setup

OPTIONAL SECTION DOWNLOAD

Do you want to give your clients specific sections of the Vacation Guide, for example the Before The Trip section, but not the entire document? No Problem!

Go to the [e-book URL](#), page through to the section intro page you want to download and click the Download Section button. Save this PDF on your computer then forward it on to your client.



BEFORE YOUR TRIP

Overview of Travel Insurance Policy Types.....	14
Getting Tested for COVID-19.....	18
Mask Guidelines & Reviews.....	22
Registration with U.S. State Department & Canadians Abroad.....	24
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DOWNLOAD SECTION



Vacation Checklist Setup



There are two versions of the Vacation Health and Safety Checklist – a comprehensive, detailed Long version and an abbreviated Short Version. You have access to both versions.

Which version should you use?

That totally depends on the concern level of your client, the complexity of their trip and how much time you can devote to the information gathering and documentation. Use your best judgement knowing you have both options available for any given vacation you plan.

Step 1. Download **both** long and short “Vacation Health & Safety Checklist” files from: [Agent Universe>Programs>Book-with-Confidence](#). After downloading the file open it in Adobe Acrobat.

Step 2. Save them on your computer with “Template” at the end of the file name. Before you complete one for your client make a copy (always keeping the template versions) and replace “Template” with the client’s name or reservation number in the file name.

Completing Long Vacation Checklist

Step 1. Fill in the relevant traveler identification and booking details section at the top of page 1.

Step 2. Check off below the sections you will be completing that pertain to this particular vacation.

TIPS

- Save the checklist document often while you are completing it.
- Quickly identify the Long Version by the section to the right.

8.



VACATION HEALTH AND SAFETY CHECKLIST

Below is a summary of the vetting I have performed on your behalf regarding the health and safety initiatives at the various stages of your upcoming vacation. We are relying in this document on stated travel provider policies that are subject to change without notice. Since the pandemic is ongoing, anything can change at any time.

Traveler Name State/Province Reservation #

Advisor Name Advisor Email

Primary Destination Primary Travel Provider

Departure Date Return Date Airline

Departure Airport Arrival Airport Checklist Completion Date

I Have Completed below the Sections Relevant to Your Upcoming Trip:

<input type="checkbox"/> Destination	<input type="checkbox"/> Transfer	<input type="checkbox"/> Cruise
<input type="checkbox"/> Departure Airport	<input type="checkbox"/> Hotel/ Resort	<input type="checkbox"/> Return Departure Airport
<input type="checkbox"/> Boarding & Flight	<input type="checkbox"/> Theme Park/ Attractions	<input type="checkbox"/> Return Arrival Airport
<input type="checkbox"/> Arrival Airport	<input type="checkbox"/> Escorted Tour	<input type="checkbox"/> Additional Travel Providers



Completing Long Vacation Checklist

TIP

What is the N/A column in every checklist?

Check it when the information doesn't apply, such as regarding Passport Control at a domestic airport or when you cannot ascertain that particular item on the checklist



VACATION HEALTH AND SAFETY CHECKLIST

Below is a summary of the vetting I have performed on your behalf regarding the health and safety initiatives at the various stages of your upcoming vacation. We are relying in this document on stated travel provider policies that are subject to change without notice. Since the pandemic is ongoing, anything can change at any time.

Traveler Name State/Province Reservation #

Advisor Name Advisor Email

Primary Destination Primary Travel Provider

Departure Date Return Date Airline

Departure Airport Arrival Airport Checklist Completion Date

I Have Completed below the Sections Relevant to Your Upcoming Trip:

<input type="checkbox"/> Destination	<input type="checkbox"/> Transfer	<input type="checkbox"/> Cruise
<input type="checkbox"/> Departure Airport	<input type="checkbox"/> Hotel/ Resort	<input type="checkbox"/> Return Departure Airport
<input type="checkbox"/> Boarding & Flight	<input type="checkbox"/> Theme Park/ Attractions	<input type="checkbox"/> Return Arrival Airport
<input type="checkbox"/> Arrival Airport	<input type="checkbox"/> Escorted Tour	<input type="checkbox"/> Additional Travel Providers



Completing Destination Section

Step 1. Enter Destination Name in the first box

Step 2. There are several resource options for destination entry requirements. Visit them, look up a few destinations and decide which one you want to use based on your personal preference.

[Airheart Explorer](#): Recommended

[American](#): Recommended

[Delta](#)

[United](#)

[IATA](#)

[AAA](#): U.S. States & Canadian Provinces

DESTINATION			
DESTINATION GOES HERE			
YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proof of Negative Test Results Required for Entry
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Antigen (Rapid) Test Accepted for Entry
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PCR Test Accepted for Entry
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proof of Vaccination Required for Entry
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vaccinated Travelers Allowed to Forego Test Requirement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vaccinated Travelers Allowed to Forego Quarantine Upon Entry
<input type="checkbox"/>			# of Hours Prior to Departure Test Must be Administered
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Questionnaire Prior to or upon Arrival
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pre-Departure Online Travel Approval Required
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Contact Tracing/Health Smartphone App Required
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Screening upon Arrival
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proof of Health Insurance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Test Administered upon Arrival for All Visitors
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Temperature Check upon Arrival
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Screening upon Arrival
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Registration of Accommodations w/ Authorities
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quarantine for All Visitors

Completing Destination Section

Step 3. Links are provided in the resources listed in Step 2 to destination tourism boards/ministries where you can often find even more detailed destination COVID-19 related information. Using these resources, you should be able to complete all the checklist items except the last two.

TIP

Is your client visiting **more than one** destination or hotel, using different airlines? Use additional copies of the long form and just complete the sections for additional destinations, hotels, airlines, etc.

11.

DESTINATION			
DESTINATION GOES HERE			
YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proof of Negative Test Results Required for Entry
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Antigen (Rapid) Test Accepted for Entry
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PCR Test Accepted for Entry
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proof of Vaccination Required for Entry
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vaccinated Travelers Allowed to Forego Test Requirement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vaccinated Travelers Allowed to Forego Quarantine Upon Entry
<input type="checkbox"/>			# of Hours Prior to Departure Test Must be Administered
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Questionnaire Prior to or upon Arrival
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pre-Departure Online Travel Approval Required
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Contact Tracing/Health Smartphone App Required
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Screening upon Arrival
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proof of Health Insurance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Test Administered upon Arrival for All Visitors
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Temperature Check upon Arrival
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Screening upon Arrival
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Registration of Accommodations w/ Authorities
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quarantine for All Visitors

Completing Destination Section

Step 4. The World Travel & Tourism Council (WTTC) is granting destinations and suppliers to use their Safe Travels stamp if they follow a set of health and safety protocols. View the map with certified destinations and more detail on the [protocols here](#).

Step 5. Query your travel insurance supplier or the in-country operator/resort/hotel concierge about the presence of what North Americans would regard as First Class Medical Facilities. [English Speaking doctors](#) can be found at International Association for Medical Assistance to Travelers.

DESTINATION CONT.

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quarantine for COVID-19 Positive Visitors
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tourist Attractions Generally Open
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required in Public Spaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Destination Certified for "Safe Travels" by World Travel & Tourism Council (WTTC)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	First Class Medical Facilities Available

Additional Important Details:

Completing Destination Section

Step 6. Use the free form box under “Additional Important Details” for any other important related information your client should know. Consider adding the date you input this information as info changes quickly.

TIP

Changes in destination entry requirements and restrictions are happening frequently. Consider doing the following to keep abreast of changes before your client departs:

- Setup a [Google Alert](#) “Travel to (destination name)”
- Check the destination tourism website one week and 48 hours prior to departure so you can inform your client of any last-minute changes.

DESTINATION CONT.

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quarantine for COVID-19 Positive Visitors
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tourist Attractions Generally Open
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required in Public Spaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Destination Certified for “Safe Travels” by World Travel & Tourism Council (WTTC)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	First Class Medical Facilities Available

Additional Important Details:

Completing Departure Airport Section

- Step 1.** Enter Airport Code in the first box
- Step 2.** At the time of this writing there is no comprehensive source of airport COVID protocols but most [airport websites](#) have [pages detailing them](#). In terminal testing info may be on airline websites.

TIP

Visited your home airport to see the COVID-19 protocols? If not, contact the station manager for your favorite airline, explain your role and ask for a tour pre-and post-security so you can take photos and describe the experience to your clients.

DEPARTURE AIRPORT

DEPARTURE AIRPORT CODE GOES HERE

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Temperature Scanner at Entrance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pre-flight Testing in Terminal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required of Travelers in Terminal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plexiglass Shields at Check-In Counter
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Kiosk Check-in
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Touchless Check-in
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Employees
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Increased Cleaning & Disinfecting at High Touchpoints
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plexiglass Shield at Gate Stands
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social Distancing Signage

Additional Important Details:

Completing Airline Section

Many travelers are very concerned about flights as a risk for infection. Ironically, given how often air is replaced on an airliner, it may be the safest step of their trip. Share your own experience and some of the subject [research such as this from the Department of Defense](#).

TIP

Have you flown since COVID-19 protocols have been put into place? If not, consider taking a sale fare test flight so you can tell your clients about your personal experience with each of the items in the checklist. Taking one airline outbound and another on the return would be ideal.

15.

AIRCRAFT BOARDING AND IN-FLIGHT

AIRLINE INFORMATION GOES HERE

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pre-Flight Airline Sponsored COVID-19 Testing at Airport
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Airline's Preferred Digital Health Passport, if Any
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Increased Cleaning & Disinfecting at High Touchpoints on Plane
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Electrostatic Spraying of Aircraft Interior between All Flights
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Employees
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required of Passengers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Equipped with HEPA Filters
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Disinfectant Wipes Onboard for Passengers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Limited Food & Beverage Service

Additional Important Details:



Completing Airline Section

- Step 1.** Enter Airline Name in the first box
- Step 2.** Visit our Agent Universe airline [health & safety protocols page for links](#) to airline protocol details. If your booked airline is not listed search on Google for “(Airline Name) COVID-19 Safety”.
- Step 3.** The major airlines have frequently updated, user-friendly website sections and videos on their safety protocols. You might want to send your client links to those video(s) in addition to completing the questionnaire.

AIRCRAFT BOARDING AND IN-FLIGHT

AIRLINE INFORMATION GOES HERE

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pre-Flight Airline Sponsored COVID-19 Testing at Airport
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Airline's Preferred Digital Health Passport, If Any
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Increased Cleaning & Disinfecting at High Touchpoints on Plane
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Electrostatic Spraying of Aircraft Interior between All Flights
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Employees
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required of Passengers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Equipped with HEPA Filters
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Disinfectant Wipes Onboard for Passengers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Limited Food & Beverage Service

Additional Important Details:

Completing Arrival Airport Section

Step 1. Enter Airport Code in the first box

Step 2. At the time of this writing there is no comprehensive source of airport COVID protocols but almost all [airport websites](#) have [pages detailing them](#).

TIP

What is the N/A column in every checklist?

Check it when the information doesn't apply, such as regarding Passport Control at a domestic airport or when you cannot ascertain that particular item on the checklist.

ARRIVAL AIRPORT

ARRIVAL AIRPORT CODE GOES HERE

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required of Travelers in Terminal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social Distancing Signage in Terminal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Employees
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social Distancing at Baggage Claim
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social Distancing in Lines for Passport Control

Additional Important Details:

Completing Transfer Section

Step 1. Enter Transfer Supplier in the first box

Step 2. Access Safety Protocols for Ground Transportation Options Below:

- [Car Rental Preferreds](#)
- [Carey International](#)
- [Lyft](#)
- [Uber](#)
- Contact Hotel/Resort directly if they are providing the transfers

TIP

Ability to open windows & increase ventilation is the most important safety feature for non private transfers.

TRANSFER TO HOTEL

TRANSFER SUPPLIER NAME GOES HERE

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Private Transfer – Your Traveling Party Only
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Occupancy Limited in Shared Vehicle to Enable Social Distancing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drivers Trained in COVID-19 Safety Protocols
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Employees
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Increased Cleaning & Disinfecting at High Touchpoints
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vehicle Windows Can Be Opened for Increased Ventilation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Driver Seat Separated from Passengers by Plexiglass Shield

Additional Important Details:

Completing Hotel & Resort Section

Step 1. Enter Hotel/Resort Name in the first box

Step 2. Access Safety Protocols for Hotels/Resorts as Follows

- [Travel Leaders Network Preferred Resorts](#)
- Many SELECT HOTELS & RESORTS have added their health & safety protocols to their [SELECT website](#) protocols page.
- **Worldwide, SELECT and major brands:** Visit The Hotel Daily to download our frequently updated Excel file with protocols, available via Agent Universe > Quick Links> Hotel Daily-Hotel Microsite
- Major brands, such as [Hyatt](#), [Hilton](#), [IHG](#) and [Marriott](#) maintain detailed protocol listings.

HOTEL/RESORT			HOTEL NAME GOES HERE
YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Employees
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Contactless Check-in Option
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social Distancing Signage in Public Areas
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Guest Health Declaration Signed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Room Key via Smartphone App Offered
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Increased Cleaning & Disinfecting at High Touchpoints throughout Public Spaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Elevators have Limited Occupancy and Social Distancing Markers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Special Procedures for Disinfection of Room after Guest Checkout/Prior to New Guest Occupancy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Room Items (such as TV Remote controls, pens) Sealed after Disinfection
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Upgraded Daily Housekeeping Cleaning and Disinfection Protocols for Guestrooms
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Room has Windows or Patio Doors that can be Opened to Outdoor Ventilation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In-Room Personal Hygiene Kit for Guests
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option to Decline Daily Housekeeping
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Number of Restaurants with Outdoor Dining
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Restaurant Reservations Available
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Self Service Buffets Removed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Restaurant Menus Available on Smart Phone App
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Restaurant Tables at Least 6 Feet Apart
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Contactless Room Service Dining Available

Completing Hotel & Resort Section

Step 3. While Hotel and Resort brands may have very detailed safety protocols, the franchisee owners may not necessarily follow all of them all the time. Therefore, consider speaking with on property personnel, such as the general manager, sales director or front desk manager to verify the protocols they are following.

Step 4. After the U.S. and Canada started requiring tests of international passengers many hotels in Mexico, the Caribbean and elsewhere began offering free or discounted COVID-19 tests, many times on property. Additionally, quite a few properties are offering free or discounted accommodations for those who test positive. [Details can be found on Agent Universe](#) but should be verified with the property directly, including how to make a testing appointment for your clients.

HOTEL/RESORT			
CONTINUED			
YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Resort Entertainment Venues (shows, nightclubs, kid's clubs, etc.) have Occupancy Limits to Enable Social Distancing.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Spa and Beauty Salons have Occupancy Limits & Mask Requirements
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hot Tubs and Hydrotherapy Temperature Controls in Place
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fitness Center has Occupancy Limits
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fitness Equipment Disinfected after Each Use
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	On and Off Property Transportation has Occupancy Controls
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medical Staff on Property
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medical Facility on Property
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Antigen (Rapid) COVID-19 Testing Offered by Hotel
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PCR COVID-19 Testing Offered by Hotel
<input type="checkbox"/>			Cost of COVID-19 Test
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Free or Discounted Accommodations Offered Guests Testing Positive

Completing Theme Park & Attractions Section

- Step 1.** Enter Theme Park or Attraction Name in the first box
- Step 2.** Access Safety Protocols for our [Preferred Supplier Theme Parks](#) on Agent Universe
- Step 3.** For more local attractions speak to the accommodation's concierge for details on advance ticketing and safety protocols

TIP

Among the most important protocols for any indoor attractions your clients visit is timed entry and occupancy limits to help them avoid crowds.

21.

THEME PARK/ATTRACTIONS

THEME PARK / ATTRACTION NAME GOES HERE

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Capacity Limited to Enable Social Distancing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reservations/Pre-Ticketing Required
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Employees
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required of Guests in Public Spaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required inside Restaurants
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required on Rides
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social Distancing in Lines & Other High Occupancy Areas

Additional Important Details:

Completing Escorted Tour Section

Step 1. Enter Tour Supplier Name in the first box

Step 2. Access Safety Protocols links for our [Preferred Escorted Tour Suppliers](#) on Agent Universe

Step 3. Since the Escorted Tour supplier is responsible for vetting so many components of your client's vacation (hotels, transportation, restaurants, attractions) you might want to consider if sending your client to the supplier's health and safety protocols webpage will make them feel more confident with your recommended provider.

ESCORTED TOUR

TOUR OPERATOR NAME GOES HERE

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health/Safety Protocols for All Hotels, Restaurants, Attractions, etc. on Tour Vetted in Person by Tour Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ONLY Hotels, Restaurants etc. following Health/Safety Protocols Patronized
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Questionnaire Required of All Guests before Departure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Negative COVID-19 Test Required of All Guests before Departure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vaccinated Guests May Forego Test Requirement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tour Group Size Limited
<input type="checkbox"/>			Maximum Number in Tour Group
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Driver and Tour Director
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required of Guests in All Group Settings
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Occupancy Limited in Shared Vehicle to Enable Social Distancing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drivers Trained in COVID-19 Safety Protocols
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vehicle Windows Can Be Opened for Increased Ventilation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Driver Seat Separated from Passengers by Plexiglass Shield

Completing Escorted Tour Section

TIP

Tip 1: USTOA and CATO associations have endorsed these [detailed Health and Safety Protocols](#) for their escorted tour members to follow.

Tip 2: In a USTOA member survey the most frequent guest inquiry was about cancellation and refund policies followed by health protocols and health/COVID insurance policies.

ESCORTED TOUR

Tour Operator

YES NO N/A

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health/Safety Protocols for All Hotels, Restaurants, Attractions, etc. on Tour Vetted in Person by Tour Company
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	ONLY Hotels, Restaurants etc. following Health/Safety Protocols Patronized
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health Questionnaire Required of All Guests before Departure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Negative COVID-19 Test Required of All Guests before Departure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Tour Group Size Limited
<input type="checkbox"/>			Maximum Number in Tour Group
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Driver and Tour Director
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required of Guests in All Group Settings
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Daily Temperature Check Before Boarding Shared Vehicle
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Daily Disinfection of Guest Luggage
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Occupancy Limited in Shared Vehicle to Enable Social Distancing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enhanced Air Filtration on Shared Vehicles
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Drivers Trained in COVID-19 Safety Protocols
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hand Sanitizer Available in Shared Vehicle
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Increased Cleaning & Disinfecting in Shared Vehicle

Completing Cruise Section

Step 1. Enter Cruise Line & Ship in the first box

Step 2. Access Safety Protocols links for our [Preferred Cruise Suppliers](#) on Agent Universe

Step 3. Vaccination and Testing requirements for cruises are ever changing and even differ on the same Cruise Line, dependent on where the ship is home ported. We have [links for vaccination and testing](#) requirements on Agent Universe but it's particularly important that both you and your clients pay particular attention to emails about COVID protocols prior to sailing.

CRUISE			
CRUISE NAME GOES HERE			
YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Guest Health & Safety Education Resources before & during Sailing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Guest Health Declaration before Boarding
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Contactless Check-in Option
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check-in during Appointed Times
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All Adult Guests Must be Vaccinated
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Un-vaccinated Children Allowed Onboard with Negative COVID-19 Test
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ship Occupancy Limited to Enable Social Distancing
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All Employees Must be Vaccinated
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ongoing Testing & Symptom Reporting by Employees during All Sailings
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Employees in Public Spaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required of Guests in Public Spaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In-room Muster Drill
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social Distancing Signage in Public Areas
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Increased Cleaning & Disinfecting at High Touchpoints throughout Public Spaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Upgraded HVAC/Air Flow & Filtration Throughout Ship's Public Spaces
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Elevators have Limited Occupancy and Social Distancing Markers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Stateroom has Balcony Doors that can be Opened to Outdoor Ventilation
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	In-Room Personal Hygiene Kit for Guests
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option to Decline Daily Housekeeping

Completing Return Departure Airport Section

- Step 1.** Enter Airport Code in the first box
- Step 2.** At the time of this writing there is no comprehensive source of airport COVID protocols but most [airport websites](#) have [pages detailing them](#).
- Step 3.** If you are relying on COVID-19 tests performed at the airport for the flight boarding requirements to return to the U.S. or Canada you should verify with the airline that this test is the right kind and results provided in a timely fashion.

RETURN TRIP DEPARTURE AIRPORT

RETURN TRIP AIRPORT CODE GOES HERE

YES NO N/A

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Antigen (Rapid) Test Available at Airport
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	PCR Test Available at Airport
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Test Results Must be Presented at Check-in
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Required of Travelers in Terminal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plexiglass Shield at Check-In Counter
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Kiosk Check-in
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Touchless Check-in
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Masks Worn by Employees
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plexiglass Shield at Passport Control Counters

Additional Important Details:

Completing Return Arrival Airport Section

Step 1. Enter Airport Code in the first box

Step 2. At the time of this writing there is no comprehensive source of airport COVID protocols but most [airport websites](#) have [pages detailing them](#).

Step 3. The state, province or municipality the client is returning to may require testing and or quarantine after completing their trip. Details can be found at these sources:

[AAA](#)

[American Airlines](#)

RETURN TRIP ARRIVAL AIRPORT

RETURN TRIP AIRPORT CODE GOES HERE

YES	NO	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Global Entry/Automated Passport Control Kiosks Available
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Plexiglass Shield at Passport Control Counters
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Social Distancing Signage at Baggage Claim
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Additional COVID-19 Test Required Upon Arrival
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Testing Available at Airport
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vaccinated Travelers Allowed to Forego Test Requirement
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Quarantine Required by Local Authorities after Travel
			# of Days in Quarantine Required
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vaccinated Travelers Allowed to Forego Quarantine Requirement

Additional Important Details:



Completing Additional Travel Providers Section

This section gives you the option to add abbreviated protocols from additional providers, such as pre and post cruise hotels or a special restaurant experience you booked.

Step 1. Enter Provider Name (s) in first column

Step 2. The Next 4 Columns to the right are protocols that market research shows are important to travelers today. Check off the ones you can verify (if appropriate).

ADDITIONAL TRAVEL PROVIDERS						
PROVIDERS	Employees Must Wear Masks	Everyone Must Wear Masks in Public Areas	Social Distance Signage	Touchless Interactions Available	Procedures Certified by Independent Entity	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Completing Additional Travel Providers Section

Step 3. The last column, entitled “Procedures Certified by Independent Entity” is the opportunity for 3rd party endorsement of the provider’s protocols. This could be one or more of the following:

- [WTTC Safe Travels](#)
- [Sharecare Forbes Travel Guide](#)
- [American Hotel & Lodging Association](#)

Step 4. Save the document and email it to your client. Expect mega kudos from them!


PROVIDERS	Employees Must Wear Masks	Everyone Must Wear Masks in Public Areas	Social Distance Signage	Touchless Interactions Available	Procedures Certified by Independent Entity
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Completing Short Form Checklist

The short form checklist is ideal for less complex vacations, clients wanting high level information and/or time crunched advisors.

Step 1. Fill in the relevant traveler identification and booking details section on the top half of the page.

Step 2. The Next 4 Columns to the right are protocols that market research shows are important to travelers today. Check off the ones you can verify (if appropriate).



VACATION HEALTH AND SAFETY CHECKLIST

Below is a summary of the vetting I have performed on your behalf regarding the health and safety initiatives at the various stages of your upcoming vacation. We are relying in this document on stated travel provider policies that are subject to change without notice. Since the pandemic is ongoing, anything can change at any time.

Traveler Name State/Province Reservation #

Advisor Name Advisor Email

Primary Destination Primary Travel Provider

Departure Date Return Date Airline

Departure Airport Arrival Airport Checklist Completion Date


PROVIDERS	Employees Must Wear Masks	Everyone Must Wear Masks in Public Areas	Social Distance Signage	Touchless Interactions Available	Procedures Certified by Independent Entity
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Completing Short Form Checklist

Step 3. The last column, entitled “Procedures Certified by Independent Entity” is the opportunity for 3rd party endorsement of the provider’s protocols. This could be one or more of the following:

- [WTTC Safe Travels](#)
- [Sharecare Forbes Travel Guide](#)
- [American Hotel & Lodging Association](#)



VACATION HEALTH AND SAFETY CHECKLIST

Below is a summary of the vetting I have performed on your behalf regarding the health and safety initiatives at the various stages of your upcoming vacation. We are relying in this document on stated travel provider policies that are subject to change without notice. Since the pandemic is ongoing, anything can change at any time.

Traveler Name State/Province Reservation #

Advisor Name Advisor Email

Primary Destination Primary Travel Provider

Departure Date Return Date Airline

Departure Airport Arrival Airport Checklist Completion Date

PROVIDERS	Employees Must Wear Masks	Everyone Must Wear Masks in Public Areas	Social Distance Signage	Touchless Interactions Available	Procedures Certified by Independent Entity
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Completing Short Form Checklist

Step 4. The second page is wide open for any other details you think your client would appreciate knowing, such as destination entry requirements.

Step 5. Save the document and email it to your client.

ADDITIONAL IMPORTANT DETAILS