

# Full Service Destination Management

## The post-COVID Welcome Back

### Ushering in the New Normal for Health & Safety

Proactively addressing the health & safety unease, brought about by COVID-19, that individuals may have, is the first of a series of baby steps towards re-establishing group travel confidence.

We must balance best practices for the use of face coverings as needed, responsible group friendly social distancing techniques when out and about, on coaches, and at restaurants, etc. with a superior guest experience.

#### Health & Safety Procedures Re-Imagined:

- Team Briefings to ensure all are up to date on the best operational health and safety practices
- Providing guests with disposable masks and hand sanitizers or disinfectant wipes
- Eliminating the use of public transportation during peak travel times
- Guides enhanced use of audio devices to better facilitate Social Distancing where plausible
- Motor coach partners to thoroughly clean / disinfect interiors and luggage compartments
- Hotel partners to thoroughly clean / disinfect all rooms assigned to our guests prior to arrival and throughout their stay
- Restaurant partners to more generously space out seating to avoid guest crowding
- Substituting breakfast buffets for the foreseeable future in favor of self-service individually wrapped hot breakfast sandwiches and other items akin to a “grab & go”



#### Testimonials

*“As a travel agency owner, we had a group of approximately 40 children and adults scheduled for a trip and tours in Washington DC... Unfortunately, due to COVID-19, we were forced to have to cancel the trip... Receptive Tours worked with suppliers and advocated to ensure our group received a 100% full refund. The tenacity and determination in providing a high level of service is unmatched...”*

Tonya B.  
The Platinum Premier Travel Group  
Texas

*“Our company is grateful beyond words on the decision of Receptive tours to refund our down payment for the upcoming medical congress in Philadelphia... I admire the determination and perseverance of Receptive Tours to provide a spontaneous good customer service even in the midst of health crisis. Once everything is back to normal...and we have a new requirement for medical congress in USA, Receptive tours will be considered again.”*

Rhea L.  
Pharmaceutical Company  
Philippines

When Service Excellence & Experience Matters... Receptive Tours Group

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