



Soccer Tours to Europe Post Covid-19 'Peace of Mind' Procedures & Protocols

Total Football Experience wants to give you the reassurance that we as a company are making every effort to make your stay a safe one. We have introduced a number of health and safety measures, reducing the risk of contact with COVID-19 by taking the necessary procedures and protocols, operating in line with the Government guidelines and Public Health guidance.

We have been awarded the *British Tourist Authority* "We're Good To Go" award which is the official UK mark to signal that a tourism and hospitality business has worked hard to follow Government and industry COVID-19 guidelines and has a process in place to maintain cleanliness and aid social distancing.



The *World Travel & Tourism Council* "Safe Travels" award is a specially designed stamp which will allow travellers and other Travel & Tourism stakeholders to recognise destination authorities and companies around the world that have implemented health and hygiene protocols that are aligned with WTTC's Safe Travels Protocols. This award is only issued directly to public destination authorities and Travel & Tourism Industry Associations, so although we can not be awarded the stamp directly, facilities and hotels in city's that we organise tours to have attained the award, such as, Visit Portugal, Turismo del Ayuntamiento de Madrid, Tourism Barcelona and Turismo de Portugal.



HOTELS - In England we use Holiday Inn's for our soccer tours accommodation, the Intercontinental Hotels Group (IHG) has recently launched a 'Clean Promise' to ensure you have peace of mind during your stay with us.

IHG-Clean-Promise

Intercontinental Hotels Group (IHG) has announced enhanced cleaning measures in response to the Covid-19 pandemic including a new 'Clean Promise'.

Its internal programme which will allow for this promise to be met is called 'Way of Clean'. This was first introduced in 2015, but is now being 'enhanced', the group said. Developed with Ecolab and Diversey, the programme has been expanded with additional COVID-19 protocols and best practices to reflect the advice of the World Health Organization, Centres for Disease Control & Prevention and local public health authorities in markets around the world.

IHG Way of Clean already included deep cleaning with hospital-grade disinfectants. The new 'evolved procedures...may include':

Reception: Reduced contact at check-in, touchless transactions, front-desk screens, sanitiser stations, sanitised key cards, paperless checkout

Guest Room: Visible verification of sanitised items (e.g., glassware, remote control), reduction of in-room furnishings/high-touch items, new laundry protocols, use of new technology

Public Spaces and Facilities: Additional deep cleaning of high-touch surfaces, social distancing, "last cleaned" charts, best practices for pools, fitness centres and lounges

Food & Beverage: New standards and service approach to buffets, banquets, room service and catering.

On the knowledge side, IHG is working closely with a team of medical experts at the Cleveland Clinic to develop guidance and resources for hotel teams on returning to work and keeping guests safe in this new environment, which may include:



- Cleanliness information in hotels and on IHG's booking channels
- Social distancing operating procedures and signage
- Guidance on the use of protective equipment as necessary by hotel colleagues
- Updated colleague training and certification
- Availability of individual guest amenity cleaning kits
- Hand sanitiser and disinfecting wipes available in guest rooms and at high-touch points throughout hotels.

With these updated measures in place, IHG is launching a Clean Promise. Rolling out globally from 1 June 2020, it reassures guests "...that their room will meet IHG's high standards of cleanliness. If not, the hotel will make it right".

Leading this work is IHG's new Global Cleanliness Board, a group of IHG experts in operations, health, safety and guest experience, working with our new external specialists to define solutions, best practice and implement processes. While on-property, hotel teams will also appoint Clean Champions to continue building the culture of clean instilled in IHG hotels around the world. These champions will focus on guests and colleagues as they navigate the new environment and help on-property teams to consistently deliver the new cleanliness standards. www.ihg.com/clean

LAKESIDE OF ELLESMERE (Coach Travel Company) - For airport transfers and transfers during your stay we will normally use Lakeside Coaches. They have a policy of 'TRAVEL ONLY PERMITTED WITHIN GOVERNMENT GUIDELINES'

Their Coach Services are certified by Visit England as having the correct procedures and risk assessments. Also, taking a tip from the aviation industry and as a relatively novel concept within the coach industry Lakeside have rolled out a bespoke seat back safety card.

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers#face-coverings>

**Lakeside Coaches have been awarded the 'We're Good To Go' mark*



CHESTER RACECOURSE TRAINING FACILITY - During weekdays, when training sessions predominantly takes place, we have sole use of the training pitches in the centre of the course. The training group will be isolated and the training equipment will be cleaned after every training session. We will be working closely with the Head Groundsman at Chester Racecourse who will be following the 'British Horseracing Authority' Covid-19 guidance.

<https://www.britishhorseracing.com/regulation/covid-19-coronavirus-industry-guidance-and-updates/>

STADIUM TOURS - We will continually monitor the websites of Manchester United Football Club, Manchester City Football Club and Liverpool Football Club as well as any other club where we have secured tickets for you to watch a match. All football clubs in the Premier League and EFL will be following the FA and government guidelines, initiatives, procedures & protocols to keep everyone safe in their stadiums.

<https://www.premierleague.com/coronavirus> & <https://www.efl.com/covid-19/>

*Liverpool Football Club have been awarded the 'We're Good To Go' mark

LONDON CITY TOUR BUS (THE ORIGINAL TOUR / TOT) - To keep delighting you with remarkable experiences, TOT have introduced a number of health and safety measures, reducing the risk of contact with COVID-19. A guide has been published to let you know how to prepare in advance for your tour, what social distancing measures are in place and what cleaning and hygiene procedures they have implemented. <https://www.theoriginaltour.com/en/health-safety> or PDF on request.

*The Original Tour have been awarded the 'We're Good To Go' mark

MATCH DAY FACILITIES – When arranging competitive matches, we will make sure that we visit all match facilities to ensure that they are following the appropriate guidelines. All football clubs training and match facilities at every level will be following the FA and government guidelines, initiatives, procedures & protocols to keep everyone safe in their facilities.

<https://www.premierleague.com/coronavirus> & <https://www.efl.com/covid-19/>



Please note that while the procedures and protocols within this document take into account current WHO and CDC guidelines, this is a working document which we will update as new information becomes available about COVID-19. At Total Football Experience we implement protocols that align us with common standards, helping to restore confidence and security to our collaborators and travellers as the tourism sector advances towards a new normality.

Disclaimer - It will be the responsibility of our service providers to adopt their own global standardized protocols, for which Total Football Experience is not responsible, nor does it assume any responsibility for the implementation of said protocols by their providers, as they cannot guarantee the 100% security. Therefore, Total Football Experience are not responsible, nor do they assume any responsibility regarding: claim for payment and / or reimbursement and / or request for medical care, nursing care, ambulance transfer, hospitalization, physical therapy, psychological therapy, medications, and / or any other service or treatment given by the professional of the health or non-professionals, or any other type of demand that may have, for any reason, have, or will have, for any reason, cause, including all legal actions that have been or could have been filed due to the implementation of global standardized health and hygiene protocols.

Safe Travels - Stay Safe

Ritchie Semple

Founder & Owner of Total Football Experience