



## Updated Guest Protocols for COVID-19

CRATE is committed to practices that will keep our guests and crew healthy and safe throughout the rafting season. Prior to coming on the river trip, we encourage you to vaccinate, mask up, maintain social distancing and schedule a COVID-19 test if needed.

**Before Arrival - Pre-Trip Questionnaire** - PLEASE NOTE: Shortly before your trip, a "Guest Covid-19 Symptom Screening Questionnaire" will be emailed to each person going on the trip. It must be filled out and returned to us by the deadline. If we do not receive the completed questionnaire, you will not be allowed to go on the trip. Prior to trip departure, if a guest exhibits any COVID-19 signs or symptoms, or has a temperature of 100.4°F/38°C or higher, the guest and their immediate traveling party will not be allowed on the tour.

### On-River Daily Symptom Check:

All trip participants, including vaccinated guests, non-vaccinated guests and guides, will be asked the symptom questionnaire

### While on the River, Guests will be Asked:

- Please bring your own mask and hand sanitizer to keep on hand.
- Wash and/or sanitize your hands frequently, properly and throughout the day. Soap and hand sanitizer will be available on every boat.
- Try not to touch your face. If you do, wash or sanitize your hands.
- Cough or sneeze into your elbow.
- Try to maintain 6 feet of distance where possible, in camp, during meal service, on hikes, etc.
- Be aware of social distancing. No hand shakes, hugs or other non-essential physical contact.
- Masks are discretionary unless otherwise determined by the trip leader.
- Please wash your hands before **and** after using the restroom.
- Please wash your hands before **and** after meals.
- Whenever refilling individual water bottles, hands must be washed or sanitized first. Hand sanitizer will be accessible on the boat and at camp.
- Your Guide(s) will brief you on hygiene and sanitation practices.
- Guests should report any illness they may develop during the trip to the trip leader immediately, especially if sick with a fever, cough, muscle aches and pains, sudden changes in smell or taste, sore throat, and/or shortness of breath. We may institute daily temperature checks if necessary.

### Transportation to/from the River:

- Masks are required to be worn by guests when traveling to/from the river. This includes riding in vans, aircraft, etc.
- Please observe social distancing during loading and all other phases of transport.
- Groups traveling together should be seated together, when possible.
- Please social distance at the boat ramp from other rafting groups who you may encounter. If social distancing is not possible, masks may be required.
- If your rafting trip meets at our warehouse, unvaccinated guests need to wear a facemask in our facility.

These protocols may be updated or modified as new information or directives are provided by the CDC and other applicable state and local government entities.