

# **Yellowstone Wild Covid-19 Operating Plan**

To our wonderful Guests:

Greetings from Yellowstone Country! We hope you and your family are doing well during this time. As our winter season is kicking off, we want to update you on current health and safety protocols here in Yellowstone and how our business is continuing to respond to the Covid-19 pandemic.

At Yellowstone Wild, the safety and health of our guests and staff is our top priority, while sharing this amazing place with you. While the open-air of our big sky country may be the best place to be right now, for both physical and mental health, we must adhere to Covid safety practices while on tour. Wearing masks, limiting shared air space, and limiting contact with people outside of your immediate social circle can all help to reduce the chance of infection. As such, here are the steps we are taking to protect our guests and our guides this winter season:

**All of our tours are private tours, meaning you will not be sharing a vehicle or optics with anyone outside of your party during your tour with us.**

**We have installed plexiglass shields/sneeze-guards in our vehicles to limit airflow between the guests and the driving guide.**

**Our guests (including children of any age) and guides will wear masks while in the vehicle and any time social distancing is not feasible outside the vehicle. Masks must cover both your mouth and nose. Eating and drinking are not permitted inside the vehicle so that masks can be continuously worn correctly. If your party cannot adhere to this policy, we reserve the right to end the tour without a refund.**

**Vehicles, optics, and other equipment will be diligently cleaned and sanitized before and after each tour.**

**If you or anyone in your group is feeling sick, even if you think you just have a cold, please stay home or at your hotel. We will reschedule or refund your tour due to any possible illness or exposure to Covid-19 (see below for details). However, if someone in your party appears ill while on tour, at your guide's discretion, we reserve the right to end the tour immediately with no refund.**

**Guests will be asked the following screening questions prior to the tour:**

- Have you or anyone in your group been in contact with anyone who is known or suspected to have Covid-19?
- Have you or any member of your group been asked to isolate or quarantine?
- Are you or anyone in your group experiencing a fever, cough, shortness of breath, sore throat, headache or loss of taste or smell?

- Do you have a mask for everyone in your group? Does everyone know how to wear their mask properly (covering both nose and mouth at all times)? Masks must be worn at all times while inside the vehicle and anytime adequate distance is not possible while outside the vehicle.
- Have you read and do you understand our Covid-19 policy and our cancellation policy?
- If you need to cancel any time before the tour departure due to illness or possible exposure to Covid-19, there is no penalty. If you appear sick on the tour, we will terminate your tour immediately with no refund.

We hope you will agree that these policies have been carefully evaluated to provide the most positive outcomes as we all work together under challenging and confusing times. Please reach out with any questions or concerns you may have. We look forward to hearing from you and can't wait to share Yellowstone's winter serenity with you and your family.

Cordially,

Emil McCain, Owner  
Carolyn Bulin, Manager  
Yellowstone Wild, LLC  
Gardiner, Montana  
October 26, 2020

## **Covid-19 Cancellation Policy**

### **Deadline Lifted for Rescheduling/Canceling Tours**

We have lifted the deadline for canceling or rescheduling tours without penalty. We fully understand that it is confusing to make travel plans right now, and we want to assure you that we will do everything in our power to work with you through this situation. That starts with eliminating any rush to make any decision at all, and allowing flexibility as the situation constantly evolves.

Our standard cancellation policy provides full refunds for cancellations made more than 60 days in advance, half refunds for cancellations made between 15 and 59 days in advance and no refund for cancellations made 14 days or less before a tour. To best serve our guests during these difficult times, we have lifted that policy. If you cannot travel because of Covid-19 travel restrictions or because you feel uncomfortable traveling due to Covid-19 risk, you may cancel your tour for a full refund (minus a \$50 admin fee) or reschedule your tour without penalty up to five days in advance of your tour. If you must cancel due to illness or possible exposure to Covid-19, you may receive a full refund (minus \$50 admin fee) up to the morning of your tour.

### **Rescheduling Tours with our Gift Card**

If you have to cancel your tour because you are unable or unwilling to travel to Yellowstone due to Covid-19, we have established a Gift Card voucher system for you. This voucher will honor your payment to be applied in full towards a tour at a future date of your choice, dependent on tour availability. This voucher will not expire and will also be transferable to friends or family if you cannot make the trip (cost may vary depending on the number of guests).

If you choose to cancel your tour but would like to keep the option to reschedule after the pandemic passes, we will send you a Gift Card voucher and the information needed to redeem your tour at a future date of your choice.

### **Refund**

If you would prefer to fully cancel your booking due to Covid-19 and you prefer a refund over keeping the option to reschedule at a later date, we will refund your payment, minus the standard \$50 administrative fee to cover credit card processing expenses.

### **Track the Situation, Stay Informed, and Keep in Touch**

We encourage open dialog through this process as we all watch how this situation continues to unfold. We are committed to working with you in the most personable and heartfelt ways possible. Please keep us posted on your thoughts and plans, and know that we will do our best to do right by our valued guests. In the meantime, let's all do our part to stay healthy, limit any possible risk of transmissions and stay positive!

We hope you will be able to join us here in Yellowstone soon, as wilderness seems to be the best medicine for the human body, mind and soul.