

# Yellowstone Wild Covid-19 Operating Plan

***UPDATE: As of August 2021, National Park Service policy still requires all tour operators to enforce proper mask use in vehicles at all times regardless of guides' or guests' vaccination status. Please bring a mask for each person in your party.***

To our wonderful Guests:

Greetings from Yellowstone Country! We hope you and your family are doing well during this time. 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, we have carefully analyzed how we can best conduct business, keeping the safety and health of our guests and staff as 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 still need to be cautious in exactly how we go about it.

Health officials now understand that wearing masks in confined spaces, limiting shared air space, and limiting close contact with unvaccinated people outside of your household or 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 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.**

**Our guests (including children of any age and regardless of vaccination status) and guides will wear masks while in the vehicle. This is dictated by National Park Service policy that applies to all tour companies in Yellowstone.**

**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 may 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?
- Have you read and do you understand our Covid-19 policy and our cancellation policy?

- Do you have a mask for everyone in your group?
- If you need to cancel at 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

## **Updated COVID-19 Cancellation Policy**

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.

Our standard cancellation policy provides full refunds (minus \$50 processing fee) 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.

However, 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 (note that if you booked online, the fees charged by the booking platform – which is a separate company from us – are non-refundable in addition to our \$50 processing fee) up to 5 days prior to your tour start date. If you must cancel due to Covid-19 illness or exposure to Covid-19, you may receive a full refund (minus above-mentioned fees) up to the morning of your tour.

### **Option to Reschedule with a Gift Card**

If you have to cancel your tour due to Covid-19, you may receive a refund as described above, or we have established a Gift Card voucher system for you if you'd like to reschedule your tour at a later date. 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); the voucher is non-refundable.