

Dear Customer,

The following information concerns

the prevention efforts being made to stop the spread of Covid-19”

The following measures have been taken in accordance with the guidelines – “Coping with Covid-19 in the Travel Industry (see page 3~)” – as established by the Japan Association of Travel Agents (JATA) and the National Association of Travel Agents (ANTA):

1. Limit tours to using facilities that have taken measures against preventing the spread of infectious diseases

We check with service providers regarding their efforts to prevent the spread of COVID-19 in accordance with the guidelines set forth by industry associations. Planning and operation of tours will be limited to only those facilities that have taken the appropriate measures.

2. Our Commitment to Our Guests

1. We provide consultation services before departure as well as support after arrival at your destination. If you have any concerns, or if you have any problems during your trip, please contact us at: contact@wondertrunk.co

2. Our company places a high priority on infection prevention and safety; therefore, we have implemented the following measures:

① Hand sanitizing equipment (alcohol, etc.) provided at entrances

② Social distancing implementation

③ Regulations for all staff members to wear a mask

3. Activities or tours with a guide/staff

① Infection Prevention Measures

Guides/staff are instructed to wash their hands and gargle. Furthermore, as a general rule, all persons should wear a mask during the tour. Sanitary products are available to prevent infection, so please consult with us if you will be requiring them.

② Meals

To prevent the spread of infection during meals, we have enacted measures such as serving meals at different times and separating chairs to keep our guests at a safe distance from each other. For the health and safety of all our guests and staff, these measures are subject to change.

③ Social Distancing

Our guide/staff may ask you to avoid congregating together to maintain a safe distance between individuals. When entering facilities included in a tour, guests may be divided into small groups and asked to enter at different times to avoid crowding and to maintain a safe distance between each other.

④ Miscellaneous

When a tour is accompanied by outside staff, all participants (including chaperones, guides, bus staff, etc.) will be checked daily for symptoms.

4. We ask that all transportation and accommodations used during our tours/package tours comply with our guidelines to prevent the spread of COVID-19. Travel itineraries will be checked to ensure that our guidelines are being followed by all transportation and accommodations included

5. A Request to Our Customers

In order to ensure the safety and security of all our guests during their trip, we have taken the following measures. We thank you very much for your understanding and cooperation.

1. Pre-departure temperature and health check
2. Cancellation of a trip, even after departure, due to a passenger not feeling well
3. Frequent hand washing and hand sanitizing
4. As a general rule, masks should be worn by all persons
5. Social distancing

In accordance with the guidelines written above and in order to give priority to the safety of our customers, we may not be able to provide a full range of services during the trip and may have to make changes or interruptions without notice.

6. If you contract COVID-19 in the time after you have confirmed your trip but before departure and it prevents you from participating, you will not be charged a cancellation fee. *Terms and conditions apply.

3. Miscellaneous

In order to prevent the spread COVID-19, accommodations, transportation, and tourist facilities may change the services shown in brochures or on their official website without notice. For more information, please contact the necessary party.

We apologize for any inconveniences this may cause, and we very much appreciate your cooperation and understanding.

Guidelines for Coping with Covid-19 in the Travel Industry (2nd Edition)

Japan Association of Travel Agents (JATA) All Nippon Travel Agents Association (ANTA)

July 1st, 2020

1. Guidelines

According to the document “ Situation Analysis and Recommendations on Countermeasures to Combat Infectious Diseases of Novel Coronaviruses” by the committee on countermeasures to combat COVID-19:

“In order to prevent the spread of infection during socioeconomic activities in the future, it will be necessary for business operators to study and implement specific infection prevention measures based on the services they provide. Since there are various industries in society and the risk of infection is different for each industry, we strongly request that industry associations take the lead in developing guidelines to prevent the spread of infection in each industry, including but not limited to, sharing of good practices not only in the same industry but also in other industries as well as dissemination of guidelines and implements them in the field through trial and error and with creativity.”

In response to these recommendations, we have compiled a list of measures to be taken swiftly in the travel industry until such time that the COVID-19 situation has subsided.

These guidelines will be reviewed periodically and can be modified in light of the latest information on COVID-19, customer requests, or systems in place for other business operators.

2. Consideration of Specific Infection Prevention Measures

In accordance with the recommendations of the committee, the following points were taken into account when considering which measures to enact:

- Evaluate the risk of contact and droplet infection, the main routes of transmission of COVID-19, while taking into account the flow of employees, customers, etc.
- The risk assessment for contact infection involves identifying the location and frequency of contact with shared objects, such as doorknobs, etc. Particular attention should be paid to objects that receive frequent contact (e.g., furniture and fixtures inside a store, service counters and tables, pamphlet stands, chair backs, doorknobs, light switches, touch panels, cash registers, handrails, elevator buttons, vending machines, etc.).

- Evaluating the risk of droplet infection involves the degree in which the distance between people can be maintained indoors and during the trip while being able to determine the location of people using loud voices; ventilation conditions are also considered when developing appropriate measures.

3. Specific Infection Prevention Measures

(1) Basic Principles to Observe and the Common Elements

① Basic Principles to be Observed

- Both staff and customers should try to avoid contact between people as much as possible and try to maintain a distance of 2 meters (at least 1 meter) from each other.
- Adjusting the number of people inside stores to prevent infections (in-store consultations and avoiding crowding during the application process, etc.)
- Installation of hand sanitizer dispensers at the entrance of stores
- Wear a mask (for both employees and customers)
- Ventilation of indoor spaces
- Implement measures for stores in commercial facilities in accordance with the guidelines put forth by said commercial facility.
- Periodic disinfection of stores
- Inform and educate customers about infection prevention measures for travel and ask for their understanding and cooperation in implementing said measures.

② Common Elements

A - Inside Stores

- Devise ways to reduce the frequency of touching pamphlet stands and shared items.
- Regularly disinfect areas that are in constant contact.
- In places where people face each other, use acrylic plates, clear vinyl curtains or face shields to prevent contact.
- Alcohol and other sanitary products are available in the store for customers and employees to use at any time.
- Thoroughly wash and disinfect your hands.

B - During Tours

- Taking into account that there may be asymptomatic individuals either participating in or operating tours, measures should be taken to prevent infection.
- Service providers are limited to those who take appropriate infection prevention measures.

- All itineraries should be performed with the appropriate infection prevention measures.

4. Measures for Employees

(1) Health Management

- Employees should check their body temperature and symptoms before coming to work; those who are not feeling well should stay at home. Employees who become ill during the workday shall be sent home immediately and be placed on home leave.
- If an individual has had contact with an individual who has tested positive for COVID-19 or has traveled to a country or region that has been restricted by the government and requires a post-arrival observation period of 14 days, said person should be placed on home confinement.
- Particular attention should be paid to the health management of staff who perform work outside the office; preparations should be made in advance in the unlikely event that staff whom are working outside the office become unwell.
- The health status of any employee who is staying at home due to a fever or is unwell should be checked on a daily basis. If there are no improvements in their symptoms, instruct said employee to consult with a doctor or health care provider.
- Consideration should be given to company rules and regulations so that employees staying at home in cases of ill health does not lead to hardship or economic loss.

(2) Commuting to Work

- Employees who use public transportation should be required to wear masks and refrain from talking to others during their commute.
- Continue efforts to reduce close-contact human interaction, such as telecommuting (telework) and staggered working hours.

(3) Working

- Employees shall be required to wash their hands and gargle regularly, including at the start of work and after breaks. Also, hand sanitizer should be provided.
- Employees shall make every effort to consider the size of their work space and the maximum amount of staff that can safely organize while maintaining a safe distance of 2 meters (at least 1 meter) from each other.
- Require employees and others to wear masks during work, and in cases where close contact is unavoidable, such as meetings with multiple people, wearing masks should be strictly enforced.
- Morning meetings should be limited to small groups, or the contents of the meeting should be communicated electronically to prevent large groups of people from

gathering at the same time. Furthermore, in order to minimize congestion and contact as much as possible, lockers should be separated.

- Operations that require individuals to be in close contact with each other, such as in-store sale and consultations, should be minimized to prevent direct contact; customers should be directed to telephone or online sales by providing more information through digital platforms and by simplifying procedures to minimize in-store visits.
- To reduce the risk of infection during business to business sales and negotiations, non-face-to-face communication methods should be employed to greatest extent possible.
- When performing off-site work, employees should be required to take the appropriate measures to prevent infection via asymptomatic individuals.
- Take steps to reduce the number of shared items and the frequency of direct contact.
- Uniforms and clothing should be washed frequently.

(4) Breaks and Rest Periods

- When taking a break or rest, including smoking, try to keep a distance of 2 meters (at least 1 meter) from other people as much as possible, even if it is outside. Ensure that no more than a certain number of people enter the rest area at the same time, and that indoor rest areas are properly ventilated.
- When eating and drinking in the break room, try to keep the distance between people as close as possible to 2 meters (at least 1 meter) by staggering breaktimes or reducing the number of chairs. Also, avoid sitting face-to-face in the break room, or use proper shielding between individuals.
- Tables, chairs, vending machines, hot water machines, etc. in the breakroom must be frequently disinfected using alcohol or other disinfectants.

(5) Facilities and Equipment

- Equipment that employees come into contact with shall be disinfected at regular intervals.
- Common equipment such as bathroom fixtures, toilets, faucets, doorknobs, trash cans, tables, chairs, light switches, telephone/call center receivers, keyboards/touch pens for reservation terminals, tablets, touchscreens, handrails, elevator buttons, etc., should be frequently cleaned and disinfected. Also, the toilet lid should be set in the closed position.
- Provide paper towels or bring towels for personal use.
- Hand dryers and communal towels are prohibited.

- Garbage should be collected frequently, and if there is any soiled garbage it should be sealed in a plastic bag. Employees who are engaged in cleaning work such as garbage collection should wear masks and gloves and thoroughly wash their hands and gargle after work.
- Efforts shall be made to ventilate the entire building and individual work spaces.

(6) Improving Employee Awareness

- Employees should be encouraged to recognize the importance of infection prevention measures and emboldened to change their behavior, including in their daily lives.
- Employees who have recovered from COVID-19 should be informed of proper infection prevention measures and adequate care should be taken to ensure their smooth reintegration into society.

5. Measures for Our Customers

(1) Coming to the Store

- To prevent infections, we make sales and consultations available by phone, email, online application, etc.
- We support customers making in-person requests. Customers who wish to do an in-person consultation are asked to make an appointment in advance to prevent overcrowding.
- Hand sanitizing equipment (alcohol, etc.) at the entrance of the store.
- We ask for everyone to use hand sanitizer when you enter the store.
- Masks will be worn in stores.

(2) Consultation and Application Counter

① When Waiting for a Consultation or Application

- Encourage reservations and keep wait times in the store as short as possible.
- Clearly-marked waiting positions, etc.

② During Consultations and Applications

- Implement acrylic plates, clear vinyl curtains, or face shields at the counter to prevent infection between staff and customers.

③ Filling Out an Application

- Frequent disinfection of tables, writing instruments, etc.

④ Payment

- Promote non-contact/cashless payments methods such as wire transfers and credit

cards.

- Coupons, flyers, etc., should be issued electronically or mailed to promote social distancing.

(3) Cleaning of Shops

- Clean with an alcohol solution or a commercially available surfactant-based cleaning agent or bleach solution.
- After normal cleaning, it is important to regularly disinfect surfaces that are in contact with the public and frequently disinfect doorknobs, elevator buttons, stairway handrails, counters, application tables, and shared computers.
- Floors and walls that are not touched by hands should be cleaned normally.

(4) Toilets in Stores (Be aware that the risk of infection is considered relatively high.)

- The inside of the toilet bowl should be cleaned normally.
- Areas that come into contact with people should be cleaned and disinfected.
- Indicate that the toilet lid should be closed and the waste flushed.
- Provide paper towels or bring towels for personal use.
- Hand dryers and communal towels are prohibited.
- Keep ventilation on at all times.

6. Measures to be Taken for Travel Services

(1) Single Services (transportation, accommodation, etc.)

- Advise customers to ensure that the travel service provider they select has appropriate infection control measures in place
- Consideration will be given to enable customers to recognize and select transportation, lodging, and other services where safety measures are in place.

(2) Special Package Plans

- Travel service providers arranged in package tours are, in principle, limited to those who take appropriate infection prevention measures.

(3) Group Tours (including one-day recruitment tours)

1 Travel Planning

- The selection of travel destinations are based on the infection prevention situation.

- Confirm that there is no request from a prefecture to restrict travel into the prefecture from outside said prefecture.

2 Selection of Travel Service Providers

- Appropriate infection prevention measures are being implemented should be confirmed for transportation, restaurants, tourist facilities, experience, etc., included in the itinerary.

3 Implementation of Travel Services (Article 17 and 18 of Standard Travel Industry Clauses for Tour Contracts)

- If the safe and smooth managing of a trip becomes difficult, or is likely to become difficult, due to a change in the current health situation or other factors, the trip will be cancelled.
- If after the trip has begun it is found that there is a significant likelihood that the safe continuation of the subsequent trip will be difficult due to a change in the health situation, the trip will be cancelled and will return to the departure location.

4 Advice and Implementation of Travel Services (arranged trips)

- Advise the traveler (the group leader) to consider whether or not to continue the trip if a change in the health situation or other factors makes it difficult, or likely to be difficult, to conduct the trip safely and smoothly.
- Advise the traveler (the group leader) to consider whether or not to continue the trip if there is a significant likelihood that the safe continuation of the trip will be difficult due to changes in the health situation after the start of the trip.

5 Managing Itineraries to Reduce Risk

A Transportation

- Manage itineraries to ensure that the prevention guidelines are being implemented on the modes of transportation

B Accommodations

- Manage itineraries to ensure that the prevention guidelines are being implemented at the accommodations used

C Sightseeing

- Encourage groups and guides to use microphones and receivers to prevent people gathering closely together to hear the guide's explanations.
- When entering facilities included in a tour, guests may be divided into small groups and asked to enter at different times to avoid crowding and to maintain a safe distance between each other.

D Meals

- Manage itineraries to ensure that the prevention guidelines are being implemented at the restaurants used
- To prevent the spread of infection during meals, enact measures such as serving meals at different times and separating chairs to keep guests at a safe distance from each other.
- Minimize contact with employees of dining facilities (e.g., changing verbal instructions to explanatory notes).
- For large groups, consider individual lunch boxes as a way to reduce the risk of infection during meals.

6. In the absence of a guide/tour operator, work with travel service providers to ensure guidelines are followed.

7. Health Management of Participants, Staff, and Tour Operators

- Prior to departure, we will check the condition of all individuals (temperature and physical condition) and ask them to refrain from participating if they show symptoms of fever or suspected infection.
 - Passengers who become ill during a trip should leave while taking steps to prevent infection to other participants; they should then seek medical attention at the nearest health center or medical facility.
 - Be prepared to arrange services as needed for an individual who becomes unwell and needs to leave the tour.
 - Select appropriate places to wash hands and gargle during the trip.
 - During the trip, participants are requested to wear a mask.
 - If a participant is diagnosed as positive for COVID-19 within two weeks of returning to the trip, they are asked to contact their travel agent.
 - The travel agent will store the contact information of participants for two weeks in case of an incident .
- Events and Conventions
 - Adhere to the safety measures of the event and convention industry.

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The English translation is only for reference purposes and not a legal substitute of the original. If any complication regarding the meaning occurs, the original Japanese version shall supersede the translation as the official authoritative version.