



NIRVANA

EVENT TRAVEL, ACCOMMODATION & LOGISTICS

COVID-19 TRAVEL STANDARD

PROTECTING YOU EVERY STEP OF THE WAY



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OUR COMMITMENT

As a sport specialist tour operator, Nirvana has supported athletes, spectators and officials on their journey to and from events for over 20 years.

Our primary concern has been and will continue to be the wellbeing of our staff and customers, particularly in today's post-COVID world.

To that end we have developed a COVID-19 Travel Standard, and will work in partnership with the event organisers and their medical advisors to ensure our services are fully integrated with the event anti-COVID precautions.

At this time, more than ever we need to work with our customers to make these protocols work efficiently and reduce the transmission of COVID.

Clearly this is a dynamic situation that is changing by country/region on a daily basis and as such we will always be led by the advice of the Foreign Office, Chief Medical Officer and World Health Organisation.

This advice will be reviewed weekly by our COVID-19 Response Team and displayed as a link to each event page.

Our travel standard covers each part of your journey from beginning to end and has been designed with our partners to ensure your safety and wellbeing.

However it is important that you inform us of any health concerns that you may have prior to travelling, so together we can prevent the spread of the virus and keep sport open for all.



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PRE-DEPARTURE

DOCUMENTATION

- All passenger documentation provided electronically.

WEBSITE

- Each event page will have a dedicated link to a COVID update section giving information on the status of the region and any outbreaks or specific precautions relating to the event

EVENT CANCELLATION

- If Foreign Office guidelines or local guidelines change and prevent travel to your destination or the cancellation of your event, you will be eligible for a full refund up to the point of departure, of all recoverable monies paid.

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FLIGHTS

TRAVEL UPDATES

- Updated COVID Advice 24 hours before you travel via SMS or email

EQUIPMENT REMINDER

- Reminder from Nirvana 5 hours before departure re key personal checks:
 - Take temperature
 - Pack/wear a face mask

NIRVANA AIRLINE PARTNERS

- Nirvana will only use airlines that operate the following standard procedures:
 - Self service check-in or screened check-in area
 - Cashless on board service
 - Staff wear face and hand protection
 - Aircraft cleaned daily and disinfected
 - Physical distancing and no queuing at gate
 - On-board air filtration

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AIRPORT TRANSFERS

MEET & GREET

- Met on arrival by fully briefed Nirvana Team (branded face protection in place)
- Provided with a sealed Nirvana COVID-19 travel pack on arrival containing:
 - Water
 - Face mask
 - Disposable gloves
 - Hand sanitizer
- Physical distancing applied whenever feasibly possible, while in transit through the airport

TRANSIT VEHICLES

- All transport used by Nirvana will have been disinfected daily and will be cleaned between transfers.
- All passengers using shared transfers must wear face masks
- All drivers will wear face protection and disposable gloves throughout the journey
- All passengers transferring will be temperature tested pre-boarding transfer

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CAR HIRE

Nirvana will only work with car hire companies that offer the following Covid protection procedures:

- Specialist sanitation of cars between hire and pre pick up. This will include disinfecting the whole vehicle from steering wheel to the ventilation system as well as the keys and cover them in plastic wrapping before handing over the car to the customer
- Provision of antibacterial gel, wipes, face masks and gloves for customers free of charge
- On-line check in and payments to minimise contact and risk

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ACCOMMODATION

- All accommodation selected for the Nirvana Collection, must pass our COVID-19 Travel Standard:
- Social distancing at check-in
- Rooms disinfected between guests
- All public areas including lifts disinfected daily
- All staff wear face masks and gloves
- Physical distanced in dining room or in room service available
- Limited, appointment only use of Gym/pool

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NIRVANA IN- RESORT TEAM

- Fully briefed Nirvana Team in resort
- Daily COVID-19 Status Report
- 24/7 contact
- All staff wear protection and gloves
- Desk provides spare protective materials, available to Nirvana athletes and guests

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ATHLETE SUPPORT SERVICES

- All appointments to be pre-booked and pre-paid
- Fully protected staff wearing gloves and mask will be available on site to assist
- Appointments to be situated in an open, covered space where feasible
- All equipment will be disinfected pre- and post maintenance

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ATHLETE EVENT SHUTTLES

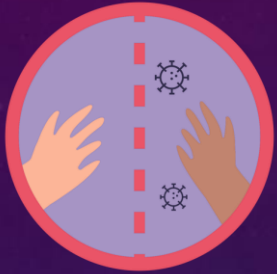


- All shuttle transport used by Nirvana will be disinfected daily and will be cleaned between transfers
- All passengers using shared shuttles must wear face masks

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HELPING DELIVER A SAFE TRAINING ENVIRONMENT



MAINTAINING SOCIAL DISTANCING RULES
(per country guideline)



DISINFECTING EQUIPMENT AFTER EACH USE/SESSION



DAILY WELLNESS CHECKLISTS TO BE COMPLETED BY ATHLETE



ALL SESSIONS OUTDOORS WHERE PRACTICAL



ALLOCATED SPACE IN BRIEFING ROOMS FOR WORKSHOPS



ALLOCATING EQUIPMENT (per person) FOR THE DURATION OF THE CAMP



DAILY TEMPERATURE CHECKS



NAMED WATER BOTTLES PER PERSON



HAND SANITISER, TISSUES & BIN BAGS PROVIDED IN ALL AREAS



24/7 MEDICAL EMERGENCY CONTACT DETAILS



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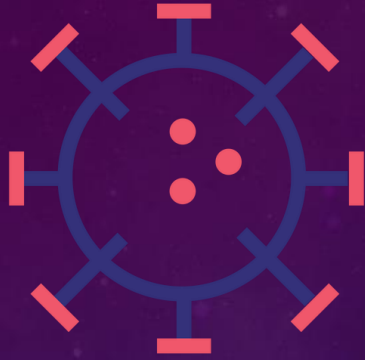
GROUP TRAVEL

Whether you are travelling to an event/fixture as part of a team, club or with your family, we are dedicated to ensuring that our customers are safe, comfortable and supported every step of the way.

Fully escorted and incorporating additional physical-distancing measures for travelling, we have experience of overseeing group tours since 2002 and we will ensure that our unparalleled support will allow you to travel, stay and compete with confidence.

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EQUIPMENT SHIPMENTS

- All equipment transported will be disinfected on departure and at arrival ahead of being received by the client
- Storage will be in room to ensure minimum handling
- If storage is required in a separate storage area this will be locked and clients will only be allowed to access their belongings one person at a time during a designated collection period
- The storage facility will be disinfected each evening ready for use the next day

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