

# RETURN TO TRAVEL

## Team Travel Best Practices & Safety Guide





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# Best Practices & Safe Travel



## COMMERCIAL AIR

### Before/During/After Flight

#### Before

- Avoid connecting flights where possible.
- Check-in for your flight on your phone through the airline app.
- Pack a mask for every day and bring a plastic bag to store dirty masks in.
- Pack hand sanitizer, 12 ounces per passenger allowed in carry-on luggage.
- Pack individually packaged alcohol or anti-bacterial wipes in carry-on or checked luggage. Jumbo containers of hand wipes are also allowed in carry-on or checked luggage.
- Many airlines are not offering beverage service. Most airlines are encouraging travelers to bring snacks and a water bottle to fill before you fly.
- Download the TSA app <https://www.tsa.gov/mobile>.
- Download airline app.
- Consider having someone drop you off at the airport to avoid taking a shuttle.

#### During

- Be prepared to Monitor TSA security lines using the app as there are potentially lengthier wait times with new protocols.
- Limit interactions with frequently touched surfaces such as kiosks, digital interfaces such as touchscreens and fingerprint scanners, ticket machines, turnstiles, handrails, restroom surfaces, elevator buttons and benches as much as possible.
- If your driver's license or state-issued ID expired on or after March 1, 2020, and you are unable to renew at your state driver's license agency, you may still use it as acceptable identification at the checkpoint. TSA will accept expired driver's licenses or state-issued ID a year after expiration. Additionally, the Department of Homeland Security recently announced an extension of time to obtain a REAL ID-compliant driver's license. The new deadline is October 1, 2021.
- Prior to going through the security checkpoint, take the items from your pockets and place them into your carry-on bag so that you don't have to place them in a bin. Remove keys, tissues, lip balm, loose change, breath mints, mobile phone and anything else from your pockets and place them right into your carry-on bag.
- Wear mask and wash hands often.
- Limit how often you take your face mask off to drink and eat. Some airlines have actually reduced or suspended their food and beverage services to avoid transmission of the virus.

#### After

- Know the rules in the state and town where you live. If you'll need to quarantine when you return, can you miss work or work remotely?





# Best Practices & Safe Travel



## CHARTER AIR

### What We Are Doing During These Uncertain Times To Ensure Your Team's Safety In The Air

In coordination with our partner air carriers and vendors, the entire STM Charters team is focused on taking the steps necessary to keep you and your team safe this season—both before and during the flight.

#### Before the Flight

Safety doesn't begin in-flight. It begins with the decisions we are making now to prepare for the upcoming season.

While some consultancies and airlines are challenged by small fleets or "high utilization" targets, the STM Charters team has worked to minimize the number of teams traveling on the same aircraft each day by exclusively contracting over thirty aircraft in our partner air carrier network. STM's goal in having such a large fleet is to maximize the opportunity to leave aircraft with our clients through the duration of their itinerary. When we are unable to do so, this larger fleet allows us to schedule longer "turn times" in each city, ensuring our vendors have sufficient time to properly clean and sanitize each aircraft. These steps significantly decrease the risk of contamination from other groups, allow for a more flexible (and on-time) schedule, and provide the private charter experience your group deserves.

In between flights and during longer overnight stays, STM Charters, in coordination with each of our partner air carriers, will ensure aircraft are cleaned and sanitized with the use of EPA-approved, high grade disinfectants on high touch areas like seat belts, tray tables, arm rests, window shades, luggage bins, and lavatories. As an added cleaning precaution, all aircraft will undergo electrostatic cleaning throughout the season. Finally, each of STM's partner air carrier aircraft are equipped with HEPA air filtration systems that purify the air inside the cabin by circulating it every two to four minutes.

#### After the Flight

STM Charters is equally committed to ensuring your safety in-flight; as a result, all flight crews will undergo daily temperature checks and will utilize face coverings for the duration of your travel. The STM Charters operations team is also working with our vendors—including ground handlers, security screeners, and caterers—to ensure that personnel who may come in contact with your passengers follow their company's COVID-related safety protocols.

STM Charters has always been a leader in providing in-flight amenities, and our sealed, single-serving beverages, snacks, and meals will keep your group safe and satisfied onboard.

In addition, our team can assist with additional catering requirements you may have, including delivery of sealed box lunches and drinks planeside prior to departure.

As an added layer of safety, STM Charters will be working with each of our partner air carriers to have PPE products available for your travel party onboard each one of our flights. Upon request, flight crews can provide a "Fly Safe Kit," which includes a roundtrip supply of hand sanitizer, masks, and alcohol wipes.

#### Our Commitment

We understand the uncertainty traveling in a "COVID world" has created. STM Charters' commitment to you is to continue to enhance the experience of getting there, being there, and coming home, all while doing so with an unwavering commitment to the safety and well-being of your group.



STMCHARTERS

*After events were canceled, the air charter made it possible for our baseball team to pick up the women's golf team and get both groups back home together earlier than scheduled.*

*We worked with STM Charters to rout a flight from California to Phoenix to Oklahoma. It didn't help that scores of other teams across the country were trying to reschedule flights at the same time, but our plan worked — a plane full of baseball bats, gloves, golf clubs and people landed back home on Friday.*

- D1 Athletic Client

#### FLY SAFE KIT

- 1-Hand Sanitizer 80% Alcohol Roll-On Bottle
- 2-Disposable 3 Ply Surgical Masks
- 2-Disposable Alcohol Wipes



# Best Practices & Safe Travel



## GROUND TRANSPORTATION

### Current Industry Recommendations For Safety



Every bus company has their own cleaning protocol in place. When programs are booking with STM Driven, we will send a PDF of that protocol for your records. Some ground transportation organizations such as IMG (International Motorcoach Group) are adhering to a organization-wide standard of cleanliness. These measures include:

- Cleaning and disinfecting each vehicle prior to departure (surfaces and use of EPA/CDC approved disinfectants).
- While traveling, critical touch points are cleaned and sanitized on overnight trips and when the driver is alone on the bus.
- Vehicles are subject to deeper cleaning and sanitizing at planned intervals, including enhanced deep cleaning, disinfecting and sanitizing procedures to supplement daily cleaning. These are scheduled at regular intervals and focus on non-portable cleaning tools.
- Providing drivers with PPE (personal protective equipment).
- Drivers are to social distance from their group whenever possible. This includes not assisting with luggage unless specifically asked, and to only assist with luggage with gloves and PPE.
- Hand sanitizer to be placed at the entrance of the bus and rear of the bus.

Many programs are chartering one (1) additional vehicle at this time. Although bus companies are not requiring this, many of the programs we work with have their own social distancing restrictions that requires separation on their charter bus movements. Some programs are still only chartering the number of buses required to seat the exact size of their travel party.



#### COVID-19 CANCELLATION POLICY FOR BUSSES/RENTAL CARS

At this time, none of STM Driven's motorcoach vendors are charging cancellation fees.



# Best Practices & Safe Travel



## GROUND TRANSPORTATION

**There Will Be Fewer Charter Buses on The Road Moving Into 2021. Book Early!**



### **The Best Solution is to Secure Any Charter Bus Service Your Organization Might Require Sooner Than Later!**

- There has been financial strain on ALL bus companies, and some will not survive the pandemic. Competing carriers will not be in a position to buy more buses and service additional clients, so there will be fewer options.
- Waiting until the last minute to book your bus will NOT be an option for the foreseeable future.
- Equipment will be hard to find at the last minute and you'll run the risk of overpaying to have equipment deadhead from great distances.



### **Some Motorcoach Carriers Have Also Begun Requiring Non or Partially Refundable Deposits To Combat Their Current Cash-Flow Situation. What Does That Mean For STM Clientele?**

- STM Driven has worked with our carriers to eliminate those deposits for STM's clientele.
- Many bus companies will also be increasing their rates once travel starts up again.
- We've been working with our carriers to maintain the rates we negotiated last Fall for 2020/21.
- Every carrier in our network has agreed to waive cancellation fees related to COVID-19 travel bans as they pertain to your Fall travel planning.



### **Some Bus Companies That Are Confirming Future Charters Right Now, Will Be Going Out of Business Between Now and The Date of Your Travel. How Is STM Preparing for This?**

- Here at STM, every carrier in our network is required to have us listed as additionally insured, and (at the very least) the insurance carriers will notify us if a policy has been canceled.
- We've also been talking to ALL our carriers throughout the COVID-19 pandemic and have a good sense of which companies will make it through this.
- If you're chartering motorcoach service on your own, it would be wise to have your organization listed as additionally insured so that you receive some notice if you have to rebook your service.



**STM DRIVEN**

*"I have worked with Nick and Sam for a few years and have been fortunate enough to meet them in person at the past two CABMA Conventions. These two men work tirelessly in providing transportation needs for our teams. Over the last few weeks, they were quick to respond and communicate on cancellation of charter buses. Mary was able to work with me last week to pay any outstanding invoices by credit card. She, too, was quick in her communication and work. All three of these individuals were very patient. Nick has already begun working on Fall travel for us."*  
- D1 Athletic Client





# Best Practices & Safe Travel



## GROUND TRANSPORTATION

### Before/During/After Trip

#### Before

- Bring your cloth face covering to wear at times when physical distancing is difficult. The CDC strongly recommends everyone wear a mask on public transportation.
- Pack hand sanitizer with at least 60% alcohol (in case you are unable to wash your hands at your destination).
- Pack individually packaged alcohol or anti-bacterial wipes.
- Check for destination requirements or restrictions. Some state, local, and territorial governments have requirements, such as requiring people to wear masks and requiring those who recently traveled to stay home for up to 14 days.

#### During

- Clean and disinfect frequently touched surfaces regularly (for example, the steering wheel, gear shift, door frame/handles, windows, arm rests, radio/temperature dials and seatbelt buckles).
- Follow social distancing guidelines by staying at least 6 feet (2 meters) from people who are not from your household. For example:
  - Avoid gathering in groups, and stay out of crowded spaces when possible, especially at transit stations and stops.
  - Consider skipping a row of seats between yourself and other riders if possible.
  - Enter and exit buses through rear entry doors if possible.
  - Look for social distancing instructions or physical guides offered by transit authorities (for example, floor decals or signs indicating where to stand or sit to remain at least 6 feet apart from others).
  - Improve the ventilation in the vehicle if possible (for example, open the windows or set the air ventilation/air conditioning on non-recirculation mode).
- Consider limiting the number of passengers in the vehicle to only those necessary.
- When possible, consider traveling during non-peak hours when there are likely to be fewer people.
- Use touchless payment when available.
- Sit in the back seat in larger vehicles such as vans and buses so you can remain at least six feet away from the driver.

#### After

- Know the rules in the state and town where you live. If you'll need to quarantine when you return, can you miss work or work remotely?



# Best Practices & Safe Travel



## GROUP HOTELS

### Current Industry Recommendations For Safety



#### Industry Recommendation For Number Of Athletes Sharing A Hotel Room

- No more than two per room.
- Some teams have gone to single rooms, but that can be a bit costly.
- A lot of teams are also blocking an extra room, as a COVID room, in case an athlete does get sick, they can quarantine them. Some have asked that this room connect to double, as it would attach to a Coaches room.
- Putting 3 to room makes contact tracing more difficult.



#### Current hotel policies for last minute cancelations due to COVID positives by either team?

- Our Force Majeure clause will cover if a team cancels day of due to covid testing/protocols.

*Force Majeure: The parties are hereby relieved of any liability if unable to meet the responsibilities of this Agreement because of any act of God, riots, acts of war or terrorism, epidemics, pandemics (including COVID-19), strikes, any act or order of public authority including, without limitation, the University, the University leadership, the State Board of Education, or local, state or federal government, civil or regulatory authority, or any other cause, similar or dissimilar, beyond the control of the parties (a "Force Majeure Event").*

- For the avoidance of doubt, the cancellation, curtailment, or material alteration of the Customer's collegiate schedule, whether by a conference or the NCAA, shall be considered a Force Majeure Event under this section. This includes day of arrival, if either team can't compete due to COVID-19 positive results, forcing the cancellation of the game.



**STMSTAY**

"I met Chris (and Kim Moore) at CABMA in 2018. While we were not ready to make an exclusive hotel agent at the time, Chris continued to cultivate the relationship with us. After a year of conversations and a change in Athletic Director, we went exclusive with Meetings Plus Moore last summer. We were even more excited when Kim and Chris came on board with STM. This provided us a "one-stop shop" for booking travel – hotel and transportation. Chris provided excellent service and communication the last few weeks on cancellation of hotels. He, too, was very patient and from time to time made a joke to lighten the mood. Chris has already begun working on Fall travel for us."

- D1 Athletic Client





# Best Practices & Safe Travel



## GROUP HOTELS

### Before/During/After Trip

#### Before

- Check the hotel's COVID-19 prevention practices before you go.
- Check travel restrictions and quarantine rules for your desired destination. Some states require visitors to stay inside for two weeks upon arrival.
- Use options for online reservation and check-in, mobile room key and contactless payment.
- Check which amenities are open before booking, as many shared spaces at these facilities are closed so you can plan ahead. Bring your cloth face covering to wear at times when physical distancing is difficult. The CDC strongly recommends everyone wear a mask on public transportation.
- Pack hand sanitizer with at least 60% alcohol (in case you are unable to wash your hands at your destination)
- Pack individually packaged alcohol or anti-bacterial wipes.

#### During

- Minimize use of areas that may lead to close contact (within 6 feet) with other people as much as possible or visit at off-peak times, like break rooms, outside patios, inside lounging areas, dining areas/kitchens, game rooms, pools, hot tubs, saunas, spas, salons and fitness centers. Wear a mask and leave if you can't maintain social distance.
- Wipe down all hard, nonporous surfaces regularly. Prioritize high-touch surfaces, like keys, TV remotes, night stands, handles on sinks and doors, the fridge (inside and out) and light switches. If you are considering cleaning your travel lodgings, see the CDC's guidance on how to clean and disinfect.
- Consider taking the stairs. Otherwise wait to use the elevator until you can either ride alone or only with people from your household.
- Request contactless delivery for any room service order.

#### After

- Know the rules in the state and town where you live. If you'll need to quarantine when you return, can you miss work or work remotely?



# Best Practices & Safe Travel



## MEETINGS & EVENTS

### Current Industry Recommendations For Safety



#### What Will Conferences Look Like Post COVID-19?

Re-Imaging the Meeting to include:

- Safety
- Comfort
- Value

Suggestions inspired by the current pandemic:

- Crisis communications plans need to be in place so that event organizers can quickly reach out to all stakeholders, via multiple channels, to share information that is uniform and consistent to all.
- Risk assessment and emergency preparedness must be included in the strategy for the planning and execution of any event.
- Safety tips must be shared with attendees; sharing via social media, digital collateral, online videos – the messages of frequent hand washing, respiratory hygiene, when to seek medical care, etc.
- Force Majeure clauses in contracts will be written very carefully so as to protect the planners in cases as unanticipated or detrimental as a pandemic.  
*Note: This could apply to the recruitment room block contracts as well*
- Planners of larger events will consider travel insurance in order to protect from cancellation or other related costs.

#### How Could COVID-19 Change Conferences For The Long Run?

- Conferences will place more emphasis and effort to support the values that we now treasure more than pre-quarantine: sustainability, environmental-friendliness, health and wellness.
- Registration of attendees may move online altogether, easing the concern for physical distancing. Will the Conference develop an app to streamline the registration, communication, and information processes.
- Attendees may take comfort in seeing masked and gloved housekeeping staff in the front of the house at all times, rather than behind the scenes. Demonstrated accountability by venues to show dedication to cleanliness and sanitation will be appreciated.
- Buffets will become ancient food and beverage history; coffee bars will be staffed; snacks and breaks will be individually packaged.
- Tier-pricing can become a norm, enabling rate varieties for in-person and remote attendees.
- While medical personnel are prearranged for larger conventions and symposiums, now plans for a doctor on site may be the norm for smaller symposiums or seminars as well.
- Opportunities for new sponsors arise. For hospitality events, many companies have furloughed employees and thus sponsorship spend may look frivolous and be reduced or cut altogether. Perhaps cleaning supply products, audio/visual or technology companies, health and wellness brands, sanitizers and food packaging companies might be more willing to participate in events? Consider new entrants in the sponsorship space.





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