GET YOUR GUIDE

COVID-19 travel info: What to know before booking your activity

We're ready to help you experience some of the world's most incredible destinations as safely as possible.

With changing travel restrictions around the world, attractions may be closing or reopening with updated health and safety measures. At GetYourGuide, the well-being and safety of our community and tour guides are our priority. Before you book an activity, we want you to feel safe and secure with your decision.

Whether you're on a trip now or in the process of planning one, we're here to help you in any way we can. Find information on the following topics below:

- Our cancellation policy for travelers with existing bookings
- General safety and hygiene measures for reopened attractions
- COVID-19 travel restrictions
- The latest health information
- Our message to the global travel community

Our cancellation policy for travelers with existing bookings

If you'd like to change your travel plans or cancel a booking, our customer service team is available 24/7. We offer the following:

- Customers who cancel a booking **more than 24 hours in advance** can receive a full refund.
- Customers with a booking to **an attraction that has closed as a preventative measure** can receive a full refund.

Disclaimer: *A small number of products on GetYourGuide are non-refundable. This will be explicitly stated at the point of purchase and on your voucher.*

For more information about your planned booking, please get in touch.

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General safety and hygiene measures for reopened attractions

While guidelines may differ across the world, you can expect updated health and safety measures to be put in place wherever you are traveling.

These measures will differ depending on where you are traveling and the activity that you are booking. **Please note and observe the specific measures included for your booked activity.**

Hygiene safety measures for visitors

In general, attraction visitors can expect implemented measures for the following:

- **Masks:** Most attractions will require you to wear a mask at all times. In some cases, masks will be provided for you. In others, you will be required to bring your own.
- **Hand washing and cleaning:** Hand sanitizer will generally be provided throughout accessible areas of an attraction. Most attractions will require you to clean your hands upon entry and encourage regular use of hand sanitizer during your visit.
- **Social distance:** Most attractions will require visitors to respect locally enforced social distance measures (1 to 2 meters apart).
- **Health screening:** Many attractions may perform health checks that screen for temperature irregularities, coughing signs, or other symptoms of COVID-19. Visitors who show symptoms of illness may not be able to participate in their booked activities.

Hygiene safety regulations for staff

- **Masks:** Most attractions will require staff to wear masks at all times.
- **Hand cleaning:** Most attractions will require staff to wash and clean their hands regularly with soap and/or hand sanitizer.
- **Gloves:** In addition to regular hand washing and cleaning, most attractions will require staff to wear gloves while working.
- **Social distance:** Like visitors, staff will also be required to respect locally enforced social distance measures at most attractions (1 to 2 meters apart).
- **Medical check ups:** Many attractions will require staff to go through regular medical examinations. In these instances, staff members that exhibit signs of illness will not be allowed to work.

Operational hygiene measures

In addition to health and safety measures for staff and visitors, most countries have required attractions to intensify cleaning, organize proper hygiene safety training for employees, and adapt their offers and space with timed and digital ticketing.

While measures may be different around the world, many attractions are require to implement measures around the following:

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- **Number of visitors:** Most attractions are required to limit the number of visitors in order to prevent outbreak.
- **Hours of operation:** Most attractions will operate on reduced opening hours to ensure a limited number of visitors and time for proper cleaning.
- **Hygiene safety training:** Most attractions require training for staff in hygiene safety operations and how to deal with emergency situations.
- **Increased signage:** Signage and posters should clearly communicate safe distancing and health measures to visitors and staff at most attractions.
- **Cleaning procedures:** Most attractions will require more cleaning by the attraction operators. Additionally, hand sanitizers should be placed in strategic locations and clean air/regular ventilation should be ensured for indoor spaces.

COVID-19 travel restrictions

Curious about where you can travel to next? We've compiled a comprehensive overview of travel restrictions to help you pick your next travel destination.

Find international and domestic restrictions, quarantine regulations and measures, and other useful information for traveling to countries around the world. Use our interactive map for a quick look at which countries currently have travel restrictions implemented.

We update the page regularly with the latest information. To learn where you can plan your next trip, click here.

The latest health information

We encourage our community to read the latest news and communications from relevant authorities carefully and in full. To help you stay healthy and aware of further developments, we suggest visiting these World Health Organization (WHO) website pages: WHO coronaviruses Q&A (COVID-19) and WHO daily updates.

Our message to the global travel community

GetYourGuide's mission is to give the whole world access to incredible experiences. Even in times of uncertainty, we remain fully committed to that mission. If you need support or assistance, get in touch.

If you've traveled with us before, you know that we're stronger when we're connected. GetYourGuide is here for you, and with you — every step of the way.

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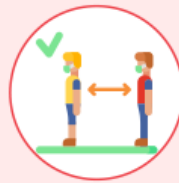
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GUIDELINES FOR AIR PASSENGERS

Verify health status on **Aarogya Setu app**

Face mask at all times

Maintain hygiene and social distancing

Do not use chairs marked **'Not For Use'**

Be attentive to **airport & boarding announcements**

Collect safety kit near the boarding gate

Minimize **non-essential movement** during flight

Notify crew if you feel fatigued or under respiratory distress

For other latest updates by the Ministry of Civil Aviation, you can visit the MoCA website here.

Travel Advisory issued by the Ministry of Health and Family Welfare, Government of India:

https://www.mohfw.gov.in/pdf/Traveladvisory.pdf

https://www.mohfw.gov.in/

Travel Advisory Issued by WHO

https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public

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CDC | Centers for Disease Control and Prevention

Travelers' Health

COVID-19 in India

New Travel Requirements

All air passengers coming to the United States, including U.S. citizens, are **required** to have a negative COVID-19 test result or documentation of recovery from COVID-19 before they board a flight to the United States. See the Frequently Asked Questions for more information.

Level 4: Very High Level of COVID-19 in India

Key Information for Travelers to India

- Travelers should avoid all travel to India.
- Travel may increase your chance of getting and spreading COVID-19.
- If you must travel:
  - **Before you travel**, get tested with a viral test 1–3 days before your trip. **Do not travel** if you are waiting for test results, test positive, or are sick. Follow all entry requirements for your destination and provide any required or requested health information.
  - **During travel**, wear a mask, stay at least 6 feet from people who are not traveling with you, wash your hands often or use hand sanitizer, and watch your health for signs of illness.
  - **Before traveling back to the United States**, get tested with a viral test 1–3 days before travel. Follow all destination and airline recommendations or requirements.
  - **After you travel**, get tested 3–5 days after travel **AND** stay home for 7 days after travel.
    - If you don't get tested, it's safest to stay home for 10 days.
    - If you had a known exposure to COVID-19 while traveling, delay travel, quarantine from other people, get tested, and monitor your health.

COVID-19 Levels

- ■ **Level 4: Very High**
- ■ Level 3: High
- ■ Level 2: Moderate
- ■ Level 1: Low
- ■ Level unknown

Learn more about COVID-19 levels.

See all COVID-19 travel notices.

Travel and COVID-19

Travel may increase your chance of getting and spreading COVID-19. Staying home is the best way to protect yourself and others from COVID-19. Airports, bus stations, train stations, and rest stops are all places travelers can be exposed to the virus. These are also places where it can be hard to social distance. If you travel, take steps before, during, and after travel to keep yourself and others from getting COVID-19.

Delay travel if you are waiting for test results, test positive, are sick, or if you have been around someone with COVID-19 in the past 14 days. Find out more about When to Delay Travel.

Before You Travel

Travelers should avoid all travel to India. If you must travel, talk to your doctor ahead of travel, especially if you are at increased risk for severe illness from COVID-19.

Get tested with a viral test 1–3 days before your trip, keep a copy of your results with you during travel.

Do not travel if your test result is positive; immediately isolate yourself, and follow public health recommendations.

If traveling by air, check if your airline requires any health information, test results, or other documents. Follow entry requirements or restrictions at your destination which might include testing, quarantine, and providing contact information. Check with your destination's Office of Foreign Affairs or Ministry of Health or the US Department of State, Bureau of Consular Affairs, Country Information page for details about entry requirements and restrictions for arriving travelers. If you test positive on arrival, you might be required to isolate. You might be prevented from returning to the United States as scheduled.

If you get sick in India, you might need medical care. Plan ahead and learn more about Getting Health Care During Travel.

During Travel

If you travel, take the following steps to protect yourself and others from COVID-19:

- Stay at least 6 feet/2 meters (about 2 arm lengths) from anyone who is not traveling with you. It's important to do this everywhere—both indoors and outdoors.
- Wear a mask to keep your nose and mouth covered when you are in shared spaces, including when using public transportation.
- Wash your hands often or use hand sanitizer (with at least 60% alcohol).
- Avoid contact with anyone who is sick.
- Avoid touching your eyes, nose, and mouth.
- Do not travel if you are sick.

Get tested with a viral test 1–3 days before traveling back to the United States.

After You Travel

You might have been exposed to COVID-19 during your travels. You might feel well and not have any symptoms, but you can be contagious without symptoms and can spread the virus to others.

After you travel, take the following steps to protect others from getting sick for 14 days after travel:

- Get tested 3–5 days after your trip AND stay home for 7 days after travel.
  - Even if you test negative, stay home for the full 7 days.
  - If your test is positive, isolate yourself to protect others from getting infected.
- If you don't get tested, it's safest to stay home for 10 days after travel.
- Avoid being around people who are at increased risk for severe illness for 14 days, whether you get tested or not.
- Always follow state and local recommendations or requirements related to travel.

Take these actions to protect others from getting sick:

- Stay at least 6 feet/2 meters (about 2 arm lengths) from anyone who did not travel with you, particularly in crowded areas. It's important to do this everywhere—both indoors and outdoors.
- Wear a mask to keep your nose and mouth covered when you are in shared spaces outside of your home, including when using public transportation.
- Wear a mask and ask any household members who did not travel with you to wear masks in shared spaces inside your home.
- Wash your hands often or use hand sanitizer (with at least 60% alcohol).
- Watch your health: Look for symptoms of COVID-19, and take your temperature if you feel sick.

See CDC's After You Travel page for more information.

Other Considerations

If you get sick with COVID-19 or test positive for the virus that causes COVID-19 while abroad, you might not be permitted to return to the United States until you can end isolation. If you are exposed to someone with COVID-19 during travel, you might be quarantined and not be permitted to return to the United States until your quarantine is lifted.

Clinician Information

Clinicians should obtain a detailed travel history for patients with symptoms of COVID-19 infection. If you suspect that a traveler has COVID-19, see Information for Healthcare Professionals about Coronavirus (COVID-19) for information on evaluating, reporting, clinical care guidance, and infection control.

Additional Information

- Know When to Delay Your Travel to Avoid Spreading COVID-19
- How CDC Determines the Level of a Destination's COVID-19 Travel Health Notice
- Travel During the COVID-19 Pandemic
- Testing and International Air Travel
- Coronavirus Disease 2019
- Information for Healthcare Professionals
- WHO, Coronavirus
- US Department of State: Smart Traveler Enrollment Program (STEP)

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Division of Global Migration and Quarantine (DGMQ)