



EXPLORE HAKONE

-experience the wonder-

COVID-19
HEALTH &
SAFETY
GUIDELINES

NOTE & DISCLAIMER

Note: Explore Hakone follows this guideline which has been developed by Adventure Travel Trade Association in June 2020. This is a living document. As international and national restrictions and Public Health guidelines evolve, this document will also evolve to reflect new advice and changes to guidelines when they emerge. Guidelines have been developed in line with the most recent information coming from international and national sources related to health, tourism and outdoors activities.



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Group Management

- Small groups, FIT or household groups should be favored to promote distancing. Strive to keep trip participant numbers as low as reasonably possible.
- Physical distancing does not need to apply to household units.
- Physical distancing should be practiced as much as possible if it is a group of strangers. How each individual moves about and mingles in a trek will greatly influence your group's distancing practices - operators should promote the shared responsibility for distancing.
- Consider using face coverings when in situations of higher risk of virus spreading, such as: when using transportation, during close-proximity instruction, when helping each other in harder terrain, when trekking on crowded trails where distancing is difficult to maintain.
- Checking temperature.

Pre- Arrival, Instruction and Briefing

- Have screening actions in place. Before joining the activity ask guests to self-assess their physical condition and self-screen their risk profile. Inform guests that if they have symptoms, however mild, or are in a household where someone has symptoms, they are advised to stay at home.
- Set clear standards and boundaries for COVID-19 health and safety measures and guest participation. Make relevant information about the activity available, such as, the risks involved and the measures you are taking to manage COVID-19 risks. Ensure guests understand the risks and what is expected of them to participate.
- Provide ample access to hand washing facilities and sanitizer. Ask that guests sanitize hands when entering any building or office facilities, before starting an activity and as often as needed throughout the activity.
- Adapt your briefing to avoid the need to get close to guests when possible. For example, while fitting packs and shoes.
- Strive for physical and social distance at the beginning and at the end of tours, always favoring open and well ventilated spaces.
- When closer contact is required consider the use of face coverings.
- Their responsibility in compliance to the COVID-19 precautions.

Transport

- The use of vehicles to transport clients includes a higher degree of COVID-19 transmission risk. Measures to mitigate risk should be used whenever possible; open vehicle windows, provide space in between passengers and have passengers wear face coverings. Consider the use of face shields or the use of private vehicles for transportation as additional measures.

On the Trail or During Tours

- Favor choosing less popular trails and times to minimize your exposure to other people or groups.
- Favor choosing areas where it will be easier to maintain social distancing due to topography, difficulty level, or trail conditions.
- When crossing paths with other groups, try to maintain ample space. If distancing is not possible (for example in a canyon or thick forest trail), consider using face coverings.
- Prepare for interaction with people external to your group. Often people socialize and chat on trailheads or stops – remember they might not know, or be following, the same health and safety standards that you require of your group.
- Adapt your procedures to be able to maintain social distancing while helping guests with basic trekking tasks such as organizing packs, stretching, or demonstrating the use of trekking poles.
- When closer contact is required consider the use of face coverings.
- Lower the possibility of first aid or evacuations by toning down the trek difficulties or challenges. Ensure difficulty level does not exceed skills and ability of guests.
- When administering first aid, some distancing methods need to be adapted or cannot be used. Use Personal Protective Equipment - PPE such as face coverings and gloves.
- Consider the need for defining additional COVID-19 evacuations protocols.

Equipment

Enhancing sanitation is a key part of mitigating COVID-19 risk. When at all possible, participants should avoid sharing equipment and should care for and carry their own personal equipment.

- Prevent surface contact where needed, for example:
 - Identify high use areas, such as, at base, office, transport
 - Clean high use areas often, and
 - Prevent contact in high use areas when possible. Identify high use areas and clean those often.
- Each person should have their individual equipment (e.g. pack, water bottle, trekking poles, sleeping bag, mattress) for the duration of the tour.
 - Cleaning of gear that comes into contact with skin (e.g. backpacks, clothing, sleeping bags) is a standard good practice and can be employed to reduce surface contact.
 - Encourage guests to size and choose equipment with minimum handling; then encourage them to carry and care for their selected personal equipment.
- Trekkers could be advised to bring their own equipment whenever possible.
- Consider sanitizing any gear that could be a vector for COVID-19 transmission.
- Use recommended methods for cleaning and sanitizing that have been determined to kill the COVID-19 virus, such as, appropriate rest time in between uses or using soap and water or bleach solutions. Follow manufacturer's instructions and the recommendations of official health and safety agencies.
- If support staff cares for client gear or shared gear such as group shelters, tents or mattresses during the trip, consider requirements to prevent cross contamination and promote gear sanitation in the field.
- Consider implementing safe-handling procedures for personnel who use cleaning products to clean equipment to prevent harm from chemicals or cross contamination.

Additional Resources

- [ATTA COVID-19 Guide for the Adventure Travel Industry](#)
- Cleveland Clinic
 - [Return to work amid COVID-19: A Cleveland Clinic Guide](#)
 - [COVID-19: Creating a Safe Workplace](#)
 - [Advice on Reopening Business: Frequently Asked Questions](#)