

AHI Health & Safety Protocols



In collaboration with local partners, AHI Travel has been hard at work preparing a thorough health and safety plan for your entire journey. Following the latest guidelines from the Centers for Disease Control and Prevention and the World Health Organization, we've fine-tuned our on-site operations to create enhanced protocols that cover every facet of your trip. The initiatives outlined below may be adapted as conditions evolve with the global pandemic. What will remain the same is the dedicated professionalism for which AHI Travel is known.

AHI Support Team Working 24/7

Once you've arrived at your destination, our AHI home office support team, Travel Directors and local teams on the ground are continuously communicating to ensure a seamless and safe experience.

Specially Trained Travel Directors

Our International Travel Directors have been trained on proper hand hygiene, the use of personal protective equipment (PPE) and physical distancing measures. They will ensure that all activities are conducted to the highest standard in accordance with AHI's health and safety standards and local regulations. Should someone become ill, your Travel Director is prepared to take action for your personal welfare and safety with emergency protocols already in place.

Dedicated International Partners

We've established strong, long-standing relationships with our global network of partners, including hotels, motor coach companies, family-owned businesses, restaurants and wineries, among others. Together, we are working intently to ensure that new procedures and protocols are rigorously followed and that all partners are adhering to up-to-date advice from health authorities.

Safe and Smooth Operation

Hotels, River Ships and Trains

New hygiene protocols will be implemented throughout your trip. This includes enhanced sanitization with disinfectants in hotels and on river ships and trains with a focus in common rooms and other high-traffic areas. Hand sanitizer will be available on-site for guest use. In lieu of communal water stations, individual disposable water bottles will be provided daily.

Motor Coaches

Motor coaches will undergo a daily deep cleaning with close attention to high-touch surfaces. The coaches will also operate at approximately 50 percent of the vehicle's capacity. Hand sanitizer will be available on all motor coaches.

Personal VOX Headsets

Your personal listening device will be thoroughly sanitized using approved alcohol-based cleaning solutions and sealed in its own case before you receive it at the beginning of your journey. Earbuds are provided brand new for each guest in sealed packaging.

Physical Distancing/Smaller Groups

AHI Travel will adhere to local regulations regarding appropriately sized groups based on each government's social distancing requirements. We will work with local partners to ensure recommended physical distancing during excursions and transfers; motor coach, boat and train journeys; and group events and meals.

Temperature Checks

To protect everyone's health on the trip, Travel Directors will have touchless thermometers and may conduct regular temperature checks for team members and guests.

Your Role as a Responsible Traveler

Pre-Trip Health Matters

You will be asked to complete a health questionnaire before departure. While traveling, please monitor your health and alert your Travel Director immediately if you are feeling ill.

Face Masks

We ask that you bring your own supply of face masks that suit your personal preferences for comfort and fit. Please wear your mask whenever possible, particularly when it is difficult to physically distance yourself. AHI Travel will have a supply of disposable masks available on-site.

Hand Washing

We encourage you to wash your hands with soap and ideally hot water for at least 30 seconds. If soap and water aren't available, use a hand sanitizer that contains at least 60% alcohol. For your convenience, we will provide a 2-ounce bottle of hand sanitizer that will be mailed to you prior to departure. It's extremely important to avoid touching your eyes, mouth and nose with unwashed hands. When sneezing or coughing, please use your inner arm/elbow instead of your hand.

Other Things to Keep in Mind

While traveling, please be considerate and maintain a distance of at least six feet between yourself and others. We ask that you follow any requests made by our professional staff members regarding physical distancing or hygiene protocols.

By working together and maintaining these health and safety protocols to prevent the spread of illness, we can create a safe and enjoyable travel experience for all.