

CAPTIVATING CROATIA

TRAVEL AND CORONAVIRUS:

A MESSAGE TO OUR GUESTS

COVID-19 has devastated the travel and hospitality industry worldwide. 2020 was a year to forget, however there is hope for travel in 2021 and myself and the entire Captivating Croatia team remain committed to providing the best small group experiences for our guests. In fact, our trips have always been about the private group experience, so we are still absolutely ready to give you an amazing vacation. As with all other companies, we are shifting and evolving in response to the Coronavirus. We are creating new policies and protocols in order to maintain the utmost safety of our guests, so that you can have a worry-free experience. I have always told our guests, that once you step off that plane, I want all your worries to go away and that continues to be my belief. We know that things are constantly shifting, evolving and changing and want you to know that the one constant is our resolve to give you the best experience possible, regardless the circumstances.

Many people are unaware that Croatia, was the first European country to open their borders for American's during times of COVID-19. They love American's and so look to having you as their guest. In order to enter the country, the present policy is that American's need to provide a Negative COVID-19 PCR test taken under 48 hours from your arrival into Croatia. Once in the country you will not need to quarantine or self-isolate. America has asked that all international passengers provide a Negative COVID-19 test taken within 72 hours of departure upon arrival back into the US. Captivating Croatia will assist in setting up expedited testing for our guests at the departure city of your tour. The testing cost is the sole responsibility of the guest. I know that this is an inconvenience, but the rewards far outweigh the effort.

In response to the current environment, and in a show of total support for you and your comfort, I have revised our policies to give you 100% confidence and flexibility in your decision making.

For COVID-19 related cancellations, we are offering a **FULL REFUND**, minus a \$100 fee to cover administration purposes, transaction and other misc. fees. Medical documentation will need to be provided for all participants seeking a refund for COVID-19 reasons. Full Refunds will also apply if Travel Restrictions are in place preventing your tour to take part. All payments can also be applied as credits for future tours with no blackout dates or expiration.

We ask that all Captivating Croatia guests follow the following procedures (subject to change).

- Negative COVID-19 tests within 48 hours of the start of the trip
- Guest and guides must be symptom free
- We will provide hand sanitizer, soap, extra back-up masks and will adhere to strong hygiene practices
- As per our usual, we will search out small group experiences that lend themselves to being private and try to maintain as many interactions to be held outside
- When physical distancing is not possible (such as in vehicles) masks, correctly worn, will be required
- In the 14 days leading up to a trip we will ask guests to keep their contacts to a bare minimum in order minimize possible COVID-19 exposure
- All guests will be expected to self-monitor for any symptoms of COVID-19 in the 14 days leading up to the start of a trip. Guests should use the [PEAK Respiratory Symptom Exposure Questionnaire](#) as a reference for self-monitoring and inform Captivating Croatia if they

develop any symptoms during this period. We will deal with this on a case-by-case basis

- Guests and guides will adhere to current COVID-19 guidelines as set forth by the CDC and WHO
- Guests and guides are recommended to received one of the FDA approved COVID-19 vaccines
- Guests and guides will follow any COVID-19 entry requirements in the country they are visiting such as providing a negative PCR COVID-19 test, proof of COVID-19 vaccination and any quarantine requirements

I know that at times things seem bleak, but I assure you, they are not and travel is one of those joys that makes life so special. I can't wait for you to join me in Croatia, tasting every morsel, enjoying every drop of wine and seeing the sights first hand. The "Un-Tour" Tour is waiting for you to experience Croatia in the most special of ways and in the style you deserve.

See you soon!

Culinarily yours,

Chef Richard Gruica