



Guardian is actively monitoring updates from all agencies domestically and internationally regarding COVID-19. We will abide by all recommendations from the Center for Disease Control and work with our schools and their administrations to determine the best options for protecting the participants of all Guardian trips. Please know that the health and safety of our travelers and staff are our top priority.

For those whose trips have been cancelled or are in the process of being rescheduled, we thank you in advance for your patience as we work to address the needs and requests of our valued clients.

If you have purchased travel insurance please contact TravelInsured to file a claim. You can file a claim online at <https://www.travelinsured.com/claims-guest/create/start>

For more information about filing a claim, visit <https://help.travelinsured.com/s/article/How-to-File-a-Claim>

For additional questions regarding claims, your policy, and travel insurance please contact TravelInsured:

Email: claims@travelinsured.com

Phone: 855.752.8303

For groups or individuals who did not purchase travel insurance, please know that we are actively attempting to recover as many funds as possible. This requires constant communication with our vendors and could take several weeks to resolve. We do not currently have a timeline for refunds as this entire situation is fluid. Every company in the travel, tourism, and hospitality industry is hurting, but we are all attempting to do what is right. We appreciate your patience in advance as we continue to navigate this challenging circumstance.

All updates will be shared with the group leader or teacher. We have asked that they share information as it becomes available.

We encourage you to use these travel resources as we monitor this rapidly evolving situation.

<https://www.ustravel.org/toolkit/emergency-preparedness-and-response-coronavirus-covid-19>

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://travel.state.gov/content/travel/en/traveladvisories/ea/novel-coronavirus-hubei-province--china.html>

The Student Youth Travel Association has the following recommendations for our student groups:

- Review itineraries, cancellation policies and travel insurance plans in the event you need to change destinations
- Review trusted resources above on a daily basis for more specifics about traveling to or from countries.
- Allow for extra time that may be required at airports for questions about your group's travel itinerary.
- Have a list of all cities you have transited through recently in the event you are asked by airport personnel

TRIPS FOR TEACHERS, BY TEACHERS

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GUARDIAN

MUSIC AND GROUP TRAVEL

- Prepare your students with hand sanitizer, wipes for airplane trays, handrails and other surfaces where germs may linger
- At buffet meals, instruct your clients to only put food on clean plates – don't use same plate when going back for seconds
- Have simple First Aid available including thermometers if you suspect a fever in one of your clients
- Be prepared, and prepare your students, that if someone is suspected by airline personnel of being sick on a plane, people two rows in front of and behind that person may be asked for their contact information. But don't panic, and assist your clients to remain calm – this is only precautionary in the event they would need to be contacted –
- Instruct your students about this simple travel hygiene:
 - Wash hands often
 - Cough into your elbow and sneeze into a tissue
 - Consult with a doctor before traveling when sick
 - Stay up-to-date on vaccinations
 - Avoid contact with people who are already sick – stay 3 feet away from anyone who appears ill
 - Avoid contact with animals while traveling