



CHAN BROTHERS
GROUP OF COMPANIES

Dear Customer,

At Asia Global Vacation, providing a safe and comfortable environment for all is our utmost priority.

In light of the evolving situation regarding COVID-19, we have stepped up precautionary measures to ensure a safe environment for our guests and employees on our premises, as well as our customers and employees on our tours. The measures include:

(1) On our premises in Singapore

- Temperature taking for all guests visiting our premises
- Temperature taking for all employees twice daily
- Administration of a health screening, travel declaration and contract tracing form for all guests
- Administration of a travel declaration form for employees who travel and cross the Singapore-Malaysia border
- Increased frequency of cleaning and disinfection of our premises
- Provision of hand sanitisers on our premises

(2) On our tours (Suspended from 15 March to 30 April 2020)

- Provision of hand sanitisers on board our coaches
- Increased frequency of cleaning and disinfection of coaches
- Increased frequency of opening of coach doors for air circulation
- Masks can be requested from tour managers / leaders if required
- Tour managers / leaders have been briefed on full precautionary measures and contingency plans in case of emergency
- Provision of 24-hour emergency hotline number to customers travelling without tour managers / leaders

The well-being and safety of our customers, guests and employees are important to us; we are monitoring the development of COVID-19 and keeping abreast with advisories and updates from the Government of Singapore including the Ministry of Foreign Affairs (MFA). If you are travelling overseas, we also encourage you to register with MFA online [here](#). For more information on health advisories and safety precautions, please visit the Ministry of Health Singapore's website.

We wish you good health and look forward to welcoming you at our premises and on our tours soon.

Thank you.

Asia Global Vacation

