

18th September 2021

Dear guests,

TRIPLE X ADVENTURES (TXA) BRINGS EXCLUSIVITY & SECURITY TO THE NEXT LEVEL!

We are aware of our responsibility in times like these. Therefore, we have taken extensive measures to adapt all our programs, equipment, and procedures to comply with government recommendations and restrictions.

But we have also gone further...

For example, a private lounge at the airport, a private lounge- & event area at the hotel will be offered to our guests. These are just some of the measures we have taken this year to ensure the safety and well-being of you as our guest as well as the safety and well-being of our team and the local community (*one of our team members with a Chamber of Commerce certified hygiene expert*).

**IMPORTANT NUMBERS:** TXA-Team: 0046 72 231 5455 | Reception: 0046 960 555 00 | SOS: 112

#### **BASIC RULES AND IMPORTANT INFORMATION**

- Hand disinfectant will always be available in each of the different TXA locations.
- The operational processes are designed in such a way that a distance of at least 1.50 meters is maintained between people.
- At Hotel Laponia, TXA utilizes a private reception and event area. These may only be used by TXA guests.
- Regular cleaning/disinfection is conducted of all hand contact surfaces in public areas (e.g. light switches, handles, table surfaces).
- Guests should disinfect their hands regularly and upon entering one of the TXA locations.
- Guests should wash their hands regularly with soap and water for a minimum of 30 seconds. This is especially important before meals and after returning from adventures.
- Please do not be angry with us if we avoid shaking hands and hugs.
- Our team is also tested weekly for Covid-19.
- If a guest feels unwell, they should immediately inform a TXA guide or the reception desk at the hotel. Preferably by phone. As a precaution, you will be tested with a contactless clinical thermometer. For more information about illness read "**IN CASES OF ILLNESS DURING THE EVENT**" further down.
- If a guest feels uncomfortable with any situation, they should inform a TXA guide.



## FLIGHTS | AIRPORT

- Full luggage service will be provided by the TXA team for each TXA guest arriving at or departing Arvidsjaur Airport. The bags will be picked up at the TXA counter and dropped off by a member of the TXA team and the guests will not stand in lines.
- Upon departure from Arvidsjaur Airport, TXA provides a private lounge at the airport for TXA guests only. This is to ensure distance to other passengers at the airport.
- TXA will organize the check-in the evening before departure.
- The flights booked through TXA will be operated by LOT and the charter companies FlyCar and ProSky.
- The airport in Arvidsjaur and the airlines have taken all measures to ensure the safest way to travel to the north. The charter companies will in any case ensure a return flight to Germany.

## HOTEL

- Triple X Adventures' own reception area and key cards are regularly disinfected and are used exclusively by TXA guests.
- Prefers contactless payments (e.g. with cards and via cell phone).
- No public fruit basket or other food in the reception area.
- The Staff uses one set of disposable gloves and one set of cleaning cloth per room
- Increased cleaning frequency in public restrooms with documentation
- Hand sanitizer available in all common areas

## PRIVATE TXA-LOUNGE AND EVENT AREA

- TXA provides a private lounge and event area for the TXA guests. Hence, the TXA guests will not mix with other guests when dining in the hotel's restaurant.
- A distance of 1.50 meters between the TXA guests must be maintained in every direction when seated (forward, "shoulder to shoulder" and "back to back").
- Restaurant service personnel must wear the appropriate personal protective equipment in the food processing and guest areas.

## TXA LOCATIONS | TIPI

- All locations during the events are exclusively for TXA's guests.
- The windows as well as the door in the tepee allow for regular airing to ensure fresh air supply.

## ACTIVITIES

- The meeting point for activities is located in the marked TXA area outside the TXA reception. Please maintain the required physical distance
- The event is held in small activity groups.

## EQUIPMENT

Before arrival, we will request all clothing sizes and measurements so that we can provide ready-packed bags with the arctic equipment for each guest. The bags will be personalized and contain the following items, which will be provided for the entire event, but must be returned on the day of departure:

- FXR overall
- SCOTT shoes
- FXR Helmet
- FXR ski goggles
- Bag

The following equipment may/should be kept after the event for hygienic reasons:

- Balaclava

The equipment is cleaned and disinfected immediately upon return. With this procedure, we avoid accumulation in the changing room and speed up the processes.

## IN CASES OF ILLNESS DURING THE EVENT

If there is a suspicion of illness during an event, the following procedure applies:

- At the first signs of illness, please contact the TXA team or the reception immediately - preferably by telephone and follow their instructions.
- The guest who shares the room will be isolated immediately (this also applies to family members in other rooms).
- The guest will immediately be provided with personal protective equipment.
- The guest undertakes to remain in self-isolation until the arrival of the medical team/authorities and to avoid contact with other people. This applies until the state of health has been clearly established by qualified personnel.
- The local regulations regarding the activation of medical services will be observed as well as the regulations of the respective medical authorities and the local government.
- Triple X Adventures keeps accurate records of all steps taken at all times.
- In the event of a positive test, all guests must comply with the rules and restrictions.
- If a guest falls seriously ill the hospital in Arvidsjaur and Piteå are prepared for emergency cases.
- During a quarantine in Arvidsjaur, the hotel has taken all measures to ensure that it is safe and comfortable.

## CANCELLATION CONDITIONS

- You can rebook free of charge (2022) up to 24 hours before arrival if a travel warning to Norrbotten has been issued.
- Normal cancellations are excluded from this and will be processed according to our terms and conditions.

*We are looking forward to the coming season. Despite the new challenges, we are sure that we can guarantee you a unique /exclusive but also safe trip.  
With lots of fresh arctic air and even more action!*

All the best your TXA Team!