

## **Guidelines regarding Covid 19**

Here is an overview of our Covid 19 conditions and our infection control plan, so that you as our guest can feel safe with us. Restrictions from the government can be implemented with immediate effect and can therefore affect your trip and your stay at FURU. We follow the guidelines from FHI and adjust our operations accordingly. We ask that you as well stay up to date on the recommendations from FHI and follow our infection control plan.

The following terms and conditions apply to situations related to Covid 19.

- If new restrictions and quarantine regulations from the authorities prevent you from traveling to FURU, the reservation can be moved to another time within 12 months of the original arrival date.
- If you have symptoms of Covid 19 before arrival, the reservation can be moved to another time when you are healthy, within 12 months of the original arrival date.
- If FURU has to close due to restrictions from the authorities, you can get a refund of 100% of the stay, that cannot be completed. You can also move the reservation to another time within 12 months of the original arrival date.
- If the guide cannot work due to illness, canceled activities will be refunded 100%. This doesn't apply to the stay itself, but the guiding activity.
- All guests must follow the restrictions from the authorities and our infection control plan. FURU staff can deny guests access to common areas and activities if they have symptoms of Covid 19. FURU staff can require a guest to take a covid test.
- Illness that occurs during the stay will not provide reimbursement.
- All cancellations based on Covid 19 must be documented before refund / rebooking can be approved.
- In case of delays or cancellation due to flight delays or cancellations, the reservation will be moved to another time within 12 months after the original arrival date.

## Covid-19 Infection control plan FURU Hostel & Café

- Both guests and employees must keep a distance of one meter. Wash hands and use antibac that is placed around the common areas.
- Frequent cleaning of surfaces, contact points and communal baths is done.
- All rooms are aired frequently.
- We ask that all guests wash their hands and use antibac before meals and after using the toilet.
- FURU is responsible for the placement of tables and chairs in the restaurant, please respect the location.
- We assume that all private groups are a cohort and behave accordingly.
- Guests who do not belong to the same cohort and share a dormitory are assigned a place to sleep on each side of the room, so that they can keep their distance. Please use the curtain when you sleep.
- Guests who have symptoms or feel ill with Covid 19 symptoms must notify FURU employees. They are then allocated a private room and cannot use the common areas.
- We request that everyone who is diagnosed with an infection after a visit with us contact us immediately so that infection detection can be implemented quickly.
- FURU has its own risk analysis and has been in dialogue with the municipal doctor.
- If necessary, FURU has the right to introduce its own infection control restrictions that employees and guests must respect.
- Both guests and the instructor, who share a car and are not in the same cohort, must wear a face mask.