



RESTART YOUR BUSINESS WITH BV



HERO EXPERIENCES COVID-19 PROTOCOLS

Responsible Tourism and Safe Experiences Guidelines

HERO

EXPERIENCES GROUP
— Your Life. Your Story. Be a Hero —

Hero Experiences

The safety and wellbeing of our guests and staff has always been our priority and as a responsible tourism company, industry leading health and safety standards is at our core. In light of Covid-19 we have taken this opportunity to further enhance these standards while maintaining the premium quality of our experiences.

The Hero Experiences Group has been approved by Bureau Veritas, the independent global leader in inspecting and certifying companies' quality, health and safety, environmental protection and social responsibility. **Our Desert Safaris, Hot Air Balloon and Self-drive Boat tour companies are the first worldwide of their kind to have secured the SafeGuard™ Hygiene Excellence and Safety Label.**

Our robust protocols are also approved by the World Travel and Tourism Council's Safe Travels global regulations which ensure safe and secure experiences for travellers. We closely follow the WHO and CDC guidelines, and exceed all of the UAE government's regulations and tourism guidelines established by the Dubai Municipality Health and Safety

(DMHS), Dubai Tourism (DTCM), General Civil Aviation Authority (GCAA) and Dubai Maritime City Authority (DMCA).

As a group of companies, we have also implemented further protocols to ensure that we:

- Protect our guests and staff with global best practice for sanitisation and safety.
- Lead the industry with enhanced sustainability measures.
- Exceed expectations and requirements for Covid-19 with fully trained safety officers and extensive staff training.
- Use discreet innovative technology to enhance our product offering, ensuring that our guests can enjoy their experience without feeling like they are visiting a medical facility.
- We will never hire external, freelance staff, vehicles, food and beverage so we can ensure our guests only come into contact with staff who we can guarantee have been trained, checked and regularly tested.

Staff Regulations

- Team members who are in direct contact with our guests and work in kitchen areas will wear gloves and masks at all times.
- Social distancing guidelines in the back and front of house will be respected
- Our staff accommodation and transportation health and safety guidelines exceed the Dubai Tourism and the DM Health and Safety regulations.

Staff Education

- We have assigned a dedicated Hygiene Manager and team to ensure that all of the Covid-19 protocols remain implemented.
- Extensive on-going training will take place for in-house Covid-19 safety officers established by leading authorities.
- All staff are trained as Covid-19 Ambassadors from the Mohammed Bin Rashid University of Medicine and Health Sciences (MBRU).
- All staff interacting directly with our guests have been vaccinated for Covid-19. Strict protocols are in place for any staff members displaying any symptoms to remain away from work until testing or quarantine has been completed.



General Regulations for All Experiences

- We are the only provider in the industry with a 100% in-house catering team preparing all meals onsite. This means we are uniquely positioned to comply with the restrictions and guidelines set for all F&B outlets in Dubai.
- Upon request, food and beverages can be served in biodegradable single-use containers, cups and utensils. We have sourced sustainably produced cutlery that did not result from trees being cut down. We will be adding the cutlery to our bio-garden to ensure they are responsibly disposed.
- All activities will respect the capacity, social distancing, and restrictions regulated by local authorities.
- A quiet, comfortable place has been identified to safely isolate guests displaying symptoms.
- Local regulation mandates the use of face masks at all times. Guests must be wearing a mask at the pick-up location.



Platinum Heritage Guidelines



SANITISATION REGULATIONS – WHAT WE HAVE ALWAYS DONE

- We always ensure our vehicles and public areas are thoroughly cleaned and sanitised at all times before each desert safari.
- We frequently sanitise all high touch frequency public areas (minimum once every hour or after every use).
- After each desert safari, there is a complete washdown and high-intensity sanitisation of all public areas with a disinfection of vehicles, furniture and fixtures.



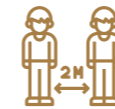
SANITISATION REGULATIONS – WHAT IS NEW?

- We provide hand sanitizers within the vehicle and all public areas.
- We are using electro-Static sanitisation for all canvas tents providing first class level of coverage and hygiene.



SOCIAL DISTANCING REGULATIONS

- Limited capacity in all vehicles in accordance with government guidelines.
- Unfortunately, we are not permitted to collect guests from their private residence.
- Social distancing guidelines as established and mandated by Government authorities will be strictly adhered to at all times.



FOOD AND BEVERAGE REGULATIONS

- As we do not outsource our F&B services, we can ensure compliance with the most stringent rules and regulations from local authorities.

[Visit Platinum Heritage website >](#)

HERO OdySea Guidelines



Balloon Adventures Dubai Guidelines



WHAT WE HAVE ALWAYS DONE

- All boats are fully cleansed and disinfected after every use.
- Life jackets and rental equipment to be disinfected after each use.



WHAT IS NEW?

- We are using stringent sanitization and disinfection protocols on all Hero Boats and common touch point to provide unrivalled hygiene and viral protection.

[Visit HERO OdySea website >](#)



WHAT WE HAVE ALWAYS DONE

- We conduct a thorough cleaning and sanitisation of all hot air balloons, equipment, vehicles and public areas before and after each flight.



WHAT IS NEW?

- We will never exceed a capacity of 6 per compartment. This is complemented by the very nature of ballooning, being situated in a completely open environment & surrounded by fresh air.

[Visit Balloon Adventures Dubai website >](#)

Other Tips for Safe Experience

- It is ok to ask tour operators or hotels what safety measures they are taking to prevent the spread of the Coronavirus.
- Make sure to wash your hands with soap or disinfectant frequently and avoid touching your face with your hands.
- Wherever possible, avoid very crowded spaces where possible like shopping malls and concerts. Take this as an opportunity to explore the natural wonders of a destination and get into nature.



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Please contact us for more information

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