



## Frequently Asked Questions about travel during COVID 19





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## Letter of Introduction

*Greetings from Sullivan Golf Travel,*

*As the seasons have changed we wanted to reach out and provide some information on travel in 2021. We know at present one of the biggest questions people have on their minds is the impact of COVID 19 on travel. We have tried to answer some questions in the following FAQ and shed some light on what your future travels will look like.*

*Due to the ever-evolving situation globally we know that some of these answers may change over time. It is a challenging time for everyone and we are hopeful for travel in 2021. We all continue to adhere to guidance provided from our Government and National Public Health Teams in order to keep everyone safe and create a path where we can all meet again.*

*The priority for us at Sullivan Golf Travel is to maintain correspondence with everyone that is traveling with us and to provide the most up to date information that we have so you & your group can make the most informed decisions for your travel. The reality of the anticipated measures is that there is still some uncertainty relating to international travel. You can be assured of the best welcome and hosted trip ever experienced from the Sullivan Golf Travel Team when you are able to arrive.*

*We are available for Zoom calls or phone discussions to address any additional questions you have. Please don't hesitate to email us your interest for a call or with specific questions beyond the information provided. We plan to provide regular updates over the coming months as we get closer to the scheduled trip.*

*Be Safe & wishing you and yours well at this time.*

*Kind Regards,*

*Cathal and the entire Sullivan Golf Travel Team*



## Before I leave what do I need to know

### Travel Restrictions

1. **Are there any travel restrictions into the Republic of Ireland, Northern Ireland and the United Kingdom?**

The Irish Government which governs the Republic of Ireland announced a five-phase road map on 1st May 2020 to pave the way for the Republic of Ireland to exit the lockdown. Each phase being dependent on everything going well, so start dates for each phase were a guideline. Unfortunately, due to a recent increase with infections in Ireland (October 2020), Ireland reverted from phase two back to phase three which is a more restrictive plan which limits travel for Irish citizens to not leave their home county. As it stands anyone entering the Republic of Ireland (as of today) will need to self-isolate for 14 days. This measure will continue until the Irish Government and Department of Health inform otherwise. The restrictions are slightly different in the United Kingdom & Northern Ireland but currently a similar requirement for self-isolation is in place. We believe this is a temporary setback and we are encouraged with the progress being reported on the development of an effective vaccine and treatments for COVID 19. Accordingly, we are optimistic that we will be open for travel in 2021.

### Required Documentation

From 26 August 2020, passengers arriving in Ireland from overseas, including Irish citizens, are legally required by the Irish authorities to complete a [COVID-19 Passenger Locator Form](https://gov.ie/onlinelocatorform) online. It is a penal offence not to complete the form in the manner specified. It is an offence to provide false or misleading information on the form. The form is available online here <https://gov.ie/onlinelocatorform> and takes just a couple of minutes to complete on a computer, mobile phone or other device. Following completion of the form you will be issued with an email receipt. Passengers should fill out the form during the 48 hours prior to their arrival in the country. Passengers are obliged by law to present their email receipt or a completed printed version of the form to an officer at their point of entry to the State. During the 14 days following your arrival the information on the form may be used:

- to provide passengers with public health information,
- to contact passengers to verify that the information on the form is correct and
- for the purpose of contact tracing in relation to confirmed or suspected cases of COVID-19.

## Booking Airline Travel

### 1. How soon can I reserve my flights prior to my scheduled trip?

All International Airlines have routes and airfares available for purchase on their respective websites. When researching your flights it is recommended to review all policies set by Airlines in relation to change fees etc. A list of links to all the major airlines is included on the resources page.

## Airport Requirements

### 1. How early should I plan to arrive at the airport in preparation for my flight?

Current advice is 3 hours for long-haul flights and to factor in a further 30 minutes if parking a car. Please consult with your airline for check-in times for your flight as times vary.

### 2. Will it be required to undergo a temperature check at the airport?

You may be required to undergo a temperature check at the airport. If you do not pass you will not be permitted to travel.

### 3. Will I be required to have been tested for Covid prior to arriving at the Airport and if yes, what type of documentation should I bring?

Not currently. However planning work is underway with governments and other state bodies for pre-travel testing. These requirements could change suddenly and proof of a negative PCR Covid-19 test may be a requirement. Please check with all connections as some connecting countries may require this.

### 4. Any additional information on what to expect on arrival at Airport (please note this information is based on Dublin Airport, Ireland)

Only passengers are permitted to enter the terminals. You will be required to present your boarding pass on entry to Dublin Airport so please have this ready on arrival. You are permitted to carry disinfectant wipes and hand sanitiser in your hand luggage however you must prepare your liquids as normal. Only liquids in containers of 100ml capacity or less, fitting comfortably into a one litre transparent plastic bag (approximately 20cm x 20cm) when fully closed, are permitted. This transparent bag, with containers of 100ml should then be presented at the passenger security screening area. Please follow the floor markings that have been put in place to maintain social distance. Plexiglass screens have been installed at close contact points such as car park shuttle buses, check-in, security, cafes and restaurants and shopping, where distance cannot be maintained between staff and passengers. Please wash your hands frequently and use the hand sanitisers located throughout the airport on entry and throughout your journey at Dublin Airport. There is contactless payment throughout so please use this instead of cash where possible in the stores, restaurants and cafés at the airport.

## Airplane Requirements

### 1. Will seating on the plane support social distancing – 1 seat between travelers?

Each airline has implemented their own policies. Some airlines have instituted a policy to keep the middle seat free. United Airlines is notifying passengers in advance when their flight is “fairly full” permitting the passenger to rebook if they desire to another flight with no change fee. A link to all major airlines is available on the resources page of the FAQ.

### 2. What are the standard requirements for mask wearing on the flight?

Airlines reviewed including Delta, Aer Lingus and United require that all passengers and crew wear a mask except when eating or drinking. While passengers are urged to bring their own, the airline will make one available for no fee if one is needed. It is advised to bring a number of masks with you as it is recommended to replace your mask after 4 hours. A link to all major airlines is available on the resources page of the FAQ to check on their individual requirements.

### 3. Must I wear a mask on the trip even while I may be sleeping?

Yes, masks are currently required for the entire duration of the flight. Face Shields are not considered sufficient per United Airlines.

### 4. If a traveler on the plane does not comply with the facemask standards, will they be forced to leave the plane prior to takeoff?

This appears to be the standard. Per United, if a passenger removes their mask during the flight (beyond eating and drinking), the traveler could lose their travel privileges with United Airlines in the future.

### 5. Will food and drink service still be available on my flight?

While food and drink will be available for transatlantic flights, it will be reduced for Aer Lingus and United. For Delta, passengers may be required to bring their own food.

### 6. What are the sanitizing standards being used by the airlines to ensure that I am not exposed to Covid 19?

Delta, Aer Lingus and United all are utilizing enhanced cleaning and sanitizing methods. All utilize state of the art air filtration systems with HEPA filters on board which remove 99.9% of particulates from the air. All hard surfaces are cleaned prior to boarding and bathrooms will be cleaned and sanitized both before and during the flight. Airports will have introduced new measures to ensure physical distancing and reduce contact points. A link to Aer Lingus’ safety measures is included below so you can see the steps implemented.

<https://www.aerlingus.com/support/covid19-information/new-safety-measures/>

## Airplane Requirements

### 7. Are there any specifications that my face mask/face covering must comply with to be ok?

All passengers should wear a face mask throughout their full airport journey. Passengers should bring their own face mask from home, but if they forget to do so, masks will be available to purchase from vending machines and other outlets throughout the airport. Your mask must cover your mouth and nose. Face shields cannot be used to replace a face mask.

### 8. Can I purchase items on my flight?

Most airlines are offering inflight purchases, however nearly all have moved to contactless payments so it is advised to have your credit / debit card handy for all in-flight shopping.

## ***What will travel look like when I arrive***

While traveling through airports, on flights and when landing in Ireland, Northern Ireland and the United Kingdom will look different such as people wearing masks, standing 2 meters apart and using copious amounts of hand sanitizer the experience will be the same. You will be welcomed to your new home for your stay, conversations will still happen even if a little further apart, hotels may look different but are still welcoming, golf courses are looking their best and drivers are still smiling behind their masks.

### **Local Transport in the Republic of Ireland, Northern Ireland and United Kingdom**

1. **Will seating on the bus support social distancing?** Current guidelines allow for a 50% passenger capacity onboard the vehicle. This allows each passenger to have 2 seats to themselves. This ensures unrelated passengers are not sitting directly beside another passenger. This requirement could mean an increase in the size of the vehicle that was originally booked in the 2020 trip.

2. **Will there be any special seating assignments or entry/exit protocols that will be required?** Currently the recommendation is to utilize the same seat throughout your stay on board your transportation. Also when boarding a coach the protocol of the driver will be to load the bus from the back to the front to avoid crossing paths when on board the coach. When disembarking the coach the protocol will be that the passengers in front of the bus will disembark and exit from front to back.

3. **Will the bus capacity match the number of travelers in our group, that is a 24 person group in a 24 person capacity bus?** Current regulations for Coaches state that it is 50% Occupancy on board a coach. Therefore a Group of 4 Golfers (10 Seats would need to be provided to Include Driver); 8 Golfers (18 Seats to include Driver) etc. For larger groups a second coach/mode of transport may be required.

4. **What are the sanitizing standards being used by the Coach Companies to ensure that I am not exposed to Covid 19?** All Coaches will be fitted with Hand Sanitizers at the entryway of the vehicle. The vehicle is thoroughly cleaned daily with disinfectant chemicals. Also there will be regular deep cleaning of coaches utilizing a fogging machine. The fogging machine, or fogger as it is sometimes called, is a versatile piece of equipment that uses a fine spray to apply a chemical solution for pest or odour control. Additionally, it can, amongst other things, be used for sanitizing, disinfecting, or for restricting the growth of insects, bacteria, and Virus.

5. **Will we have to wear a mask throughout once on board coach?** Current guidelines state that it is compulsory to wear a mask on board throughout the journey.

6. **Will the Driver wear a mask and will there be any screens in place?** Yes, current guidelines state the Driver will need to wear a mask. Screens will not be in place based on current guidelines.

(Ver. 1.0, 14/10/20)

## Hotel requirements

### 1. How will the hotel handle sanitizing our room prior to arrival and during our stay?

All Rooms are thoroughly sanitized during every service with specific attention to touch points e.g light switches, hangers, remote controls, counters, bathrooms, telephones. Unnecessary touch items are removed e.g. Magazines and guest information. Rooms are cleaned after sanitization. During a guest stay the option of no employee is an option with care packages delivered. Some Properties will be utilizing UV-C Room sterilizers that will be used to sterilize each bedroom before a new guest arrives. Please note that these additional measures may result in slower turnaround times for rooms on check in.

### 2. Will the check in process be different than usual?

We will be working with each Hotel applicable to your trip to fully confirm the check in process. We can clarify that most Hotels will ask for credit card details, e-mail address and contact phone number in advance in order to allow a touch free check-out. Key cards can be pre assigned and ready for pick-up immediately if the rooms are ready and all formalities are available beforehand. They will email an invoice to each guest on the morning of departure and if everything is in order, they will mail a receipt to them after processing the transaction for any ancillary purchases. When arriving at the hotel it is requested that only one person should come to the Reception Desk. Your Keys will be presented in an envelope for you.

### 3. How will the public areas in the hotel be changed?

Most hotels will remove some furniture to facilitate social distancing. There are a number of sanitising points throughout all hotels and all high touch areas like handles and rails etc. will be cleaned on a regular basis. It is recommended that Guests should use their own bedroom and bathroom during their stay rather than use the public facilities on the ground floor. There will be increased signage throughout.

### 4. Will the hotel amenities including pool, hot tub, massage, etc. still be available?

This will depend on the facilities available at each hotel. Please note that each Spa has enhanced sanitizing and PPE in place. Also in order to facilitate social distancing, any access facilities such as to Swimming pools and gyms during your stay will need to be pre booked. In some cases saunas and hot tubs may be closed.

### 5. Will the drying room still be available for wet clubs/clothes?

Yes, this will be available but we would envisage just one person being able to use the room at a time. If available UV machines can be deployed overnight to sanitize the contents.

### 6. Will the hotel pub still be available?

All Hotel Bars are following updated Public Health advice to ensure that all customers leave the bar area by 11:30pm. This is subject to change based on health guidelines. Currently guests may only sit at tables of maximum six persons and it is table service only. Maximum Capacity will be enforced depending on the size of the Hotel Bar.

**7. How will breakfast be provided? Will the standard breakfast buffet be included? If not, how will we get this meal?**

All Hotels will need you to pre book your breakfast time daily in order for the hotel to manage the safe and proper service based on current guidelines. The number of people at each table will vary depending on individuals or couples. Cooked to order breakfast will only be available as Table Service from the menu. Continental Breakfast options will either be from a Buffet where a server will assist you or alternatively your hotel will require you to order directly from your table for hot food. Room service may also be available.

**Restaurant requirements**

**1. Will I be able to go to any restaurant for a meal each evening?**

Yes, this will be possible. However please note that all dining reservations will have to be put in place in advance to ensure availability as there is maximum room capacity and physically distancing guidelines in place at the moment. Currently the maximum number at a table is three persons or six people if made up of couples. Please note these are current guidelines. (October 2020)

**2. Are the restaurants having to reduce capacity to support social distancing?**

Yes, all restaurants have reduced capacity in their establishments to ensure social distancing requirements are met.

**3. Are there sanitation standards mandated by the Irish Government that the restaurants must comply with? If yes, how are they monitored?**

Yes, all restaurants are thoroughly deep-cleaned and sanitized after each service ensuring the entire restaurant is following current guidelines by the respective authorities. Masks must be worn upon entering the restaurant and when moving about the restaurant. All employees must wear a face covering as well.

Hand sanitizing stations will be available throughout. Depending on the restaurant, menus will be disposable or in a cleanable sealed covering which is sanitised between use or using a QR code. The Irish Government has developed a recommended cleaning regiment called "Covid19 safety Charter" which all restaurants we recommend would have signed up to and trained their staff to the Code. Inspectors are employed to assist hotels and restaurants in achieving the charter.

## **Pub and Bar requirements**

### **1. Will I be able to go to any pub/bar for music and drink each evening?**

Yes, this will be possible. However please note that in most cases reservations will have to put in place in advance to ensure availability. Currently the maximum number at a table is three persons or six people if couples. Please note these are current guidelines. There may also be a time limit on length of stay.

### **2. Are the pub/bars having to reduce capacity to support social distancing?**

Yes, all pubs/bars have reduced capacity in their establishments to ensure social distancing requirements are met.

### **3. Are there sanitation standards mandated by the Irish Government that the pubs/bars must comply with? If yes, how are they monitored?**

Yes, all pubs/bars are monitored by Health Service Executive in Ireland and must comply with thoroughly deep-cleaning and sanitizing the pub/bar to ensure the premises is following current guidelines by the Irish Government. Hand Gel is provided at entry points and exit points.

Masks must be worn upon entering the restaurant and when moving about the bar/pub. All employees must wear a face covering as well.

## **Golf course requirements**

### **1. Will the golf course pro shop be open for me to purchase hats, shirts, etc.?**

Yes, all Professional Shops at Golf Courses will be open to purchase merchandise. Contactless payment is recommended where possible to avoid further touchpoints.

### **2. Will the pro shop limit the number of visitors at any time to help maintain social distancing?**

All visitors to the Pro shop must wear masks and stay the recommended 2m distance apart from other people. Also, there will be a limit on how many customers can be in the shop at the same time. This will vary based on the size of Pro Shop. These guidelines are in place to maintain physically distancing.

### **3. On the course, will caddies be available?**

Yes. All Courses that have a Caddy Facility will do their best to facilitate visitors on the day. Please note that Caddies cannot be guaranteed.

### **4. Will caddies carry single or double?**

Depending on the course and availability of Caddies, it may be Single or Double. Regulations may determine whether it will be Double Caddy or Single Caddy.

### **5. Will there be any change in approach (e.g., caddy only carries the bag but will the player pull and return the club to the bag)?**

Likelihood is that Caddy will assist with approach and line on the green. Will carry/pull the Golf Bag and Golfer will take their own club from Golf Bag. Again this is subject to change.

(Ver. 1.0, 14/10/20)

**6. Can we be confident that caddies have been tested and are not infected?**

At present there is no way to say that someone definitely does not have Covid 19. There is no mandatory testing that takes place. Caddies are aware of the symptoms and advised to not attend if any symptoms are present. Physical distancing, mask wearing and hand sanitizing is in place to minimize the risk of transmission of COVID 19.

**7. Will caddies be required to wear masks?**

This will vary from course to course. Once we have clarity/guidelines from the golf course you are playing we will share with you.

**8. If a golf course permits golf carts (buggies), will there be limits of one golfer per cart?**

This will vary from course to course. Likelihood is that if from the same household that two can share a cart but in most cases it will be one person per cart. Once we have clarity/guidelines from the golf course you are playing we will share with you.

**9. As a golfer, will I be required to wear a mask?**

You will not be required on the Golf Course unless a Golfer wishes to do so. However, you will be required to wear it in any indoor area such as the clubhouse or changing rooms and proshop.

**10. Following golf, will the clubhouse bar be open?**

Yes, and Golfers will be required to wear a mask until they are sitting down with their group/pod.

**11. What will be the standards within the clubhouse bar to ensure social distancing and proper sanitation?**

All Clubhouses have reduced capacity in their Bar/Restaurant to ensure social distancing requirements are met. Hand Sanitizing stations will be located throughout the building. The Staff of Clubhouse Bar/Restaurant will notify groups of the maximum number at each table. It will need to be with **the** same fourball you played with/are going to play with.

## Illness while in Ireland

### 1. Are there ongoing Quarantine measures in place for travelers?

Currently there is no state mandatory quarantine that is in place. The Irish government has instituted a Green List of countries from which travelers may enter Ireland without a requirement to restrict their movements. Any traveler arriving into Ireland from a country not on the Green List is required to restrict his or her movements and fill in a COVID-19 Passenger Locator Form indicating where they will self-isolate for 14 days. The United States and Canada are not on the Green List – travelers arriving into Ireland from the United States and Canada are required to self-isolate for 14 days upon arrival. From October 2020 Ireland will be aligning with the EU and adopting the EU traffic light system that will give further information on travel restrictions and quarantine requirements.

Quarantine Information: <https://ie.usembassy.gov/covid-19-information/>

### 2. If I become sick, will I have access to medical care?

**Hospitals in Ireland may not accept American insurance coverage.** Patients are expected to pay all costs up-front at the time of treatment and apply for reimbursement from their own travel insurance later. Modern medical facilities and highly-skilled practitioners are available in Ireland. Carry your **prescription medication** in original packaging with your doctor's prescription. Also carry a list of your medical history and all medications you are taking (including dosage and brand-name). Most over-the-counter (OTC) medications are available, but many U.S. brands are not. Some U.S. OTC medications may require a prescription in Ireland. Irish pharmacists may not be able to dispense medication prescribed by U.S. physicians and may direct you to obtain a prescription from an Irish doctor. A list of Irish general practitioners in each area of Ireland may be obtained from the website of the [Irish College of General Practitioners](#). Be aware that U.S. Medicare is not valid overseas. Make sure your health insurance plan provides **coverage overseas**.

### 3. Should I have a special health care plan to handle overseas travel?

Be aware that U.S. Medicare is not valid overseas. Make sure your health insurance plan provides **coverage overseas**. It is always recommended to have travelers insurance while traveling overseas to eliminate the risks of costs associated with unforeseen costs especially in relation to medical care. When **traveling from Canada** a Canadian provincial health card will not cover any medical costs in Ireland. It is advised to obtain travel insurance from a provider that would cover medical costs in Ireland. The standard procedure would be paying up front in Ireland and contacting the insurance company after the fact for reimbursement.

**4. If I become ill while on the trip, will I be required to quarantine for a prescribed period of time? If yes, will I be able to stay in the hotel room I am currently staying in?**

If unable to return home safely then Sullivan Golf Travel, the Accommodation provider and the guest should discuss next steps as soon as possible. All should discuss meal and laundry provision, and accommodation providers should consider whether symptomatic guests should clean their own rooms and strip their own beds. Unless otherwise provided for in the contractual terms of the booking, the guest will be expected to pay the costs of an extended stay in all but exceptional circumstances. Guests should follow government guidance on dealing with possible or confirmed coronavirus (COVID-19) infection.

**5. Is there a vaccine available and if so, does Sullivan Golf Travel recommend that I have the treatment prior to the trip?**

While there are a number of therapeutics currently in clinical trials throughout the World, there are currently no licensed vaccines or therapeutics fully approved for COVID-19. Sullivan Golf Travel does not make any recommendations on any medical treatments. We would advise that all medical decisions are made in conjunction with your doctor and medical advice provided by them.

The only treatment Sullivan Golf Travel ever recommends is more golf, preferably daily but weekly is ok and a yearly trip to Ireland or Scotland is advised for everyone's health.

**Resources:**

<https://www.ireland.com/about-ireland/travel-information/traveller-health>

<https://www2.hse.ie/conditions/coronavirus/coronavirus.html>

<https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/>

<https://www.dfa.ie/travel/travel-advice/coronavirus/>

<https://www.hse.ie/eng/hselive/>

<https://wwwnc.cdc.gov/travel/notices/warning/novel-coronavirus-china>

<https://www.ecdc.europa.eu/en>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://ie.usembassy.gov/>

<https://www.international.gc.ca/country-pays/ireland-irlande/dublin.aspx?lang=eng>

**Airline Links:**

Dublin Airport - (<https://www.dublinairport.com/covid-19/covid-19-faqs>)

Aer Lingus - <https://www.aerlingus.com/support/covid19-information/>

American Airlines - <https://www.aa.com/i18n/travel-info/coronavirus-updates.jsp>

Delta Airlines - <https://www.delta.com/eu/en/travel-update-center/coronavirus-travel-faqs>

Air Canada - <https://www.aircanada.com/ie/en/aco/home/book/travel-news-and-updates/2020/covid-19.html>

British Airways - <https://www.britishairways.com/en-es/information/incident/coronavirus/entry-requirements>

United Airlines - <https://www.united.com/ual/en/ie/fly/travel/notices.html>