

Infection control measure COVID-19 for Haugastøl Tourist Center (Flåm Bike Rental)

Haugastøl Tourist Center (Flåm Bike Rental) follows its national authorities guidelines for infection control and adjusts continuous measures based on the traffic light model to The National Institute of Public Health with a view to prevent the spread and risk of infection in Norway.

We take the safety of our guests and employees very seriously, and therefore encourage everyone of our guests to follow the National Institute of Public Health's recommendations and the measures we implement.

Our goal is for our guests and employees to feel safe and have a good experience.

GENERAL MEASURES: Cleaning and disinfection of all surfaces that employees and guests comes in contact with.

FOCUS ON: That employees and guests can keep their distance and have good hand hygiene (soap and water or antibac).

Disinfection and washing of bicycles, helmets and all other equipment that has had surfaces touched by customer. Encourage guests to keep their distance and focus on increased hand hygiene.

This means that sometimes there will be an even greater focus on hygiene and cleaning of our rental equipment.

Bicycles and helmets are often washed and disinfected.

Frequent touched areas will be disinfected by personnel after each trip.

Hand disinfection is available and mandatory for use by all customers when renting.

We expect our guests to follow the advice and guidelines of national authorities and our local measures. We especially ask guests to respect the rule of keeping a distance from others guests and our staff.

Haugastøl Tourist Center (Flåm Bike Rental) operates in accordance with the restrictions and the guidelines from the Norwegian government and in accordance with NHO Reiseliv's templates. And those hygienic measures are based on the traffic light model from the Norwegian Institute of Public Health to prevent infection:

Action level	Operational status and capacity	Measures
Green level	Full operations 100% capacity 12 Pax on the boat (use of boats with 12 and 14 seats)	<ol style="list-style-type: none">1. Prohibited use of public transport for sick people2. Focus on hygiene.<ul style="list-style-type: none">- Good hand and cough hygiene- Regular cleaning.3. Measures to keep distance:<ul style="list-style-type: none">- Avoid unnecessary physical contact with others.

<p>Yellow level</p>	<p>Increased focus on cleaning and disinfection. Measures to reduce contact between guests / employees.</p> <p>100% capacity</p>	<p>In addition to measures at the green level:</p> <p>4. More frequent washing of bicycles and contact surfaces.</p> <p>Increased distance requirements when collecting bicycles.</p>
<p>Red level</p>	<p>Increased focus on capacity and distance between guests / employees.</p> <p>100% capacity</p>	<p>In addition to measures at green and yellow level:</p> <p>Physical barriers in retrieving the bikes that force guests to keep several meters away during collection of bicycles.</p> <p>Consider whether to stop drop in bicycle rental, and only allow pick-up of pre-booked bikes.</p>

Sincerely,

Haugastøl Turistsenter AS

Responsible manager Bjørn Kaupang