

Dear Customer,

COVID-19 has changed our lives, very suddenly and in dramatic ways that we never imagined. One thing that hasn't changed is our commitment to being a reliable and dependable service provider, delivering quality 4WD Training, memorable 4WD Tag along Tours and MDI Training during this very difficult situation.

With the COVID-19 situation continuing to evolve, we wanted to update you on the steps we have taken around risk mitigation and maintaining business as usual to support our customers.

Pindan Tours and 4WD Training are following the recommendations of the Federal government and the South Australian Health department and have implemented COVID-19 health, safety and cleaning protocols.

A few key points:

- We conduct safe hygiene and social distancing practices.
- Limitations to numbers may be implemented in some training sessions to assist social distancing.
- As always, we specialise in one on one courses where you are the only participant on the day.
- Increased cleaning frequency of touched surfaces including vehicle controls and 4WD Training equipment.
- Access to hand sanitiser is provided throughout our 4WD Theory training days, in our 4WD vehicles and in our MDI car.
- All our practical training days are held outdoors, making the advised social distancing from other people easily achievable.
- Participants are required to bring their own lunch and refreshments.

Please also note that prior to joining us for Training or a Tour we will:

- Ask general wellbeing questions and that if you are showing flu-like symptoms or have a fever (over 38 deg Celsius), you may not be permitted to join us.
- Ask our clients to QR code in and collect from every client, their name and phone or email to assist with contact tracing, if required.
- Provide information to all our customers regarding safe hygiene and social distancing practices during our training and tours.
- Ask that all our clients be double vaccinated (and have their Booster if possible) before joining us for a Tag along Tour. This is to ensure that all other clients on our tours are as safe as they/we can be and to make it easier to cross state borders with the various quarantine restrictions they may be required.

Pindan Tours and 4WD Training will continually monitor the COVID-19 situation and health department recommendations and reserve the right to amend these protocols without notice. These policies are in place to ensure the safety of all our customers, ourselves and our contractors.

A pandemic is a time of uncertainty but we have a COVID-Safe Business Plan (Record of Completion) available on request, so every measure within our control is being taken to ensure there is no impact on our service levels or training and tours delivery to you.

*Please note that if you are unwell or have recently travelled from a restricted jurisdiction and have not quarantined for a period of 14 days, you will not be permitted to join us for 4WD training or on a tour.

As a small business we do need your support during these unprecedented times and with many businesses quietening down, now is an excellent time to complete employee training or your own personal 4WD training in a safe and secure manner in anticipation of the situation improving in a few months' time.

Kind regards,

Norman Bee

Owner/Managing Director

Pindan Tours and 4WD Training

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