

# SUMMERTIME, SUMMERTIME!

BY FRAN RIETVELD VP, CUSTOMER RELATIONSHIP MANAGER



Yay, summer is here! With an unprecedented spring, I'm ready to get out and about. How about you? However, that may mean we have to create a few new behaviors: you may have to have your temperature taken, sanitize your hands as soon as you enter an establishment, or utilize sanitized pens. I quickly created a new behavior by carrying my hand sanitizer wherever I go. We all have created some new practices — good or bad: carrying hand sanitizer, having face masks handy and in our vehicles. If someone coughs or sneezes, we step back. Oh, how I miss giving out hugs

and handshakes. 🤗 I have noticed more intent eye contact — which is a good thing! We are in the presence of people — not running a hundred miles an hour with our hair on fire. As communities and states begin to open up, you will need to go at your own pace and comfort level. Focus on the things you can control: a positive attitude, turning off the news, finding fun things to do at home, follow CDC recommendations, limit social media, practice social distancing, kindness, and grace.

Here are a few things I have been able to reflect on over the past four months, one is to enjoy the outdoors and not take anything for granted! Also, taking the time to enjoy family and friends as well as being present and not thinking about the ever-growing list of things that need to be done. Appreciating what we have!

Now is the perfect time to get outside and get active — like walking, gardening, playing golf, or enjoying a glass of lemonade on the front porch and just taking it all in.

As we begin to move about and travel again, there will be changes to what we are used to. Change is not all bad — it is just different. Many motor coaches are taking half capacity. For example, on a 50-passenger bus - only 25 will be allowed in order to spread out and create comfort for those traveling. If you are interested in future tours with First Dakota, get your name and deposit in as soon as possible to hold your spot. Cruise lines have hand sanitizer everywhere. Use it! Bottom-line is if you are going to touch your face — sanitize first. 🤗

We will travel again, but it will not be the same. New health safety protocols and systems are being put into place. There will be a shift to more touchless travel and new health safety requirements. Your travel aspirations are not on hold. Let us know what is on your bucket list and where you wish to adventure to when it's safe to travel — we will go!

JULY 2020

  
**First Dakota**  
Partners

## FIRST DAKOTA TRAVEL —

At this time, we are planning for late summer and fall to begin traveling safely.

### LABOR DAY WEEKEND 2020: KENTUCKY DERBY

Due to postponement of the Derby to the fall, we have 14 tickets available. If the Derby is on your bucket list, let Fran know today.

### SEPTEMBER 2020: WACO, TEXAS

This adventure will take you to the Pioneer Woman in Pawhuska, as well as a tour of Waco homes featured on *Fixer Upper*. Room still available on this tour.

### NOVEMBER 2020: SAN DIEGO

A special getaway to California. What a great way to enjoy wine country before going into the winter months. Contact Fran today!

### JANUARY 2021: ALL-INCLUSIVE CANCUN, MEXICO

This oceanfront resort is surrounded by a tropical landscape of palm trees, soft sand and sparkling azure sea.

Go to [FirstDakota.com](http://FirstDakota.com) for details on these tours and to see our 2021 tours.



# AIRLINES POST COVID

As the world slowly eases its way out of the COVID-19 lockdown, we are on the verge of a new era in air travel.

We could soon encounter armies of robotic cleaners patrolling airport concourses, disinfecting check-in counters, and ticket kiosks. We might see passengers wafting through security and baggage checkpoints without touching anything.

And we might be boarding aircraft where hand gestures and eye movements open overhead storage bins and navigate inflight entertainment screens. Everything could become touch-free. Out go the tailored uniforms, in come astronaut-style anti-COVID-19 flight attendant suits.

Most of these concepts are trials but could soon morph into realities that become as common as the biometric gates and body scanners to which we've already become accustomed to at airport terminals.

Here are some of the procedures airlines are putting into play. Depending on the airline, these are updated daily as experts learn more about this virus.

- From check-in to baggage claim, customers and employees are required to wear face coverings throughout the travel journey. Our travelers will receive First Dakota masks and mini hand sanitizer to use on our adventures
- Installing plexiglass shields at all check-in counters and gate counters
- Adding social distance markers in check-in lobbies, at the gate, and down the jetbridge to encourage customers to stand apart
- Wiping down check-in lobbies, self-service kiosks, gate counters, and baggage claims many times throughout the day
- Using electrostatic spray in all airports and TSA checkpoints
- Using state-of-the-art air circulation systems with industrial-grade HEPA filters that extract more than 99.99 percent of particles, including viruses
- Boarding all flights from back to front (Finally! I have always thought this to be more efficient!), reducing the instances of customers passing by one another to reach their seats
- Streamlining onboard food and beverage service on all flights to decrease physical touchpoints
- Providing supplies directly to customers when available, including hand sanitizers, care kits, and other protective equipment to minimize the spread of COVID-19
- Continuing to work with health experts, partners and healthcare industry leaders on best practices

## 10 REASONS TO TRAVEL

1. To learn
2. To have adventures
3. To be anonymous
4. To escape from everyday life and stresses
5. To meet people
6. To feel more alive
7. To know yourself
8. To challenge yourself
9. To experience cultures
10. To not look back and wonder, what if?

## GROUP TRAVEL

**Groups will be smaller to ensure social distancing.**

The wheels on the bus will still go 'round and 'round, but the buses will not be as full to enable social distancing.

Some aircrafts are blocking middle seats and keeping them empty. Travelers will choose a smaller group trip that has a higher price point.

**Part of a tour company's "duty of care" now includes health.**

Many people travel with a group because of the camaraderie.

To calm fears, travelers may have to complete a health questionnaire before tour departure. Group members may be required to have their temperatures taken in some venues.

Psychological well-being will play a significant role, too. My role as a tour director is to be available, as well as an advocate for the group. And the tour companies we work with have your best interest in mind. We all want you to be happy and safe while traveling.

# HOTELS - WHAT DOES THE FUTURE HOLD?

Goodbye — breakfast buffets and bellhop service. Hello — temperature screening and keyless check-in. While pandemic-era policies are still being developed at hotels around the globe and will no doubt vary widely, it's safe to say that guests will see significant changes the next time they check-in anywhere.

For the foreseeable future, hotel stays are likely to be a stripped-down affair, particularly in higher-end hotels where personalized service and amenities have long been part of the draw, says Christopher Anderson, professor of business at Cornell University's Hotel School in Ithaca, New York. There will be less communal access in hotels, "so no buffets, no minibars," and many of the "high-touch elements of luxury" such as spa treatments, bellhop, and valet service may be suspended, Anderson predicts.

Guests will want keyless and contactless check in and check out and few personalized interactions. Hygiene, of course, is a top concern, and the American Hotel & Lodging Association released industrywide stay safe standards. Many major hotel groups have also outlined new policies.

Hilton is exploring the use of electrostatic sprayers — which will uniformly mist disinfectant across wide areas — and ultraviolet light to sanitize surfaces and objects. Marriott has already announced it will use electrostatic sprayers to clean guest rooms and public areas and is testing ultraviolet light technology.

Marriott and other brands will also be removing furniture and reconfiguring many areas to facilitate the six-foot social distancing space prescribed by health officials. The brand is considering plexiglass barriers at front desks to separate guests and hotel staff.

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# TRAVEL INSURANCE - HOW IT PROTECTS.



Travel insurance will also become more popular now than ever before in light of the mass cancellations that became necessary in the wake of the coronavirus lockdowns around the world. A wide variety of coverage, such as emergency medical, baggage loss/delay, emergency evacuation, and trip interruptions are just some of the highly compelling benefits found in a travel insurance policy. Even more popular will be Cancel For Any Reason coverage, which pays up to 75% of your trip costs.

We live in a world where the unpredictable can happen at any time. Your trip can be delayed due to inclement weather. A natural disaster can force you to cancel your trip. The airline may lose your luggage. What can one do in cases such as these and more? Travel protection is a way to help protect your trip against unforeseen events that may affect your vacation. First Dakota automatically builds in travel insurance into our travel packages. We have not had one tour over the past thirty years that has gone claim-free. On average, we have had two travel insurance claims for every tour we have taken out. It's well worth your peace of mind.

# SOUTHERN CALIFORNIA

NOV 3 - 8, 2020

This tour will feature:

- An experience like no other at South Coast Winery Resort and Spa, one of the top Temecula Wine Country hotels
- From your private patio, step out into the vineyards for an up-close winery experience like no other
- A wonderful tour of Palm Springs along with a cooking demonstration at Restaurant Le Vallauris, a restored historical landmark
- Enjoy a full day in San Diego along with a tour of Balboa Park
- Brunch at the Hotel del Coronado's Crown Room



Plus so much more! A super way to relax and enjoy the sun.



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## 2021 FIRST DAKOTA TRAVEL PLANS

**JANUARY 22 - 30, 2021 - ALL-INCLUSIVE CANCUN** - Seven nights at the newly renovated "Now Sapphire Riviera Cancun". Experience spacious suites, 24-hour room service, an array of daytime activities and nighttime entertainment, numerous gourmet dining options and exquisite bars serving top-shelf spirits.

**APRIL 21 - 27, 2021 - ARIZONA FUN IN THE SUN!** - Welcome to Greater Phoenix, America's sunniest metropolis! Join us for a full week of fun in a land of warm weather, bright sunshine and blue skies.

**JUNE 2 - 14, 2021 - IRELAND** - A journey to the Republic of Ireland and Northern Ireland, featuring overnights in Dublin, Waterford, Killarney, Donegal and Belfast.

**JULY 12 - 23, 2021 - ALASKA** - More information to come.

**AUGUST 22 - SEPTEMBER 2, 2021 - THE VERY BEST OF EASTERN GERMANY** - Christoph Voelkel will take you on a 10-night journey to his motherland of East Germany! See sights you haven't ever seen before.

**SEPTEMBER 29 - OCTOBER 7, 2021 - THE CANADIAN ROCKIES** - Since 1990, Rocky Mountaineer has elevated rail travel to match the grandeur of western Canada's most majestic landscapes. Now is the perfect time to join in on this great adventure!

Go to [FirstDakota.com/About/Travel](https://FirstDakota.com/About/Travel) with us or your nearest First Dakota location for full details on these tours.