



## COVID-19 SAFETY INSTRUCTIONS

We warmly welcome you to the Ylläs area.

Before travelling, please familiarise yourself with the travel safety instructions: <https://tem.fi/en/guidelines-for-the-safe-reopening-of-domestic-tourism-in-finland>

We are acting responsibly to prevent the spread of the Covid-19 virus. We have intensified the cleaning at our office and hand sanitizer is available at the service desk. We take care of good hand hygiene and try to minimise personal contacts at our office. We wish you do the same. To minimize personal contacts, we prefer that you contact us by phone or through e-mail and book any services in advance and if this is not possible we kindly ask you to pay by card instead of cash.

When you pick up the cabin keys, we kindly ask you to have only one person of your group enter the office. We recommend to use a face mask at a service encounter inside and to keep an appropriate distance between yourself and our staff. If needed, please wait for your turn outside. During customer service interactions our staff will also be wearing face masks and in general maintain safety distance to our customers. In addition, there are also sneeze guards at the cabin information counter.

For those arriving outside of office hours, the keys will be placed in labelled envelopes in the red post box outside by our office entrance.

We have intensified the cleaning at our office and hand sanitizer is available at the service desk.

For effective cleaning of the cabins we use the instructions given by the Finnish Institute of Health and Welfare (THL). Possible maintenance work will be carried out when the cabin is empty and no guests are present.

We recommend that you take your own face mask to safaris and use the mask during transfers and safari breaks that take place indoors. It is recommended also to take care of good hand hygiene and safety distances.

**If you fall ill during your vacation and the symptoms give reason to suspect Covid-19 infection, please proceed according to following instructions:**

Avoid coming to the office. Also our staff is instructed to stay at home if they show any flu like symptoms.

Stay in your accommodation and book a covid test in:

- private medical center MediYlläs in Äkäslompolo. For appointment call +358 40 411 2262
- Kolari Municipality's Health Care Center. Walk-in test point is open daily 13.30-14.00. Other test times you can book by phone +358 40 152 9185. (address: Sairaalantie 4 b, 95900 Kolari). Please check opening hours as they may vary during the season.
- private test point at Kittilä Airport. NOTE! Test must be paid online in advance (further information: <https://korona.9lives.fi/en/coronavirus-testing/> )

In case you need hospital treatment, call emergency number 112 or Kolari Municipality's Health Care Center's nurse directly during office hours or on-call nurse outside office hours, on weekends and public holidays:

- nurse, during weekdays 09.00-15.00, tel. +358 40 708 9179
- nurse on call outside office hours tel. +358 40 489 5100

**Please inform our office about possible interruption of your holiday or if you suspect Covid-19 infection.**

If you need a covid test to return to your home country it is highly recommended to book a test well in advance.

We kindly ask for your understanding in these exceptional times – these measures have been taken for the well-being of our customers as well as our staff.

We warmly welcome you and wish you a wonderful vacation!

Destination Lapland Oy

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