

Safety Protocols for This Tour

We are totally committed to supervise that all the hotels, restaurants, ground transportation services, airlines and airports included in our regular operations have their own health and safety protocols, distancing measures and a rigorous process of observing environmentally friendly actions. Some new security measures will be implemented and will only be in force for as long as deemed necessary, while other adjustments given the global outlook may become a new operating standard. Taking into consideration the previously stated, we have decided to put a special emphasis on the following processes to avoid the spread of Covid-19 during our trip operation:

Hygiene & Disinfection:

- 2 pair of gloves per person/ per day (provided at destination)
- N95 Face mask per person/ per day (mandatory, passengers must bring them to the country)
- Antiseptic gel dispenser in each car/ mini bus / coach, accommodation, land and sea transportation, restaurants and all places where passengers will have contact with.
- All providers will disinfect transportation, hotel facilities, restaurant facilities and all equipment prior to use (especially mask and snorkel tube), although it would be ideal for each passenger to at least bring their own to avoid any type of contact.

Social distancing:

- Hotel online check in – prior to arrival in all hotels in mainland and Galapagos
- Electronic ticket for museums, churches and all entrances that are not included (No need to buy tickets at the destination/ operator will provide assistance with the online tickets)
- Online INGALA Transit Control Card USD 20 per person/ in cash (Galapagos) - prior to departure to the Islands
- Previous collection of Galapagos National Entrance fee USD 100 per person / in cash (Galapagos) - prior departure to the Islands (No need to pay directly in Galapagos airport- TO BE CONFIRMED with National Park Regulations)
- Web check in in LATAM & AVIANCA Airlines prior traveling to the Galapagos Islands.

Below we will give details of the main aspects in which social distancing will be applied.

Transportation:

- In Galapagos speed boats, water taxis, navigation boats all the crew will use biosafety suits and equipment.
- In Ecuador mainland transportation: Passengers will be seated skipping a place to maintain the distance required.

- 1 to 2 passengers / Guide Driver/ One car
- 3 to 4 passengers/ Guide Driver / Van (8 pax capacity)
- 5 to 9 passengers/ Guide + Driver / Mini bus (19 pax capacity)
- 10 to 16 passengers/ Guide + Driver/ Coach (32 pax capacity)
- 16 to 20 passengers/ Guide + Driver/ Coach (40 pax capacity)

Food:

- Breakfast available in all hotels (room service available)
- Lunch available (picnics or box lunches prepared with all health standards and delivered to each client by our guide) and will be taken in separate and safe places in the middle of nature as planned on the itinerary. In few restaurants private service will be offered only for our clients.
- Dinner available in all hotels (room service available)

Medicine:

- All passengers must bring their medications from their countries and avoid acquiring them here in Ecuador, especially sea sickness and altitude sickness pills. Pre tour Online Briefing (advices of safety protocols for Cov-19 operation)

All passengers must have an online briefing prior arrival in which guide will explain all the measures they will need to take and things they will need to bring prior arrival in Ecuador. Likewise, the relevant information regarding the trip and changes made due to safety reasons.

Avoid Gathering:

- All visits planned in the itinerary will be operated in order to avoid crowding. Operator will take advantage of the country's geography to develop their activities in open places to make passengers feel secure during the visits.
- Souvenirs and local products needed to be purchased by customers will be presented on a table in hotels with all the security measures for customers to get them. Payments will be assisted by our Staff/ guide and also could be made online with a credit card from the client to avoid handling and exchanging money with merchants IF required. Operator will be responsible for paying in cash to the vendors who own the products