

HEALTH AND SAFETY PROTOCOL

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All our operation for land services, Galapagos services and Hotels Operation have been adapted and revised to meet Biosecurity Health and Safety standards to prevent disease and reduce the risk of infection among all our collaborators and guests

The following guidelines are subject to change based on the recommendations of World Health Organization and regulations of the Galapagos National Park authorities as well as Ecuadorian government authorities.

Our main objective is to guarantee trust and security, keeping the quality of our services and keeping our commitment to best practices and sustainability.

PREVENTION

Symptom screening through check-list guideline.

Enhanced sanitation and hygiene, with a focus on hands.

Physical distancing that will include reduction on the number of people in a group whenever possible and according to Galapagos and Ecuadorian government official protocols.

We will adapt operations and practices to allow distancing by at least 1.5 mts between guests and mitigate if not possible.

Face coverings when physical distancing is not possible will be available for passengers and guests

Secure regular opportunities to wash and sanitize hands.



CLEANING, SANITATION AND PROTECTION

- ◆ Rigorous cleaning measures in all areas within our control.
- ◆ Commitment with our chain of suppliers to adhere and accomplish safety and hygiene protocols established for operations.
- ◆ Disinfectant gel and masks will be available for all guests.
- ◆ All our guides and drivers will always carry their own personal protective and hygiene supplies.
- ◆ All vehicles for transfers and tours will be supplied with cleaning and disinfection equipment

HEALTH SCREENING

- ◆ Will apply health screening measures for staff, guides, drivers with isolation measures in place before each trip.
- ◆ Health form: the completion of this form is mandatory by guests and it will be required to be carried out before any trip.
- ◆ Guests, guides and drivers will have their temperature measured through digital thermometer once a day during the trip.

MEALS AND FOOD

- ◆ Food suppliers will be asked to adhere to guidance and protocols established by Ecuadorian Government authorities related to reopening conditions for food and beverage suppliers.

ACTIVITIES AND EXCURSIONS

- ◆ Our staff will continuously encourage and remind passengers about hygiene measures and protocols.
- ◆ All snorkeling equipment (neoprene suit, flippers) will be available and disinfected after they are used. Masks and respiratory tubes are considered personal equipment and therefore will not be available and must be brought by guests as personal gear and will be included on the list of what to pack.



Kayaks and paddle boards will be disinfected always before and after use.

- ◆ Bikes will be disinfected always before and after use.
- ◆ Continental transportation capacity will be reduced by 50%
- ◆ After trip has ended, all service surveys will be carried out electronically.

HOTELS EXPERIENCE

FRONT DESK AND ARRIVAL AT HOTELS

- ◆ A reinforced cleaning program will be implemented in high traffic areas such as our Front Desk and lobby, disinfection and cleaning will be held in public areas through permanent shifts every hour.
- ◆ All staff will wear a face mask where necessary.
- ◆ Alcohol + Gel will be provided during the welcoming.
- ◆ Shoe disinfection trays will be placed at the entrance of the hotel and rooms entrance.
- ◆ Temperature will be measured when entering the hotel through digital thermometer.
- ◆ Distant marks on the floor near our front desk and entrance areas will be placed to keep social distance
- ◆ Luggage will be disinfected on hotel driveway, visible to the guest before taken to their rooms.



CHECK IN - CHECK OUT

- ◆
- ◆ Health form: the completion of this form is mandatory and it will be required to be carried out before arrival of guests through your reservations contacts abroad or in Quito offices.
- ◆ All travel documents must be handled electronically in advance. It is advised that visitors check in online either on a computer, tablet or mobile phone, to reduce the use of printed documents.
- ◆ Registration card will be ready prior guests' arrival and only passport number confirmation will be required upon arrival to have a faster check in process.
- ◆ Keys will be delivered to guests previously disinfected and stored in sealed paper envelopes.
- ◆ Guest keys must be constantly disinfected and deposited in a clearly signed Keys Box when guests end their stay.

ROOMS CLEANING AND SANITIZING PROCESS

- ◆ Shoe disinfection rugs will be placed at rooms entrance, as well as shoe racks outside each room.
- ◆ A rigorous cleaning protocol will be activated in rooms with deep disinfection using alcohol-based products and other hospital grade disinfection products, cleaning will cover:
 - Door handles and light switches, cabinets, drawers, furniture.
 - Bathroom surfaces such as covers, seats, showers and bathtubs.
 - Air conditioning panels.
 - All surfaces like tables or desks and remote controls.
 - All bedding will go through high temperatures wash/dry process
- Housekeeping staff will use disposable caps masks, nitrile gloves and a biosafety cleaning suit to enhance health protection.



An on demand cleaning option will be available to allow guests to request the

- ♦ delivery of towels, bedding and additional items without personal contact with hotel staff.
- ♦ Guests will see a cleaning stamp-seal at each room to secure and show that no one else has entered the room since it was disinfected.

RESTAURANTS

- ♦ Buffet breakfast will be replaced by an American breakfast service served at the table, keeping social distance between tables. It will be kept at least 1.5 mts between tables with a maximum of 8 people per schedule.
- ♦ Breakfast hours will be extended from 06:00 to 11:00 and breakfast schedules will be assigned to each room and properly communicated to guest´s.
- ♦ Stations with alcohol gel dispensers and disinfection products will be placed at restaurant areas.
- ♦ Kitchen and service staff will wear disposable masks, nitrile gloves, and disposable hats throughout the serving process.
- ♦ A rigorous disinfection and sanitation process will be performed before, during and after each service and meals schedule.

PUBLIC AREAS

- ♦ High traffic and Public areas will be cleaned more frequently using environmentally friendly disinfectants alcohol based, including guests and employees common areas.
- ♦ All public areas will have distance signals properly placed as well as max. capacity signs at restaurant areas and sanitation and cleaning standards and protocols.



NEW CLEANING DEVICES

- ◆ New sensor disinfectant dispenser's technology will be put into operation to prevent guests from touching the surface, which will be located in strategic sectors of the hotel, including front desk and restaurants.
- ◆ Stations with disinfectants and alcohol gel will be available for guests
- ◆ In addition, disposable masks, soap and cleaning kits will be provided so that guests can use them anytime.

STAFF TRAINING

- ◆ All our hotel staff members will be trained and informed about new Hygiene and Safety measures that must be accomplished following the standards set by the Ministry of Labor and Ecuadorian Health authorities.
- ◆ Permanent health forms will be filled by our staff and every day our collaborators must go through temperature control records.
- ◆ Employees will receive personal protection equipment, masks, disposable hats, cleaning suits and gloves to carry out their work according to their specific duties.