

In response to the current global health crisis, we have reviewed and improved our operating procedures. We have adopted new biosecurity protocols, guided by World Health Organization (WHO) and World Travel & Tourism Council (WTTC) recommendations. We are therefore proud to be able to feature the #SafeTravels tour operator stamp as well as the Peruvian government that established the measures that citizens must observe in the New Social Coexistence.

PREVENTIVE HEALTH MEASURES

The Peruvian government is responsible for the development and design of new public health measures in airports, train stations and bus stations, the implementation of health and safety measures in museums, archaeological sites and all tourist attractions.

The Peruvian government has regulated and provided for additional cleaning regimes in hotels and all other accommodations, each company follows the protocols of the law and has additionally implemented its own measures to guarantee the use of its infrastructure and services.

All rules and regulations given by the government are faithfully followed by our company, all protocols of operations, transportation, hotels, hostels, lodges and restaurants are detailed in separate documents.

PREVENTIVE HEALTH MEASURES; Use of Personal Protection Equipment (PPE)

We have implemented the sanitary and operational preventive measures established in the protocols according to the particular conditions and guidelines of Personal Protection Measures in accordance with the Ministry of Health.

The PPE are used according to the work positions with risk of exposure to COVID- 19, according to the level of risk.

Training

We have established the frequency to do trainings on biosecurity protocols, information, advice and warnings related to health, cleaning and disinfection of the environments and the individual care of our consumers to;

- ✓ our administrative personnel and cleaning staff,
- ✓ Operations staff; Tour Guides and Car Drivers,
- ✓ Field staff; Tour Guides, Cooks, Porters, and general support staff.

The practices are based on the guidelines of the Peruvian government and the World Health Organization (WHO).

Our Team; Official Tour Guides, Bus Drivers and Assisting Staff

- ✓ For their own protection our staff is equipped with Personal Protective Equipment (PPE), use it and keep it in good operating conditions.
- ✓ They have access to strict Temperature Control and will be subject to all the necessary Health Controls. They are also trained in new Hygiene and Health Protocols. They disinfect their footwear (sole) at the entrance of the bus and as many times as necessary.
- ✓ They follow all the procedures and frequency of washing with water and soap or hand disinfection.
- ✓ Must report if necessary, any indication of symptoms COVID-19

Vehicles:

We have our own tourist transport units with seats that guarantee safety and cleanliness, conveniently disinfected, before, during and after the tours and trips between cities. When necessary, our company can hire similar vehicles that meet all the requirements of our protocols.

- ✓ **The capacities of our buses have been modified** respecting the social distance, in accordance with the information published by the Peruvian authorities.
- ✓ **Cleaning**, all our vehicles will be cleaned and disinfected before and after each use.
- ✓ **The vehicle is conveniently ventilated** before and after the tour.
- ✓ **The air conditioning and heating** have a preventive maintenance according to the new health standards. The air conditioning filters are replaced regularly.
- ✓ **Our buses are equipped with a first aid kit** with current medications and according to the law, oxygen balloon and fire extinguisher among others. (apart from the technical and mechanical equipment for the use of the driver).
 - Note: the first aid kit includes medicines without medical prescription according to the Directorial Resolution 182-2007-DG-DIGEMID/MINSA and its modifications.*
- ✓ **When boarding the bus**, tourists will find
 - A dispenser with 70% alcohol, in liquid or gel, for hand disinfection.
 - Disinfectant mats will be used for footwear each time guests board one of our vehicles. All tourists must do the correct disinfection of the footwear, standing on the footbath and verifying that all the sole of the footwear comes in contact with the solution.
- ✓ **Drivers and Tour Guides will be required to measure and record their temperature** before and after every service provided. Our management team will keep a record of the results for each member of our team.
- ✓ **At the beginning of the tour**, our Tour Guide takes the body temperature of each tourist with a clinical infra-red Thermometer. If a person presents a temperature higher than 38°C., by requirement of the health authorities, they will be accompanied to a nearby healthcare center for discarding COVID-19.
 - In case of a positive test, by requirement of the health authorities the tourist will not be able to continue with the tour and we will help him/her in the fulfillment of the required quarantine period.
- ✓ **The bus driver** at all times during the service;
 - Will use Personal Protective Equipment (PPE); protective mask and corresponding clothing according to health standards;
 - Driver will open the door of the vehicle for guests and maintain social distancing while the guests board the vehicle. Only the driver will open and close the door.
- ✓ **The luggage** will go to the vehicle's storage room and will only be handled by our staff and hotel personnel (when necessary) who have complied with the health protocols.
- ✓ **Canvas duffle bag**. When necessary our guests will receive as a loan during their stay a canvas duffle bag properly disinfected and packed in a plastic bag, for the packing of their belongings. This canvas duffle bag becomes the responsibility of the tourist until it is returned at the end of the tour.
- ✓ **Luggage handling**. The bus driver will use disposable gloves when handling the luggage, and when maintaining and disinfecting the vehicles.
- ✓ **Greetings/ Welcomes**. No representatives of Andean Adventures Peru, including drivers and guides, will be permitted to greet guests by shaking hands.

Camping and camp equipment

- ✓ **The camping equipment;** Our staff do and check the proper cleaning and disinfection of the camping equipment before and after each use. In the packing and unpacking. In the storage and maintenance.
- ✓ **During the operations** our staff is responsible for the cleaning and disinfection protocols of our camping equipment in each campsite.
- ✓ **Each**
will receive the camping equipment in a personalized way, each one will use the same tent, mattress and sleeping bag during the whole trip.
- ✓ **During the walks, Social distancing will be respected** between the tourists and the camping staff, during the snacks and meals as well as at the camping site. The distance between the guests' tents and the staff's tents is observed.
- ✓ **The camps that are assigned to our visitors** have sufficient capacity in a well-defined area. But, eventually and due to the geographical situation, we could camp near other tourist groups, in this case, the distances will be appropriately respected avoiding the contact with other similar groups.
- ✓ **The luggage of our visitors** will be handled only by our personnel (porters and cooks) who will follow all the sanitary protocols.
- ✓ **We will provide a duffel bag** as a temporary lending to pack your belongings during the tour, disinfected and packed in a plastic bag. This duffel bag is for the exclusive use of the visitor until it is returned at the end of the tour.
- ✓ **Food will be served** in the camps and at resting areas at midday. The camping areas, the equipment, all the dishes, cutlery, etc. will be cleaned and disinfected according to the sanitary norms and protocols.
- ✓ **First aid kit and an Oxygen Balloon** is in charge of our Official Tour Guide with valid medicines according to the law.

Note: the first aid kit includes non-prescription medicines in accordance with the terms of Directorial Resolution 182-2007-DG-DIGEMID/MINSA and its subsequent amendments.

Our professional staff of specialized official Tour Guides and auxiliary personnel

- ✓ All members of our professional team will be tested with the Covid-19 test.
- ✓ At all times during our operations, the professional and assisting staff wear the Personal Protective Equipment.
- ✓ At the beginning and at the end of the tours our team will have the temperature checked. Our company will keep a record of the test results of each person.
- ✓ We will respect and recommend to the visitors the Social distancing of 1.50 meters during the tours, in the buses, in the trains, in the hotels, in the tourist attractions and in all the tourist facilities that will be visited.
- ✓ The use of face masks during all tours and activities is mandatory.
- ✓ Physical contact between our group (our professional staff and visitors) with third parties will be avoided.
- ✓ The manipulation or exchange of objects and physical contact during the tour will be strictly avoided.
- ✓ The instructions to the tourists will be done mainly in digital form instead of using paper or similar.
- ✓ During the operation it is forbidden to receive or share food, drinks or cutlery in direct form.
- ✓ Our staff will be responsible for monitoring the operation and recording any incidents.
- ✓ We will verify that the camps are organized in an optimal way according to the rules and protocols.

- ✓ Our staff will disinfect any documents or materials received or delivered by a third-party.
- ✓ We will communicate to all tourists with respect to the elimination of General Solid Waste, which is in accordance with Law 1278, "Law of Integral Management of Solid Waste" and "Recommendations for the treatment of Solid Waste during the Sanitary Emergency by COVID-19"

Tourists / Guests

- ✓ Guests will be advised to acquire adequate travel insurance before traveling.
- ✓ All guests will be requested to respect social distancing rules and keep at least 1.5 meters / 5 feet apart during all tours and activities.
- ✓ Guests will be asked to provide and to wear face masks during all tours and activities.
- ✓ Tourists must allow the taking of body temperature with the clinical infrared thermometer. If the temperature is higher than 38°C., by request of the health authorities, the tourist will be accompanied to a nearby health center for the discharge of COVID-19.
- ✓ Any guest presenting any of the symptoms associated with Covid-19 will be required to self-isolate in their hotel and to agree to take a Covid-19 test at a private health facility recommended by Andean Adventures Peru.
- ✓ Tourists must comply with the procedures and the frequency of hand washing or disinfection; before, during and after the activities, and when the case requires it.

Restaurants and hotels:

- ✓ We will only recommend restaurants and hotels where adequate health protocols have been implemented.
- ✓ We will work closely with restaurants to arrange and reconfirm special seating arrangements designed to respect new hygiene and social distancing measures.
- ✓ Buffet-style breakfasts and other meals will be avoided, and only table service will be offered to our guests.

Companies who provide different services;

- ✓ All the companies we work with will respect and will comply with all the health protocols of the World Health Organization (WHO), the World Travel and Tourism Council (WTTC), as well as the Peruvian government

Our partner companies:

- ✓ Travel agents working with us should inform guests of our current guidelines and explain that they are designed for their own health and wellbeing.
- ✓ To protect other travelers and our staff, travel agents should explain that guests must self-isolate if they present coronavirus symptoms or when awaiting the results of a Covid-19 test.
- ✓ Guests should be advised not to hire porters at airports or other transport hubs (such as bus stations) to carry their luggage. Each individual should carry their own luggage.
- ✓ Guests should be provided with their flight information, tickets, itineraries and all other information before departure, so that we can reduce physical contact between our staff and guests.