

Motor Yacht Tucano
Health and Safety
Operational Measures / Implementation

Amazon Journeys and Traveler Health

Travelers to the Amazon on the Motor Yacht Tucano will be visiting one of the most remote places on earth, far removed from concentrations of people. Nonetheless, our Amazon journeys have been thoroughly examined and every precaution will be taken to ensure the health of all travelers as well as the expedition staff. Below are some operational measures adopted by the M/Y Tucano to ensure that the experience is a healthful one. The following measures will be fine-tuned and enhanced over time to provide the very best possible service to travelers.

Small and Healthy is the New Luxury

In order to keep the number of contacts encountered by guest few, the group size of our journeys will be reduced to fourteen travelers. Excursions into the forest will be in still smaller groups, with an excursion group size generally of seven or fewer guests. Travelers will be provided with a wellness kit for use during the journey. Included in this kit are small bottles of hand sanitizer, masks, and gloves. Social distancing during the cruise will be enhanced by operations procedures and the diligent training and active participation of all of the vessel staff.

Pre-departure and Transit Travel Recommendations

Prior to departure from home, voyagers will be provided with a booklet suggesting the best ways to stay healthy in air-transit. Also included will be tips on self-monitoring prior to departure as well as what to expect in health procedures during the journey. It will be emphasized that travelers themselves must accept and adhere to the health precautions during the journey for the health and safety of other travelers and the M/Y Tucano marine staff.

Airport transfers with Us!

Travelers have the option of choosing all transfers to be conducted by M/Y Tucano staff and vehicles. This ensures that all of the service individuals involved have been thoroughly trained, that the vehicles and equipment have been properly sterilized, that health screening for travelers and staff members is implemented, and finally, that traveler baggage on arrival is electrostatically sterilized.

Airport to Villa Private Lodging

Travelers will have the option of going directly from the airport to private Villa Tucano lodging. The apartment style accommodations are not to be compared to a luxury hotel, but rather a land extension to the cruise. This option is provided for our journey travelers only. From beginning to end, every precaution will be taken to ensure the health of the travelers. Meals will be provided in the villa and access will be strictly confined to service individuals who have been trained in health procedures and who have been screened before entry. The only service staff that will be in contact are under the direct supervision of the Villa Tucano group and will have undergone intensive training on health precautions and procedures. Within the apartment-style lodging of the villa, guests will be provided meals, entertainment, and pre-cruise presentations by cruise staff members.

Voyage Rendezvous

Prior to embarkation all travelers and their luggage will meet at our Villa Tucano Rendezvous Lounge in the city center. At this rendezvous there will be baggage sterilization, health screening, and a safe journey presentation. After these precautions, travelers will be transported by Tucano staff in Tucano vehicles to the vessel embarkation.

Health Screening and Counseling

At our rendezvous, travelers will be screened by a health professional which will include the taking of the temperatures of all participants. There will be questionnaires to best understand the current health of travelers and a decision-tree will provide guidance should a passenger's health be uncertain. Post-cruise contact information will be solicited for absolutely confidential social tracing should any follow-up to our cruises be necessary. This information will be treated with strict confidentiality and will not be electronically stored. Finally, at the rendezvous there will also be a presentation on best practices to stay healthy during our wilderness journey.

Traveler Advocacy and Contingency Plans

Before, during, and after the journey our ground staff will serve as traveler advocates. Contingency plans are kept by the captain and administrative staff to provide guidance for health emergency contingencies including the extremely unlikely eventuality of the need for evacuation and treatment. Travelers will be provided with centralized contact point to provide post-voyage notification should they feel unwell within fourteen days following the journey. In the unlikely event of illness, this will facilitate notification of others that had been in contact during the cruise in order for all participants to be able to work together and contribute to the elimination of transmission.

Embarkation and Boarding procedures

Transport to and from embarkation will be done by our own staff and using equipment which has been configured to ensure passenger health. Contact with others outside of the journey staff will be limited and procedures will be in place to limit waiting in line and in group contexts.

Food Service

Until this health crisis has passed, we will provide a plated meal service. There will not be buffet service nor will there be any shared plates such as hors d'oeuvres. But hors d'oeuvres will be provided in separate portions! Service staff will remain engaged with travelers on their food preferences in order to be able to continue to offer travelers appealing and satisfying meals.

Cleanliness Security, Vessel

Before receiving new guests, accommodations will remain vacant for 24 hours after the departure of most recent guests. During the journey, staterooms will be thoroughly cleaned / sterilized twice daily. High touch areas of the vessel will be sterilized with disinfectant three times daily, including after meal times and excursions. Fabric components of staterooms such as mattresses and curtains will be disinfected with an electrostatic atomizer device. At the end of the journey staterooms will be again thoroughly sterilized and the doors will be sealed with our Cleanliness Certification until the arrival of the next travelers. Crew quarters and utility areas of the vessel will undergo the same cleanliness treatment as the traveler sections of the vessel.

Ship Operations and Design

Access to the vessel while in port and during the voyage will be restricted to the minimum necessary permitted and trained service staff. Any deliveries will be to dockside only and no entry to the vessel will be permitted. A hand washing sink is provided near the dining room for travelers to do thorough hand washing at any time of day. Hand sanitizer dispensers are placed throughout the vessel, on all decks including in the dining room, and beside the bottled drinking water dispensers.

Supply Security

All consumables will undergo a food security screening and treatment from the point of purchase to final serving at mealtimes on the vessel. All provisions and supplies will be delivered to our shore-side supply office for sterilization and inspection. All packaging will be replaced and all foodstuffs will be treated to a thorough sterilization. Fruits and vegetables will be sterilized in our landside kitchen and certain meals will be pre-prepared prior to delivery to the ship.

Staff Training and Protection

All voyage staff members will be carefully trained in procedures to ensure traveler health including the appropriate social distancing, cleanliness, and the wearing of gloves and masks. The health and adherence to best practices by all marine, transfer, supply and administrative staff will be intensively monitored on an ongoing basis. Temperatures of marine staff will be taken twice daily and entered into ship's log as will times of the frequent hand washing. All staff members, marine and administrative will be frequently tested for exposure to COVID-19.

Itinerary Analysis

Journeys on the M/Y Tucano currently visit remote isolated communities that do not have an occurrence of COVID19. For each journey, the propriety of these visits will be evaluated by our health advisors to ensure that there is no risk to the health of these communities.

