



PROTECTION PROTOCOL AND SECURITY MEASURES BIOSECURITY COVID 19

The Protection Protocol and Biosafety Measures are a set of preventive measure standards for the personal care of our visitors, whose purpose is to minimize contagion factors that can generate covid-19 transmission. This is how the reopening tourism activity in a responsible manner will function, so that it does not increase the risk of community contagion once the restrictions are loosened.

For the development of this Protocol of Protection and Biosafety Measures, it has been taken into account the procedures developed by the Ministry of Tourism and other entities in the Peruvian State, to identify and assess risks in the performance of services, as well as the implementation of good practices.

OUR GOAL

Our main objective is to protect the Health and Safety of our national and international visitors, in addition to the staff working with our company; through the Compliance with the Protocol and Biosafety Measures, so that our visitors can feel calm, safe and to enjoy an unforgettable journey full of experiences.





PERSONALIZED VISITOR INFORMATION AND ATTENTION

Receive truthful information digitally to your email, phone or other devices. We send brochures, photos of the attractions to visit, conditions of our services and so on.

We will constantly inform our visitors about: our programs and packages, security protocols used in each tourist attraction or place visited and security protocols provided by the transport companies, restaurants and hotels.

“ FOR AUTHENTIC TRAVELS, WITHOUT DETENTIONS AND THAT PROVIDE SAFE AND UNFORGETTABLE EXPERIENCES, IT IS ESSENTIAL TO ESTABLISH PROTECTION PROTOCOLS AND BIOSECURITY MEASURES FOR OUR NATIONAL AND INTERNATIONAL VISITORS.”



THE PURCHASE

Detail whether the Visitor has any illnesses, allergies, data such as the existence of travel insurance, among others.

Apply for Travel Insurance.

Guidance to the visitor to make payments electronically (bank transfers, mobile applications, among others) in this way to reduce the risk of contagion from direct interaction.

RESERVATION

VERIFICATION PROCESS

Verify visitor data: Personal Data (ID or Passport), Source, Health Conditions (as required by our Safety Protocols in particular taking temperature), Travel insurance among others.

Check the reservations of your requested services according to the Travel Program or Package, complying with protocols, in terms of social distancing and conditions of capacity.



SERVICES DURING THE OPERATION

- Before each service, our visitors will be given directions regarding our protocol on protection and biosafety measures.
- Our staff will have mandatory use of mask and facial protector from start to finish in all services.
- All our passengers and visitors must necessarily carry their mask and face protector, plus bringing their alcohol gel and extra masks with them.
- Hand washing and disinfection before boarding to mobility is important and every time you come into contact with a surface or when the visitor requires it.
- Body temperature control of our staff as well as our visitors will be performed at the start of each service.
- During service our guides will apply the protocol of Protection and measures of biosecurity. In case a visitor has some symptoms of Covid-19, proceed with the Contingency plan established by the employer. In addition we will have to contact the health entities and report the incidents to the agency for better health management of our visitors.

END OF SERVICES

- In the end of services body temperature control will be made, on both staff and our visitors. In case any visitors present some symptoms of Covid-19, record and report body temperature and health status on the evaluation sheet (see Annex No. 6 and Annex No. 7) contingency plan established by the employer. In addition contact health entities and report incidents to the agency for better health management of our visitors.
- Proceed with settlements and reports reported by field staff (guides and drivers) through digital channels (mobile devices).
- Disinfect any object received and forgotten by visitors
- Disinfect all equipment used in tourist services in general.



TOURIST TRANSPORT SERVICE

- Vehicle units is being disinfected before, during and after each service provided to visitors, according to the manual of good practice given by the entities of our country.
- Seek adequate natural ventilation in vehicle units by maintaining vehicle cab windows open.
- Each mobile unit will have a Biosafety Kit; Digital Thermometer, Alcohol in Liquid, Hand Gel Alcohol or other disinfectants for external use.



DRIVERS

- Providing a tourist transport service, the driver must comply with the the following biosecurity protection measures:
- The driver must provide the service if he is free from COVID-19 symptoms, without having had contact with an infected person in the last 14 days, they will be requested an affidavit.
- Obligatory to wear masks at all times. It should also be avoided touching nose, mouth and eyes. Use the start-up protective equipment for services provided.
- The tourist transport service must be provided in clean and disinfected vehicles.
- Provide the visitor with alcohol in gel when going up in the vehicles.



TOURIST GUIDE SERVICE

- To provide the Tourist Guide Service, you must be free from symptoms of COVID-19 without having had contact with any infected person in the last 14 days. You will be asked for an Affidavit.
- The tour guide must have the Personal Protection Kit; mask, facial protector and alcohol hand gel for personal disinfection.
- When in contact with the passenger, the Tour Guide must keep 1,5 meter distance to make greetings and explanations with the tourists.
- The Tourist Guide will proceed with transfers and/or passenger pick-ups, maintaining measures of social distancing.