

Guayrá Alternative Tourism

Pos Covid 19 Protocol

(Summary)

"Today, luxury is Security"



Guayrá Alternative Tourism

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Introduction

Given the new scenario that this global health emergency has and its economic and social impact on tourism, the Ministry of Tourism and Sports of the Nation in conjunction with the Argentine Institute of Tourism Quality (ICTA), the Argentine Chamber of Tourism (CAT) and the provinces, through the Federal Tourism Council (CFT), developed the "COVID-19 Protocol for Tourism Providers".

The guidelines contained in this protocol, which follow the recommendations established by the Ministry of Health of the Nation, offer various measures and specific actions to face the current situation and help the recovery of activity. Its main objective is to protect the health and well-being of workers and tourists.

So we are going to meet

Pick Up (Airports, TMA Omnibus, Hotels and Hostels).

- a) Welcome, presentation and departure from the terminal / hotel to the vehicle.
- b) Opening the vehicle, disinfection and ventilation. It is NOT allowed to climb the vehicle yet.
- c) It is not recommended to carry luggage in the cabin, otherwise it will proceed to the disinfection and loading of the same.
- d) Passenger and driver / guide temperature control.
- e) The staff must verify that the passengers have the Certificates Enabling for Circulation-Emergency COVID-19.
- f) In no case may persons who meet the status of "case suspect" or the condition of "confirmed case" of COVID19, according to definitions established by the national health authority, nor who should comply with isolation in the terms of Decree No. 260/20, its amendment and complementary rules.
- g) Delivery of individual kits containing:
 - Disposable chinstrap.
 - Sachets of alcohol gel.
 - Disposable gloves.
 - Individual waste bag.
- h) Baggage loading.
- i) Explanation of the itinerary and its peculiarities.

- j) Entering the vehicle after sanitizing hands and footwear. Every passenger will enter through the door that corresponds to him.
- k) Boarding of small groups and in an orderly manner maintaining the distancing according to staff instructions and information posters.
- l) On board the vehicles there are:
- Gel alcohol
 - Disinfectant / bactericide.
 - Insect repellent.
 - Infrared digital thermometer.
 - First aid kit with spare personal hygiene and safety items. - Transparent plastic insulation of the driver's compartment including all vehicle commands.
 - Signage / Infographic about Covid 19 and use of protection elements.
- m) Personnel trained to make announcements and order distancing.

During the trip

- a) The services of snacks, binoculars and bird guides are suspended.
- b) Limited contact between crew and passengers.
- c) Technical stops will be made in order to stretch the legs and ventilate the vehicle, depending on the itinerary.
- d) Vehicles are disinfected with products recommended by the protocols.
- e) Suspicious case while traveling: voluntary assistance will be requested on board. If not available, a crew member will assist using the Universal Precaution Kit (disposable gloves, chinstrap and face shield) before attending the passenger. The company will be notified of the event and the protocol for suspected case of infectious disease (Covid-19) while traveling (immediately contact the local health Emergency System for your evaluation).

Arrival at destination

- a) The crew indicates when the vehicle can be abandoned, each passenger per the corresponding door keeping the preventive distances.
- b) Respect the recommended distance when descending and unloading the luggage.
- c) After sanitizing hands, the service will be charged (if applicable) by electronic means or cash.
- d) Farewell.
- e) Sanitization of hands and used items.

In no case may people who meet the condition of "Suspected case" or the status of "confirmed case" of COVID-19, according to definitions established by the national health authority, nor who must comply with isolation under the terms of Decree No. 260/20, their amendment and complementary rules.

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