



BIOSECURITY PROTOCOL



TOUR GUIDES

GENERAL GUIDELINES:

GENERAL COVID-19 PREVENTION MEASURES

A Tour Guide must engage a firm commitment to risk management, that includes the tourists or tourism groups as well for the tour guide, to ensure this the tour guide should implement measures for the prevention and reduction of sanitary risks during tours utilizing the following measure:

Intensify personal hygiene measures.

Inform clients about the biosafety measures that are being implemented in the country.

Provide personal protection equipment for the person who is in charge of the transportation method (face mask, face shield - optional).

Ensure compliance with biosafety protocols established in each of the destinations included in the itinerary and guarantee that tourism groups are fully aware of the protocols and comply with them.

Avoid carrying out any guided tours if you present any symptoms associated with COVID-19 during or 15 days prior to the guided tour (dry cough, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell). If the tour guide presents symptoms, he or she must notify their superior. If the tour guide is an independent contractor, he or she must notify the tourists or tourism group.

Avoid providing guided tours if you have had direct or third-party contact with a person who later tested positive for COVID-19 or who has been placed under quarantine due to a possible exposure.

If the tour guide or any tourist develops symptoms of COVID-19 during the tour, immediately contact the emergency line 132 and follow the guidelines established by the Ministry of Health.

Get in contact with the Tour Operator to arrange for a tour guide replacement in the case that the guide is unable to carry out the tour.

GUIDELINE FOR THE TOUR GUIDE

The following guidelines should be complied to guarantee the protection of the tour guide and tourists for whom they are providing the service:

Disinfect backpack and necessary equipment prior to the start of the tour.

Wear face masks at all times if the type of tour being carried out allows it.

Wear a cap (optional).

Wear shoes that are suitable for the type of tour being carried out.

Hair should be well groomed and covered.

Always have 70% grade alcohol or hand sanitizer for personal use.

Carry only necessary equipment: pocket wallet, cell phone, fanny pack.

Carry a first aid kit in which you have basic medical supplies in addition to a digital thermometer.

Ensure, whenever possible, that tourists maintain a 1.5-meter distance amongst each other.

Avoid touching your eyes, nose, and mouth, as your hands facilitate the transmission of viruses and bacteria.

Frequently sanitize hands and disinfect equipment used before, during and after each tour (example: microphones, cell phones, cameras).

SPECIFIC PREVENTION MEASURES

Prior and during a tour, the tour guide should comply with the following specific guidelines:

Schedule the arrival to each destination on the itinerary in a staggered manner that will not conflict with other tourism groups.

Schedule tours of no more than 10 tourists.

When tourists are arriving avoid greetings that include physical contact and always promote social distancing (1.5 meters).

It is recommended that all the tourists in the tour should always carry a sanitary kit with them (hand sanitizer and face mask).

Provide the tourist with a brief introduction in which you indicate the safety recommendations and protocols being implemented in the country as well as those specific to the destinations on the tour itinerary.

Identify those tourists who are in high-risk groups (pregnant women, children, the elderly, immunocompromised, people with heart disease, diabetes or chronic comorbidities).

Pay close attention to the group in the event that one of the tourists presents symptoms (fever higher than 37.8 ° C, dry cough and difficulty breathing).

Disinfect all luggage and purchases, promote hand washing before getting back into buses or any mode of transportation being used, always carry a 70% alcohol-based hand sanitizer.

All luggage must be loaded and unloaded by tourists.

Ensure respect and compliance with all the biosafety guidelines established for tourism transportation, hotels, restaurants, tour operators, historical and natural sites.

SAFETY MEASURE FOR GUIDED TOURS

This section details the proper guidelines that must be followed by the tour guide during all tours to ensure their safety and the safety of the tourist.

Tourist or group arrival

When greeting the tourist or the tourism group, the person in charge must:

Use a face mask and wash hands with soap and water, and then apply a 70% alcohol-based solution for proper hand sanitization.

Take the body temperature of each tourist, using a digital thermometer to avoid direct contact between the tour guide and the tourist. Designated personnel must be capable and follow the indicated procedure.

Avoid greetings that involve physical contact.

Provide 70% alcohol-based solution to sanitize the tourists' hands.

Ensure compliance with social distancing guidelines (1.5 meters).

Ensure that tourists wear face masks at all times if the type of tour being carried out allows it. (Note: In the case of children under two years of age masks are not mandatory and their health and safety is the responsibility of the parents or their guardian)

In the event that a person has a temperature over 38 ° C and / or shows signs of symptoms associated with COVID-19, they will not be allowed to go on the tour and will be sent to the nearest hospital or healthcare center (public or private).

Schedule tours of no more than 10 tourists.

Provide general information about each stop on the tour and inform the tourist or group of the biosafety protocols that are being implemented at each destination on the itinerary.

Guidelines during and after a tour

In the event that the tour guide or one of the tourists has a temperature over 38 ° C and / or shows signs of symptoms associated with COVID-19, even if the symptoms are mild, the tour guide must refrain from providing the service or carrying out the tour.

In the event that a person has a temperature over 38 ° C and / or shows signs of symptoms associated with COVID-19, they will not be allowed to go on the tour, the Ministry of Health Emergency Hotline #132 should be

contacted and the person will be sent to the nearest hospital or healthcare center (public or private).

Ensure that tourists and the tour guide maintain social distance (1.5 meters).

The tour guide and tourists should wear personal protective equipment when required.

When visiting museums, parks, restaurants or other similar establishments, the tourist and the tour guide must comply with the biosafety measures being implemented in each destination.

Encourage hand washing and sanitizing after touching surfaces, before and after eating food and after using restrooms.

Avoid touching mouth, nose, and eyes.

When the tour guide uses a mobile device, they must avoid the device coming into contact with the face mask and the device should be disinfected after use.

Avoid using personal items effects between the guide and the tourists should be avoided. Otherwise, they must be disinfected after use.

The equipment to be used in the development of tourist activities, must be disinfected or be of first use and disinfected at the end of the service.

Avoid using accessories such as jewelry, earrings, costume jewelery, watches, rings, among others.

Whenever possible provide required information electronically or by telephone. Avoid the use of printed materials.

Avoid sharing work equipment or devices among tour guides. If equipment is loaned, it must be rigorously disinfected before and after use.

Perform daily temperature checks on tourists, using a digital thermometer for tours that have a duration of two or more day.

Avoid physical contact with tourists. Follow the necessary biosafety guidelines if contact is unavoidable due to the nature of the activity.

Have a telephone directory of healthcare centers, private and public hospitals on the route of the trip, the tourism police unit, as well as emergency numbers (for example, line # 132) to request assistance or health information in case of emergencies.