

COVID-19 Health Protocols for the Royal Galapagos Fleet

This document is a summary of the COVID-19 health protocols to be fully complied with by the crew, guides, and passengers aboard the Royal Galapagos fleet of ships.

HEALTH CONTROLS

Vaccines:

- According to the existing regulations at the moment in Ecuador, all the crew and guides of the boats have a complete vaccination scheme.

On-board monitoring:

- During the cruise, the health status of the crew and passengers will be constantly monitored.
- Daily temperature checks will be held on passengers to keep track of their health status.
- In the event that any passenger and/or crew member presents any symptoms related to the virus, they will be directed to the nearest health center to carry out the corresponding COVID-19 control.

Special cases and travel insurance:

- Passengers must preengage a medical and travel insurance, to serve as a backup in case a contagion is detected, either during their stay on the mainland or on the Islands. In this way, they will be able to cover all the expenses that this emergency may generate in things such as food, lodging, medicines, and other events that are incurred during a quarantine.



BOAT DISINFECTION: AIR AND SURFACES

- Daily deep cleaning and disinfection processes are carried out in all interior and exterior areas of the vessels.
- We use sprayers with hospital-grade products to disinfect the surfaces of all the vessels.
- Disinfection of all areas will be done twice a day.

ONBOARD

- The cabins will be completely clean and disinfected upon arrival of the passengers. The cleaning and disinfection processes will be carried out daily in a thorough manner and with special emphasis on surfaces with the greatest contact.
- Itineraries, schedule reminders, and onboard health protocols will be permanently published on the screens located in the common areas of the vessels.
- Disinfectant gel hand dispensers will be placed in all passenger common areas as well as staff areas.
- Disinfection and cleaning areas for shoes and luggage will be installed at all entrances of the boats. The use of unique footwear for circulation on board will also be required.
- Talks and presentations will take place in open areas. These areas will be disinfected before and after each session.



CONTACT WITH PASSENGERS

- Upon arrival, passengers will be reminded of the COVID-19 protocols to follow during the cruise.
- The social distance of 2 meters (6 feet) will be maintained in closed places and 1 meter (3 feet) in open places, at all times.
- Application of strict hygiene measures for everyone: use of face masks at all times including land visits and in social areas of the boat, regular hand washing, use of disinfectant alcohol, among other measures.
- All crew members will receive personal protective equipment to use during everyday activities and meet the health protocols established aboard the vessels.

MEAL TIMES

- The restaurant and bar areas will be completely disinfected before and after each service.
- Hygiene protocols in dining areas as well as food and beverage services will be reinforced.

DURING ACTIVITIES

- Landings will be done in groups respecting the physical distance
- During visits to the islands, guides will carry out all activities using personal protective equipment while respecting the physical distance
- Guides will be required to carry antibacterial gel with them in their first aid kit at all times.
- We strongly recommend our passengers to bring their own personal snorkeling equipment. However, we do have face masks and fins on board available for our guests.
- Before and after use, all water sports equipment (kayak, wetsuit, paddleboard, etc.) will be disinfected. Kayaks can only be shared with people in the same cabin.



Complementary Services in Mainland Ecuador

Royal Galapagos will also implement the corresponding health protocols for all the services we provide in mainland Ecuador. Our guides and transports will comply with all preventive measures and protocols.

RECEPTION AND CARE FOR OUR PASSENGERS

- All guides and drivers will have their own personal protective equipment.
- All transport units will have disinfectant gel and complementary masks available for every passenger during different services.
- All vehicles will have luggage and shoe disinfection equipment.

ACCOMMODATION

- The hotels we work with have implemented international health and prevention protocols according to guidelines set by the WHO, the Ministry of Health, and the Ministry of Tourism.

HEALTH CONTROLS

- The health status of guides and drivers will be constantly monitored.
- Upon arrival, passengers' temperatures will be taken. It is mandatory that all passengers continue to have their temperature taken every day to constantly assess their state of health.
- In the event that a passenger has a high fever, the nearest health service will be called to carry out the corresponding COVID-19 procedures.



TRANSPORTATION AND LOGISTICS




- Transportation units will be sanitized and disinfected before and after each service.
- Special protocols for trips and visits to public places will be used to avoid lines, other groups, and crowds as much as possible.

Staff Training



- All personnel, from all boats in Galapagos and services in mainland Ecuador, will be trained regularly on new hygiene protocols.

Royal Galapagos

Toll Free Line:

 1-877-209-7243
 info@royalgalapagos.com
 www.royalgalapagos.com

Ecuador Direct Line:

 +593-2-255-4080
 +593-2-600-7023

Address:

265 Foch Street and 6 de
Diciembre Ave. Sonelsa Tower.
Quito, Ecuador

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