

## Safety, Health and Operational Protocols | Covid-19

### Our Priority

**Our top priority is to protect the health and safety of all who travel with Quasar, our guests, our clients and our dedicated staff.** As a result, we have reinforced our **cleaning and hygiene standards** as well as our **operational, safety and health protocols**. We are closely monitoring the evolving situation of Covid-19 with our medical experts, the World Health Organization, the Centers for Disease Control and Prevention (CDC), the Ecuadorean government, the Mayo Clinic, WTTC and the Galapagos National Park.



### TOTAL DISINFECTION

CHLORINE DIOXIDE

+

BLEND OF ESSENTIAL OILS

IMMUNE SYSTEM BOOSTER



### TRAVEL SAFELY |

#### Practice Healthy Travel Habits

Follow these guidelines by the CDC which can be viewed here:

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

#### Pack Extra Medication

Guests are always encouraged to travel with at least two weeks of extra medication beyond the length of the cruise, when possible, in the event of unexpected travel delays and emergencies.

#### Travel Insurance

Quasar strongly urges participants to be adequately covered by trip cancellation and interruption insurance including emergency medical evacuation coverage or Cancel For Any Reason (CFAR) travel insurance.

#### Sanitation Protocols

The following cleaning standards, protocols and safety measures have been implemented across Quasar's DMC services (in Ecuador, Peru, Chile & Argentina), Galapagos yacht expeditions and Patagonia Overland Safaris.

### ENSURING A SAFE EXPERIENCE |

- All our dedicated staff (including guides, crew, staff, drivers, etc.) and travelers' health will be monitored regularly.
- Strict hygiene measures will be followed during all expeditions and tours. These include social distancing, hand hygiene, respiratory etiquette, environmental cleaning, waste disposal, when and how to use a mask, avoidance of contact with people presenting respiratory symptoms, and seeking medical advice early if signs and symptoms develop.

- We have, at hand, the contact information of health centers, emergency evacuation operations, medical doctors and private hospitals (some which are ranked in the top 25 of Latin America) for the assistance of any request.
- It is extremely important that travelers take the necessary precautions with the water and food they consume before and while traveling that is not included in your itinerary. They should always drink and eat from trusted sources.
- It is probable that airlines or governmental entities will require travelers to take a PCR (Covid-19) test when traveling to or entering the country.

# Cleaning & Hygiene Standards + Safety, Health & Operational Protocols | Covid-19



## GALAPAGOS YACHTS |

### Your Yacht: Operational and Staff Preparedness

- All Quasar yachts follow a strict, deep and very detailed 50-point cleaning chart, disinfection and sanitation procedure which is performed on a daily basis in all areas of the yacht including guest and crew areas. Additional (some areas will be disinfected twice per day) and enhanced cleaning procedures have been implemented with deeper cleaning of all hard surfaces in living and social areas including, but not limited to, restrooms, jacuzzi, halls, corridors, handles, handrails, switches, doorknobs, thermostats, bar, sofas, dinner tables, chairs, coffee tables, dining tables, pangas (dinghies), boarding decks, stairs and exteriors.
- Disinfectant gel dispensers, as well as masks, are provided for the use of guests and crew throughout the yacht's social and living areas (in high-traffic locations and entrances to all dining rooms), pangas (dinghies) and carried during all excursions and activities.
- Though the yacht maybe at full occupancy, the capacity of all social areas will be reduced to 50% so as to promote social distancing. The capacity allowed on each area will be notified to all guests in the welcome briefing.
- Electrostatic sprayers with hospital-grade disinfectant or ozone-based devices, have been implemented for the use on all surfaces and areas. This technology is recommended by the World Health Organization and the CDC.
- We are currently analyzing the use of ultraviolet light and ozone generators to disinfect objects and areas.

### Travel Confidently

- All guests will be screened for the possibility of Covid-19 infection by being examined for symptoms and by taking a questionnaire prior to boarding for their Galapagos flight.
- All guests will receive facial masks, personal hand sanitizers and aerosol alcohol to disinfect any personal belongings.
- All guests will be required to go through a disinfection process recommended by the World Health Organization and the CDC including all his/her luggage, back packs, shoes and personal items.

### Our Hospitality

- The Medical Doctor (onboard the Evolution only) and Hotel Manager (on both the Evolution and the Grace) will be on call 24/7 via the internal communication system of each cabin.
- Documentation, menus or printer materials onboard have been removed (unless their presence is absolutely necessary). We will, instead, use touch-free digital procedures.
- To avoid the handling of clothes, laundry services will not be offered.
- Several articles and equipment that are used during activities will be provided as usual (free of cost) and cleaned and sanitized thoroughly before and after each cruise. These will also be available for sale on our onboard boutique. These include masks & snorkels.

### Eat and Drink Safely

- In addition to the 50-step cleaning and disinfection procedure, there is a separate cleaning and disinfection procedure with an

additional 20 steps for Food & Beverage.

- All tableware, cutlery, and glassware are washed with antibacterial soap and further disinfected at high temperatures that kill all viruses and bacteria.
- Meals will be served in two shifts so as to abide by the capacity policy implemented for social areas.
- All meals will be plated (offering several choices) so as to avoid buffets.
- Breakfast will be a la carte.
- Refreshments and Hors d'oeuvres will be offered individually.
- Dining areas will be thoroughly disinfected before and after each meal.

### Excursions and Activities

- All our team members and guests will need to wear facial masks upon disembarking the yacht and during several activities. Disinfectant gel sanitizers will be provided for each guest.
- The total capacity allowed on a single panga (dinghy) has been limited to 11. The number of guests per panga (dinghies) will be reduced to allow a maximum of 8 guests and up to 3 crew members or staff.
- All guests will be required to go through a disinfection process when embarking the yacht after excursions and activities (hands, shoes, etc.).
- Daily Briefings given by the guides will be divided into two shifts so as to limit the number of guests in the briefing area.
- As standard, we will continue with our 10 to 1 Guide-to-Guest ratio
- All equipment to be used for excursions and activities will be disinfected prior and after each use.
- Additionally, all guests are recommended to bring their own snorkeling and activity equipment (masks, snorkel, binoculars, etc.).

