



OUR PROTOCOLS AND MEASURES IN ECUADOR & THE GALAPAGOS ISLANDS

Following are details of the protocols which will be in place when we resume operations, which apply to land services in Ecuador, Casa Gangotena, Mashpi Lodge, Finch Bay Galapagos Hotel, as well as Yacht La Pinta, Yacht Isabela II and the Santa Cruz II.

DISINFECTION OF AIR & SURFACES

- Employing electrostatic sprayers with hospital-grade disinfectant to sanitize surfaces. Electrostatic spraying technology uses the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) to treat known pathogens. The sprayers rapidly clean and disinfect entire areas and can be used in a hotel or vessel setting to clean and disinfect guest rooms, lobbies, gyms and other public areas.
- In addition, we are analyzing the use of ultraviolet light technology for sanitizing objects.
- UV filtering of air-conditioning systems.
- Disinfection and sanitizing equipment for surfaces.
- Safe water-dispensing units.



GUEST CONTACT

- Social distancing of 1.5 meters (5 feet) as much as practically possible at all times.
- Strict hygiene measures carried out according to our health and safety protocols (wearing of face masks, regular hand-washing, etc.)
- Disinfection spraying of all areas early in the morning and late evening.
- Ample hand sanitizing gel dispensers throughout the vessels and hotels (both in common guest areas and staff quarters).
- All staff members are supplied with personal protection equipment for their activities.
- All guests will be provided with face masks. Their use in public areas and on excursions will be required.



HOTEL MANAGEMENT

- All guests will continue to fill in a health status questionnaire on arrival in Ecuador or arrival at our properties/vessels. This information will be reviewed by our medical staff at our properties and on-board our vessels.
- We would also like to reiterate the fact that medical officers are available 24/7 aboard all our vessels.



HOTEL EXPERIENCE

These protocols will be applied to Casa Gangotena, Mashpi Lodge and the Finch Bay Galapagos Hotel. We are working with our hotel/lodge/hacienda partners to ensure they implement the same at their properties.



- Stationery/accessories will be removed from rooms and cabins to avoid close contact or manipulation. The following items will be handled digitally:
 - Check-in registration forms
 - Welcome notes
 - Additional services information
 - Guest Directories
 - Printed Menus
 - Service accounts
 - Wellness menus
 - Activities and expedition information
 - Release forms for activities
 - Boutique catalogues
 - Staying healthy protocols
- Amenities will include antibacterial gel and alcohol spray so that guests can disinfect personal items.
- Complete cleaning with ozone machine in rooms and Spa rooms.
- Footwear disinfection areas will be installed.
- Cloth towels, used when guests arrive at a hotel or vessel, will be removed.
- The capacity of the following social areas will be reduced by 50%:
 - Restaurant
 - Expedition room
 - Jacuzzi
 - Yoga room
 - Gym
 - Swimming pool

FOOD & BEVERAGE SAFETY

- All meals will be served at guests' tables, with no buffets.
- Breakfast will be à la carte at all properties.
- Lunch and dinner in Casa Gangotena and Finch Bay Galapagos Hotel will maintain their menus with table service.
- Lunch and dinner aboard vessels and at Mashpi Lodge will be à la carte.
- Different mealtimes will be implemented, depending on the occupancy of the hotel/vessel.
- Snacks and canapés will be served individually.
- Welcome drinks will be served in sealed glass bottles.
- Restaurant areas will be disinfected completely before and after each service.
- Food hygiene protocols in restaurants, and food and beverage services, will be reinforced (e.g. dishes served with domes, individual formats).



EXPEDITION EXPERIENCE



- All hotel and ship briefings and talks will be organized over several shifts, depending on occupancy rates.
- Different areas of vessels and hotels will be assigned for briefings and talks, depending on their capacity and occupancy rates. These will be disinfected before and after each session.
- All expedition accessories will be available for purchase in the vessels' boutiques.
- All expedition accessories (e.g. masks, kayaks, bicycles, etc.) will be disinfected before and after each activity, supervised by the Medical or First Officer aboard vessels, and the Manager on duty at the Finch Bay.
- Snorkeling equipment and wetsuits will be available for guests, but guests are encouraged to bring their own if they would feel more comfortable.
- For guests who do not bring their own equipment, we will provide them with brand-new snorkel mouthpieces exclusively for their use.
- Binoculars will no longer be available for shared use during expeditions.
- Our packing list will suggest guests bring certain accessories for their expedition, such as masks and snorkel tubes, light wetsuits and binoculars.

LAND SERVICES IN ECUADOR

The following measures, part of our Land Services Protocols, will apply upon renewing our operations. We are encouraging other operators in the country to follow suit.



- Information and Training
 - Our staff will be continuously encouraged and reminded about hygiene measures and respiratory etiquette at all times.
 - Cleaning and disinfection supplies as well as distancing protocols will be distributed to all our providers, for activities such as biking, kayaking, etc.
- Guest Contact
 - Disinfectant gel and masks available for all guests.
 - All guides and drivers supplied with their own personal protective and hygiene supplies.
 - All vehicles supplied with cleaning and disinfection equipment.
- Health controls
 - The health status of guides and drivers will be regularly monitored.
 - Health control protocols will be performed on guests upon arrival in Ecuador and/or before their flights to the Galapagos Islands.
- Vehicle disinfection
 - Daily cleaning of all surfaces.
 - Surfaces cleaned before and after each service.
- Group and visits coordination
 - Larger vehicles employed in order to maintain social distancing.
 - Implementation of special protocols for trips and visits to public places in order to avoid lines, other groups and crowds as much as possible.
- Technology
 - We are transforming printed materials into digital formats, including:
 - Welcome book - city / country information
 - Travel information
 - Cruise vouchers
 - Boarding passes
 - Health questionnaire forms
 - Release forms
 - All information related to operations, schedules, pick-ups, etc.



These protocols and measures are constantly being reviewed and adapted according to the latest information about COVID-19.

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Contacts:

Gissela Ledesma, Customer Care Manager: gledesma@metropolitan-touring.com
or your Destination Expert