



Health and Safety Procedures Post COVID-19

Costa Rica

Re-establishing confidence in tourism

Travel is a unique experience that is shared by passengers, airlines, tour operators, and a variety of suppliers. All of us need to take the necessary precautions and be prepared to comply with procedures required by local and international health authorities.

In this uncharted territory and fast-changing COVID-19 era, we are doing our best to adapt to new requirements and expectations. The health and well-being of every traveler have always been a priority for our corporate group. We are ready to welcome our guests in Costa Rica with the same enthusiasm we have always had, with the addition of improved safety standards for the new world.

In response to this, here is a set of health and sanitization procedures to give our customers peace of mind and confidence when they travel with us during these new times.

- At Camino Group, we support the implementation of sanitization and operational procedures in our tour operator and DMC divisions to help prevent the transmission of COVID-19 and increase the level of safety for passengers, employees, and local communities.
- These guidelines comply with public instructions by the local and international health organizations and support all protocols that are in force within the supply chain.



Staff training and passenger communication

- Promote frequent hand washing among staff and passengers, as well as good cough and sneeze etiquette.
- Provide hand sanitizers to be available for passengers and staff at all possible times.
- Exercise physical distancing.
- Use face masks when interacting with passengers, where appropriate.
- All staff must be aware and report in case somebody (client, staff, supplier) shows any COVID-19 associated symptoms.
- Ensure hotels, restaurants, parks, attractions, and other venues are also applying the same standard to hygiene and distancing protocols, to the extent possible
- Passengers will be advised of and asked to adhere to recommended hygiene procedures, such as wearing a face mask or limiting physical contact wherever possible.
- Prior to starting a program or tour, the staff will ask passengers to complete and sign a waiver of liability confirming they have familiarized themselves with health and safety measures, risks and requirements related to their tour.

Transportation

- Appropriate vehicles will be provided to ensure physical distancing for staff and passengers.
- All vehicles (cars, vans, coaches) are sanitized before each trip and are always kept to very high standards.
- Drivers follow hygiene and sanitary practices and wear protective gear in accordance with local and international regulations.
- Drivers clean and disinfect all surfaces including handrails, door handles, tables, seats, air-conditioning filters and overhead compartments on a daily basis.
- Hand sanitizer will be freely available on board for passengers' use throughout the day.
- Additional face masks should be available on board if necessary.



Tours and attractions

- The size of the groups will be determined to comply with physical distancing in vehicles, boat rides, tours, trails, etc.
- Liquid sanitizer provided on all vehicles upon arriving to each attraction.
- Admission to national parks only possible by reservation, with a limited number of visitors per day.
- Attractions to adhere to the 50 percent capacity restriction, or as indicated by the local health authorities, and work exclusively with reservations (no more walk-in's).
- All employees interacting with the group will wear protective gear and follow the same standard to hygiene and distancing protocols, to the extent posible.
- All equipment to be completely disinfected before and after each tour.

Restaurants and off-site venues

- Establish a policy implementing more frequent hand washing by all employees and wearing protective gear at all times.
- Sanitize more frequently, using products and disinfectants that meet requirements for effectiveness against virus infection; special attention to high-touch surfaces.
- Provide hand sanitizer in public areas throughout facilities.
- Modify business hours when necessary to carry out thorough sanitation and disinfection procedures
- Provide training for employees on implementing these measures with oversight on execution.
- Adhere to the 50 percent capacity restriction, or as indicated by the local health authorities.
- Avoid of buffet set-ups. No more use of linen or linen of single-use.
- Reduce the number of tables and the seating capacity of the premises to enable tables to be adequately spaced out.
- Wherever possible, menus on boards or digital menus.



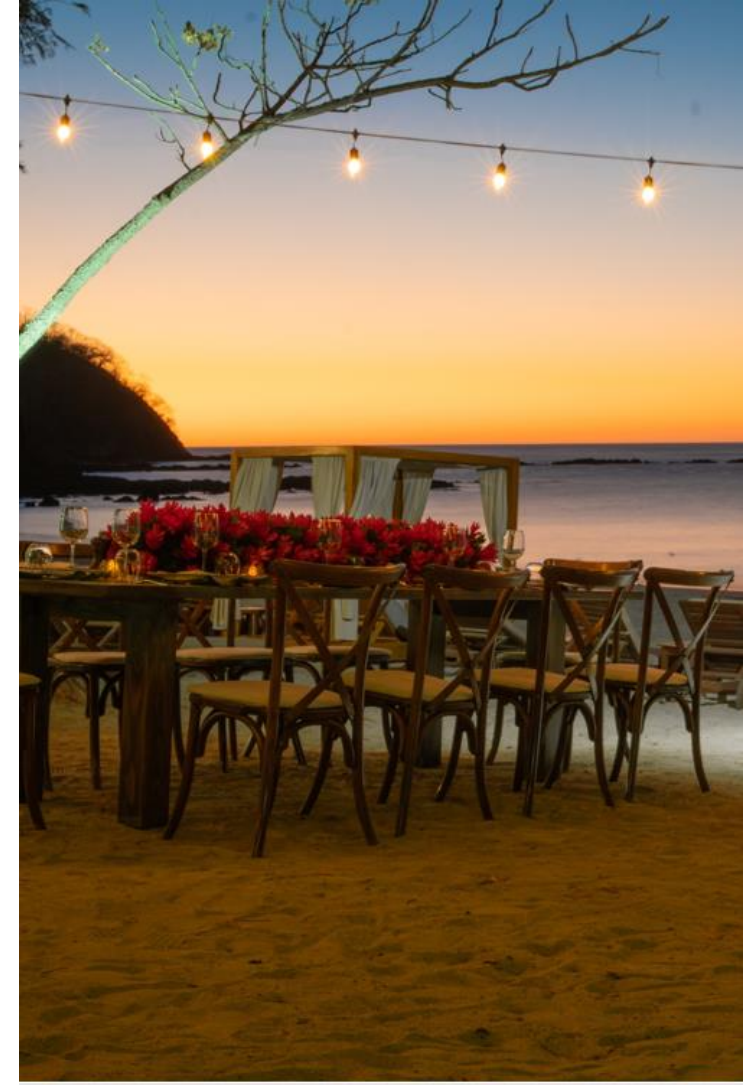
Protecting yourself

Worldwide health officials urge that protecting yourself and others can go a long way in preventing its spread. Here's what we should all be practicing:

- Regular and thorough hand washing (at least 20 seconds).
- Disinfecting surfaces.
- Always covering the mouth and nose when coughing and sneezing.
- Wearing a face mask if you must go out.
- Avoiding close contact with anyone showing symptoms of respiratory illness such as coughing and sneezing.

As your business partner, we will:

- Include these new safety guidelines and measures in our contracts with suppliers as a requirement to continue our professional relationship.
- Revise the capacity of vehicles and tours, and cut back where needed.
- Suggest scattered departures based on the number of participants that sign up for activities (10 to 15-min difference between departures).
- Provide individual bottles of hand sanitizers as an amenity for passengers; all tour guides will always have a hygiene kit for the activities with them.
- Ensure the information shared/given at our hospitality desks will be digital (no more use of paper); therefore reservations will be made on-line as well for individual/personal services.



Cancellation policy

- We are constantly updating our cancellation policy to reflect the most recent developments related to COVID-19 and any official travel restrictions, suspensions, quarantines or lockdown measures announced by governments worldwide. Our aim is to offer you as much flexibility and planning comfort as possible. We expect our partners to be flexible in terms of cancellation policies.

At Camino Group, we guarantee that our partners are reliable and consistently adhere to health and safety standards.

We choose to only use hotels, restaurants, ground handlers, and venues that take the well-being of our guests as seriously as we do, and that agree to meet expected guidelines and specifications.



Coronavirus support material (Tourism sector)

The following link provides information approved by the Ministry of Health and the Costa Rica Tourism Board related to the COVID-19, including decrees and 30 protocols for the private sector of tourism (tour operators, events and congresses, accommodation, tours and attractions, tour guides, car rentals, wellness, food and beverage, and more). Most documents are currently in Spanish and will eventually be translated into English.

<https://www.ict.go.cr/es/servicios-institucionales/material-de-apoyo-coronavirus-sector-turismo.html>

If you are interested in learning more about any of these protocols, please contact us, and we will send you the English version.

Protocol for Tour Operators (ICT-P-006):

<https://www.ict.go.cr/es/documentos-institucionales/material-de-apoyo-coronavirus/protocolos-ict-sector-privado/1697-protocolo-ict-p-006-agencias-de-viajes-y-tour-operadores-sector-turismo/file.html>

Protocol for Event and Congress provider companies (ICT-P-4.3):

<https://www.ict.go.cr/es/documentos-institucionales/material-de-apoyo-coronavirus/protocolos-ict-sector-privado/1702-protocolo-ict-p-004-2-protocolo-de-empresas-proveedoras-congresos-y-convenciones/file.html>





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