



## **PROTOCOLS AND SAFETY MEASURES:**

The safety and security of our customers is our highest priority. We are working to ensure and provide the latest guidance and protocols on hygiene and cleaning, proactively ensuring proper sanitation throughout the tour itinerary and in all locations of operations. Our commitment is to offer our clients a safe experience. We are also adapting our sustainable practices to comply with all necessary protocols according to our local health authorities. These are our specific and rigorous steps to assure the best possible experience and mitigate risks:

### **1. SECURITY PROTOCOLS COVID-19 TO FOLLOW BY CUSTOMER:**

- a. In case of experiencing symptoms of COVID-19, we ask you to inform us in anticipation to re-schedule your booking
- b. Have your personal protective gear available for you and your family members.
- c. Contactless greetings, to practice physical distancing.
- d. Upon meeting our guide, we will ask you to clean your hands with provided gel alcohol
- e. Please put close attention to the immediate instructions our guide will give about protocols and guidelines issued by the Costa Rican Health Ministry and Costa Rica Tourist Board to follow during the transportation, in the tour office and the excursion
- f. We minimize physical high-touch areas and take extreme precautions when exchanging items between customers and staff
- g. We have installed disinfection stations with gel alcohol in our office, vans and in every location of operations, as well as sinks and soap in strategic areas.
- h. For your peace of mind our vans are fully disinfected before and after every use
- i. Please review the following protocols to learn about measurements during the tour operation

### **2. SECURITY PROTOCOLS COVID-19 TO FOLLOW BY COMPANY:**

- a. We will offer our services only through previously made reservations. Upon booking, the customer will receive the guide of security protocols to be followed during the tour.
- b. In Paddle 9, the guides are trained to follow the required protocols.
- c. All equipment used by the customers during the tour will be cleaned with antibacterial soap and either dried via sun exposure or disposable paper towels. Once dried, the equipment will be sprayed with the special product: EcoLabs Peroxide Multi- Surface before storage.
- d. Prior to the tour, the equipment will be disinfected once again.
- e. The bathrooms and other office areas will be disinfected before and after your arrival. This includes everything used to provide our best service (e.g. desk, computer, chairs, etc.).
- f. Our employees must wash their hands every time they attend costumers, be that inside the office or during the tour.
- g. The required adequate distance will be marked and defined on the floor of our installations and must be respected within the office and during the lessons



### **3. SECURITY PROTOCOLS COVID-19 TO FOLLOW BY GUIDES:**

- a. All staff will receive ongoing briefings and enhanced operating health protocols.
- b. Their safety, health and knowledge are essential to implement effective cleaning measures. These measures include hand hygiene with proper and frequent handwashing, wearing face masks, etc.
- c. All staff must maintain a distance of 6 feet (1.8 meters). When not possible, protective equipment will be required.
- d. We have released an internal protocol regulating the use of face masks, frequently and proactive temperature checks, and a disinfection process for all staff member entering work premises.
- e. We will be monitoring carefully any symptoms related to COVID-19 on a daily basis. If there is the slightest suspicion of the virus, he/she will be sent to testing immediately and the health protocol will be placed in effect.
- f. All staff are required to respond and report to health officials, when in doubt of the presence of symptoms of COVID-19, including customers and any other third party.

### **4. SECURITY PROTOCOLS COVID-19 TO FOLLOW DURING TRANSPORTATION FOR OUR CUSTOMER:**

- a. According to the Health Ministry Protocol for Covid 19 all passengers but children under 4 years of age must use a face mask for the whole duration of the trip.
- b. All Passenger must carry a face mask
- c. During your journey please follow the protocol display in our vans and the instructions of our Staff.

### **5. SECURITY PROTOCOLS COVID-19 TO FOLLOW DURING TRANSPORTATION FOR OUR DRIVER:**

- a. Drivers and guides will use protective equipment.
- b. The driver will apply 70° or higher alcohol to the passengers hands each time they board and onboard the van. The product will be available to the passengers during the trip.
- c. The driver is in charge to open and close the Van doors.
- d. Protective equipment will be provided for all customers that do not carry their own protective gear.
- e. All vehicles will be disinfected between rides
- f. Natural ventilation will be favored over the usage of the A/C to guarantee fresh air circulation



**6. SECURITY PROTOCOLS COVID-19 TO FOLLOW FOR RESTAURANTS:**

- a. All meals will be served a la carte focusing on freshness.
- b. Safe food handling.
- c. Culinary staff is being retrained in food preparation, and hygiene protocols are being reinforced.
- d. The restaurant will be spacing out tables to practice physical distancing.
- e. Meals will be served in open areas.
- f. Tables and chairs are sanitized after each seating.

These health and safety measures will be reviewed and updated regularly to ensure our guest the best possible experience.