



# COVID-19 PREVENTION AND CONTROL PROTOCOLS

The guidelines of this protocol are complementary to Resolution 777 of July 29, 2021, where biosafety guidelines were adapted to travel agencies, tour operators and reservation services and other related activities

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# “Certified Check in Covid-19 Biosafe Colombia”

Having into account the implementation of our safety protocols, ICONTECT (Colombian Institute of Technical Norms) granted us the seal of “Certified Check in Covid-19 Biosafe Colombia” and at the same time the seal of “Safe Travelers Word Travel & Tourism Council”.



# Shared Commitment

You as travelers also have a responsibility. You must adopt new travel practices and follow science-based guidelines to help protect the health of your family and those around you, including your fellow travelers and tourism industry workers.

We invite you to collectively and in solidarity defeat COVID-19, so we ask all travelers to do their part and follow government and industry guidelines to help protect themselves and others.



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# GENERAL BIOSAFETY MEASURES

Avoid touching your eyes, nose and mouth without washing your hands.

Hand washing is one of the best ways to protect yourself and your family from getting sick. Know when and how to wash your hands to stay healthy.

Use a hand sanitizer when you cannot use soap and water.

Keeping distance from others is especially important for people who are at greater risk.

Everyone should wear a face mask when they leave cruise.





# Transportation

Coaches sanitized before trip begins, during stops & at end of trip.

The different types of transportation and sites to be visited guarantee all the protocols of biosecurity, cleanliness, and disinfection for the safety of guests.

Before entering the vehicle, every passenger must, with no exception, comply with the protocols of use of face masks covering nose and mouth.

By entering the transportation vehicle, the passengers must comply with all hand disinfection protocols; this protocol will be put into practice as many times as necessary, from the beginning to the end of the tour. When entering the vehicle, the passengers must occupy the seats available for the tour and must occupy the same one during the whole tour. Our personnel will make sure that the maximum capacity is used.





## Please note...

When entering the touristic sites such as monuments, attractions, restaurants, among others, the passengers must comply with all protocols implemented at each place such as disinfection of hands as well as to remain with the assigned group and guide. Our personnel will make sure that the maximum permitted capacity is applied at every site, keeping the physical distance of 1 meter between family groups, that everybody, with no exception, make use of the facemasks and be at the site at the previously stipulated time.



We have established cleaning and disinfection protocols for the hydration products, now of receiving them from the suppliers and before delivering them to the client. For the reception of hydration products destined to the clients, the following must be considered:



- Wash the bottles with soap and water.
- Rinse with clean water.
- Use a spraying device to disinfect the bottles with domestic use products.
- Place the product in a clean and safe place once they have been disinfected.



## Please note...

We reserve the right to admit people who present symptoms associated with Covid-19, likewise, in case the tourist refuses to make use of the personal protection elements or abide by the protocol provisions that are applicable to him/her, and which were informed and accepted prior to the trip, without this generating additional charges.

In the event of evidence or knowledge that any of the clients who purchased tourist services present symptoms associated with COVID-19 or fever, we will quickly adopt mitigation measures to stop the infection, reporting the situation to cruise in order to advance the actions of the case and provide the required information.

As this guide adapts and evolves, the travel industry will continue to seek to generate confidence in our travelers by demonstrating our commitment to their health and safety.

# Preventive measures in the routes for guides, drivers and travelers

Report to the shore excursion any alteration in your health status, especially related to symptoms of respiratory disease.

Contact: Antonio Acevedo - Cellphone: +57 316 472 8544

Please disinfect your hands regularly during the excursion. Monuments and attractions visited during the different tours are endowed with hand disinfectant and hand washing points with soap and water.

Please wear face masks covering nose and mouth without exception.

Please maintain social distancing between groups implemented at each of the sites visited.

Our workers are trained in all topics related with bio-safety and health and safety in general at work.

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For additional information please consult our protocols at [www.aviacaribbean.com](http://www.aviacaribbean.com)



This is to certify that

## **Avia Caribbean SAS**

El Laguito, C.C. Pierino Gallo 2-9, 130001 Cartagena, Colombia

is in compliance with the Travelife Certified standard for travel companies (version 2017). The Travelife standard has integrated the EMAS III environmental management and tourism sector specific requirements, the ISO 26000 Social Responsibility guidance and themes, the Global Reporting Initiative Tour operator sector supplement, the OECD Guidelines for Multinational Enterprises and the Global Sustainable Tourism Council (GSTC) Industry Criteria. The Travelife auditing and certification procedures are GSTC Accredited.

All management and performance requirements are met and exceeded to earn the title of

## **Travelife Certified**

Date of first certification 17 April, 2021

Valid from 17 April, 2021

Valid until 17 April, 2023

Certificate number: CO0114

Website: [www.travelife.info](http://www.travelife.info)

A.H.H. Kusters

Travelife for Tour Operator

Manager