



## COVID-19 PRECAUTIONS AND PROTOCOLS

Finally, the quarantine was lifted for Madre de Dios, Peru and as part of the tourism sector we are complying with and ensuring all the anti-COVID health and safety protocols according to the guidelines of the MINSA and the WHO. We are a LODGE that complies with the SAFE TRAVEL rules and with us travelers will enjoy the Amazonian nature free and safe!

The functions of our office will continue to operate remotely for now and the transfer to the Lodge will be direct from your transfer to the airport.

The COVID-19 protocol that we have put in place in all of our business operations is for the safety and reassurance of staff and guests. This protocol is outlined below:

### **The COVID-19 protocol includes but is not limited to:**

**Car transfers** are done by a sanitized and disinfected car service complying with MINSA (National department of Health) regulations.

**Sanitizers for reception and transfer guides** upon your arrival have also been issued to ensure hygiene for themselves as well as all our arriving guests.

**Screening of guests** on arrival at the port or in our office once we open it in order to prevent an infected person from checking into the Lodge. Guests are required to:

- complete and sign a questionnaire.
- allow their temperature to be scanned with a thermal scanner. Also allow this throughout their stay if necessary.

If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitize their hands and proceed to check-in.

If a guest's temperature is high (actual temperature at screening should not exceed 37.5 degrees Celsius) and/or they have symptoms of the virus, they will be disallowed to check-in and will be referred to a medical facility.

**River Transfer:** The motorboat is cleaned and disinfected with chloride and alcohol and has all the biosecurity and sanitation supplies required. Guests must keep distance during the journey.

**Check-In:** Room key and the receptionist's hands are sanitized, in front of the arriving guest, prior to any guest interaction. Guests are required to sanitize hands and credit cards, prior to interaction.

**Educating staff** (ongoing) on what the virus is; where the disease outbreak began; ways in which it is transmitted; symptoms to look out for; and daily measures to prevent contamination and spread of viruses in personal, operational and guest spaces.

**Guest behavior:** Some of our facilities are subject to physical distancing and, as per government regulations, specific time frames, such as hammocks areas, lecture room, dining and bar service, excursions. Social distancing applies to all public areas throughout a guest's stay. For the provision of services, the concept of **Social Bubble** will be applied: Group of people who book with a relationship, affinity and who live together or who have been traveling together for more than 7 days. A maximum of 8 people not including the guide or service personnel.

**Staff hand sanitizers** (alcohol based) have been rolled out in back of house areas (such as kitchen, office, staff house, dining area and bathrooms) as well as front of house guest areas (such as port, reception area, dining room, bar, resting area, hammocks area).

**Guest hand sanitizers** (alcohol based) are placed in easy reach of guests in public areas of the Lodge with a notice encouraging regular use.

**Personal hygiene** is being reiterated, including the importance of washing hands frequently and thoroughly; avoiding touching eyes, nose and mouth; practicing respiratory hygiene (sneezing and coughing into a tissue that is safely discarded or the crook of the elbow), and avoiding touching one's face;

**Regular routine cleaning** of public areas such as restrooms, dining room, bar, resting area, table tops, counters, hand rails, door knobs, back office surfaces and front kitchen surfaces are wiped down on a regular routine throughout the day, with chemicals (disinfectant cleaner) that kills most viruses;

**Protective wear** such as protective gloves, aprons and face masks are issued to housekeeping and public area Guest Service Attendants when on duty and cleaning equipment with disinfectant cleaner between guest and rest rooms.

Avoiding close contact with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory illness to be reported to our general manager for further action to take place, such as contacting the MINSA Hotline (Ministry of Health hotline).

**Room cleaning:** The lodge staff clean each room daily and exchange linen and towels only by request. Where guests have checked out, departed rooms are cleaned and sanitized.

**Laundry:** Linen and towels are washed on the hottest wash cycle at between 60 and 80°C. All the linen is ironed on a hot setting. Towels are tumble-dried until fully dry and hot enough to kill any potential viral matter.

**Food and Beverage:** Meals are offered in individual portions rather than communal bowls and platters. The dining room and bar will have very strictly controlled limited use. Used crockery and cutlery are washed at the highest temperature as protocol standard.



**Jungle excursions and tours:** Every activity complies with the social distancing. Each guide will have the necessary supplies and equipment at hand to secure biosafety during activities. All supplies and equipment used is disinfected under protocol before and after use.

**Delivery and acceptance of goods:** All goods are received in the city and delivery personnel are not allowed to enter the lodge under any circumstances.

Following receipt of goods, the packaging is sprayed and wiped down with disinfectant for transfer to the lodge on the motorboat. All surfaces that come into contact with delivered goods must be sanitized immediately.

**Contact number for COVID info:** The MINSA Hotline is available to all staff and guests. In the event that anyone feels ill after travelling from countries with coronavirus, the Peruvian Department of Health advises first phoning the helpline rather than going straight to a medical facility, to prevent potential contamination. The MINSA hotline number is 113 (free line), Whatsapp 952822623 or email to [infosalud@minsa.gob.pe](mailto:infosalud@minsa.gob.pe). Also information is given through IPeru (available in English) through the number 01 5748000 or email to [iperu@promperu.gob.pe](mailto:iperu@promperu.gob.pe).

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While no one can predict the path of this virus, we are continuously monitoring developments and doing everything possible to reduce the risk of potential contamination or disease propagation to assure a safe trip to the jungle and stay with us.

We are happy to let you know that being one hour away from Puerto Maldonado city inside the buffer zone of the Tambopata National Reserve in a protected area far away from the majority of the population, our forest and influence area have been kept free of exposure to the virus under our extreme prevention and total protection.

**We thank you for choosing to stay at Amazon Planet Lodge and look forward to delivering on our service excellence promise.**