

## Our Protocols and Measures

*Our 360° approach creates peace of mind for all*

Following are details of the protocols in place at our award-winning, carbon neutral hotel, a member of National Geographic Unique Lodges of the World. We are constantly reviewing and adapting these according to the latest information about COVID-19.



All service staff have passed the ServSafe certification and have received over 190 hours of biosecurity training.



Our hotel complies with the World Travel & Tourism Council's Safe Travels guidelines.



A doctor is available 24/7 in Puerto Ayora.

## ACCOMMODATION PROTOCOLS & MEASURES

### TEAM MEMBERS

Third-party medical assessment

- All Finch Bay Galapagos Hotel staff and crew members are regularly surveyed by an outside medical company. This is in addition to the assessment conducted by our Health & Safety Department.



Other measures for staff include:

- Shoe disinfection
- Temperature checks
- Passing through ozone tunnels
- Frequent hand washing
- The use of personal protective equipment

### SUPPLIES AND VISITORS

- Supplies pass through a disinfection process.
- Visitors and suppliers are all registered and pass through the required disinfection measures.

### GUEST ARRIVAL

In order to reduce contact with printed material, we have put all our property information online on-premises, so guests can easily browse our hotel directory, restaurant and spa menus, activities, etc.

- Low contact check-in process
- Temperature checks
- Ozone tunnel
- Shoe disinfection
- Hand sanitizing
- Welcome drinks served in sealed glass bottles
- Compulsory wearing of facemasks in all public areas — complimentary facemasks available.
- All guests fill in a health status declaration before or on arrival, which is reviewed by hotel management.



## HOUSEKEEPING

Our highly-trained housekeeping team deep cleans all guestrooms with:

- Ozone cleansing machines
- Electrostatic sprayers with hospital-grade disinfectant

Additional measures:

- Cleaning of all surfaces with an emphasis on high contact objects such as faucets, light switches and remote controls.
- Stationery and accessories removed.
- Gel and spray hand-sanitizing amenities provided.



## FOOD & BEVERAGE

We adhere to the strictest international standards of food hygiene handling.

Measures include:

- All dining areas disinfected completely before and after each service
- Tables spaced for social distancing
- Digital menus
- Use of domes
- Snacks and canapés served individually



## SOCIAL AREAS

- Ample, contactless hand sanitizing gel dispensers in public areas
- Increased frequency and depth of cleaning procedures
- All public areas have spaced out seating
- Briefings and talks will be adapted according to occupancy to maintain social distancing.



## WELLNESS AND SPA

Guests must reserve time slots at our yoga areas, hot tubs and gym.

All the treatments in our Spa are not only safe but profoundly relaxing. We have also:

- Implemented deeper cleaning practices
- Trained our Spa staff in additional protocols
- Included more time between sessions to allow for more cleaning and to ensure social distancing.



## EXPEDITION ACTIVITIES

- Small groups with expert guides.
- All surfaces and expedition accessories (e.g. kayaks, bicycles, dinghies, etc.) thoroughly and regularly cleaned.
- All protocols followed with regards to wearing of facemasks, frequent hand-sanitizing and social distancing, as well as all food and beverage protocols while on-board our yacht.
- Sanitized walking sticks/poles
- Guests can rent masks and snorkels with single-use mouthpieces, but are encouraged to bring their own if they would feel more comfortable.
- All masks and wetsuits are sanitized under supervision of our management team.
- Guests should bring their own binoculars.



## LAND SERVICES IN THE GALAPAGOS ISLANDS

Our hotel provides transportation services for:

- Transfers to or from Baltra airport
- Tours on Santa Cruz Island
- Transport to and from docks for day-tours to nearby uninhabited islands aboard our own yacht.

### Information and Training

- Our staff have all been trained in, and are continuously encouraged and reminded about, hygiene measures and respiratory etiquette at all times.
- Cleaning and disinfection supplies as well as distancing protocols are distributed to all our providers, for activities such as biking, kayaking, etc.



### Guest Contact

- Disinfectant gel/spray and masks available for all guests.
- All guides and drivers supplied with their own personal protective equipment and hygiene supplies.
- All vehicles supplied with cleaning and disinfection equipment.



### Health controls

- The health status of guides and drivers is regularly monitored.
- All guests will be required to fill in our Health Status Declaration and have their temperatures checked.



### Vehicle disinfection

- Daily cleaning of all surfaces.
- Surfaces cleaned before and after each service.
- Periodical cleaning during longer services.



### Group and visits coordination

- Larger vehicles employed in order to maintain social distancing.
- Employment of special protocols for trips and visits to public places.



**Remote and secluded, at the Finch Bay,  
our service is as personalized as it is sincere,  
our cuisine as inspiring as our wildlife captivating,  
where your holiday will be as safe as it is memorable.**

**We can't wait to welcome you.**

**Last updated August 6th 2020.**

**Contact your Destination Expert if you have any questions or doubts.**