

## Safety, Health and Operational Protocols | Covid-19

### Our Priority

**Our top priority is to protect the health and safety of all who travel with Quasar, our guests, our clients and our dedicated staff.** As a result, we have reinforced our **cleaning and hygiene standards** as well as our **operational, safety and health protocols**. We are closely monitoring the evolving situation of Covid-19 with our medical experts, the World Health Organization, the Centers for Disease Control and Prevention (CDC), the Ecuadorean government, the Mayo Clinic, WTTC and the Galapagos National Park.



### TOTAL DISINFECTION

CHLORINE DIOXIDE

+

BLEND OF ESSENTIAL OILS

IMMUNE SYSTEM BOOSTER



### TRAVEL SAFELY |

#### Practice Healthy Travel Habits

Follow these guidelines by the CDC which can be viewed here:

<https://www.cdc.gov/coronavirus/2019-ncov/about/prevention-treatment.html>

#### Pack Extra Medication

Guests are always encouraged to travel with at least two weeks of extra medication beyond the length of the cruise, when possible, in the event of unexpected travel delays and emergencies.

#### Travel Insurance

Quasar strongly urges participants to be adequately covered by trip cancellation and interruption insurance including emergency medical evacuation coverage or Cancel For Any Reason (CFAR) travel insurance.

#### Sanitation Protocols

The following cleaning standards, protocols and safety measures have been implemented across Quasar's DMC services (in Ecuador, Peru, Chile & Argentina), Galapagos yacht expeditions and Patagonia Overland Safaris.

### ENSURING A SAFE EXPERIENCE |

- All our dedicated staff (including guides, crew, staff, drivers, etc.) and travelers' health will be monitored regularly.
- Strict hygiene measures will be followed during all expeditions and tours. These include social distancing, hand hygiene, respiratory etiquette, environmental cleaning, waste disposal, when and how to use a mask, avoidance of contact with people presenting respiratory symptoms, and seeking medical advice early if signs and symptoms develop.

- We have, at hand, the contact information of health centers, emergency evacuation operations, medical doctors and private hospitals (some which are ranked in the top 25 of Latin America) for the assistance of any request.
- It is extremely important that travelers take the necessary precautions with the water and food they consume before and while traveling that is not included in your itinerary. They should always drink and eat from trusted sources.
- It is very probable that airlines or governmental entities will require travelers to bring the results of a PCR (Covid-19) test at least 96 hours before entering the country.

## GALAPAGOS YACHTS |

### Your Yacht: Operational and Staff Preparedness

- All Quasar yachts follow a strict, deep and very detailed 50-point cleaning chart, disinfection and sanitation procedure which is performed on a daily basis in all areas of the yacht including guest and crew areas. Additional (some areas will be disinfected twice per day) and enhanced cleaning procedures have been implemented with deeper cleaning of all hard surfaces in living and social areas including, but not limited to, restrooms, jacuzzi, halls, corridors, handles, handrails, switches, doorknobs, thermostats, bar, sofas, dinner tables, chairs, coffee tables, dining tables, pangas (dinghies), boarding decks, stairs and exteriors.
- Disinfectant gel dispensers, as well as masks, are provided for the use of guests and crew throughout the yacht's social and living areas (in high-traffic locations and entrances to all dining rooms), pangas (dinghies) and carried during all excursions and activities.
- Though the yacht maybe at full occupancy, the capacity of all social areas will be reduced to 50% so as to promote social distancing. The capacity allowed on each area will be notified to all guests in the welcome briefing.
- Electrostatic sprayers with hospital-grade disinfectant or ozone-based devices, have been implemented for the use on all surfaces and areas. This technology is recommended by the World Health Organization and the CDC.
- We are currently analyzing the use of ultraviolet light and ozone generators to disinfect objects and areas.

### Travel Confidently

- All guests will be screened for the possibility of Covid-19 infection by being examined for symptoms and by taking a questionnaire prior to boarding for their Galapagos flight.
- All guests will receive facial masks, personal hand sanitizers and aerosol alcohol to disinfect any personal belongings.
- All guests will be required to go through a disinfection process recommended by the World Health Organization and the CDC including all his/her luggage, back packs, shoes and personal items.

### Our Hospitality

- The Medical Doctor (onboard the Evolution only) and Hotel Manager (on both the Evolution and the Grace) will be on call 24/7 via the internal communication system of each cabin.
- Documentation, menus or printer materials onboard have been removed (unless their presence is absolutely necessary). We will, instead, use touch-free digital procedures.
- To avoid the handling of clothes, laundry services will not be offered.
- Several articles and equipment that are used during activities will be provided as usual (free of cost) and cleaned and sanitized thoroughly before and after each cruise. These will also be available for sale on our onboard boutique. These include masks & snorkels.

### Eat and Drink Safely

- In addition to the 50-step cleaning and disinfection procedure, there is a separate cleaning and disinfection procedure with an additional 20 steps for Food & Beverage.
- All tableware, cutlery, and glassware are washed with antibacterial soap and further disinfected at high temperatures that kill all viruses and

bacteria.

- Meals will be served in two shifts so as to abide by the capacity policy implemented for social areas.
- All meals will be plated (offering several choices) so as to avoid buffets.
- Breakfast will be a la carte.
- Refreshments and Hors d'oeuvres will be offered individually.
- Dining areas will be thoroughly disinfected before and after each meal.

### Excursions and Activities

- All our team members and guests will need to wear facial masks upon disembarking the yacht and during several activities. Disinfectant gel sanitizers will be provided for each guest.
- The total capacity allowed on a single panga (dinghy) has been limited to 11. The number of guests per panga (dinghies) will be reduced to allow a maximum of 8 guests and up to 3 crew members or staff.
- All guests will be required to go through a disinfection process when embarking the yacht after excursions and activities (hands, shoes, etc.).
- Daily Briefings given by the guides will be divided into two shifts so as to limit the number of guests in the briefing area.
- As standard, we will continue with our 10 to 1 Guest-to-Guide ratio
- For snorkeling, a limit of 8 guests per group and panga will be allowed. Guests will need to wear facial masks up until the guide instructs them to place on their snorkeling equipment.
- Additionally, all guests are recommended to bring their own snorkeling and activity equipment (masks, snorkel, binoculars, etc.).
- All equipment used for excursions and activities will be disinfected prior and after each use.



# Cleaning & Hygiene Standards + Safety, Health & Operational Protocols | Covid-19

QUASAR



2018 2019 2020

## PATAGONIA OVERLAND SAFARIS |

### Your Jeep: Operational and Staff Preparedness

- All Quasar Jeeps follow a strict, deep and very detailed 50-point cleaning chart, disinfection and sanitation procedure which is performed before and after each safari. Enhanced cleaning procedures have been implemented with deeper cleaning of all surfaces including, but not limited to, door handles, dashboard, steering wheel, seats, gear shift, buttons and exteriors.
- Disinfectant gel dispensers, as well as masks, are provided for the use of guests in each vehicle.

## DMC SERVICES IN ECUADOR, PERU, CHILE AND ARGENTINA |

### Eat and Drink Safely

- If meals are included in your tour, your order will be taken in advance to ensure service is ready and therefore limit the contact with host or hostess the least possible. Buffet service is being eliminated by most suppliers.

### Essentials while Touring and Ensuring Standards

- Disinfectant gel sanitizers and masks will be provided for all our guests during tours and aboard all vehicles.
- Guests will be required to use facial masks while touring and at all times, except during meals.
- For guests sharing transportation, we have reduced the allowed seating capacity to 50% instead of our regular 80% policy, abiding by the recommendation of leaving one seat empty between guests.
- All guests will be screened by being monitored for symptoms and by taking a questionnaire.
- Vehicles are cleaned, disinfected and sanitized daily before and after touring.
- All guests will be required to go through a disinfection process recommended by the World Health Organization and the CDC including all his/her luggage, back packs, shoes and personal items.
- Although many tours offered by us offer 'exclusive access', guides will adjust visiting times and take additional measures to avoid crowds and securely visit certain locations.
- Documentation, itineraries or other printed material of our mainland tours will be handled digitally so that guests can view these on their computers or mobile phones.

## PROPERTIES |

### Hotels, Haciendas and Lodges: Operational and Staff Preparedness

- All our suppliers have received and have agreed to abide by the measures published by the World Health Organization, the CDC and those herein. If you wish to view these measures, you can do so by downloading the PDF "Operational Guidelines from WHO" that can be accessed by visiting this link: <https://www.iata.org/en/programs/safety/health/diseases/>
- Check-in procedures and forms will be reduced to the minimum, and preferably done by digital means.
- Our suppliers conduct a rigorous cleaning process for rooms or cabins, social areas, and other spaces, either with disinfectant or ozone-based devices.
- For visits and activities, guidance will be limited to a 10 to 1 Guest-to-Guide ratio.
- Most suppliers are implementing a-la-carte meals for breakfast, lunch, and dinner.

### Updated Terms

- Quasar, under its sole discretion, reserves the right to deny the participation of any guest who might be considered a threat to the health and safety of other guests, our dedicated staff and/or crew. Quasar will not provide refunds for guests who show symptoms of Covid-19. For this reason, we strongly encourage all guests to come with full trip cancellation / interruption insurance, including emergency medical evacuation coverage or Cancel For Any Reason (CFAR) travel insurance.
- We highly recommend that travelers take a Covid PCR or quick results test prior to travel and bring the certificate that shows a negative result with them.
- Quasar reserves the right to change the itinerary described due to weather conditions, the Galapagos National Park, rules and regulations or other factors beyond Quasar's control, including any new Covid announcements or news without consulting the participants. Any operation will be carried out exclusively and absolutely according to the judgment of the captain or guide, whose decision will be definite and will not be questioned by any party. It is understood that such decisions will be made in the best interests and safety of all guests, the crew and/or the vessel. Participants have no right to any refund or other considerations in the event of these inevitable itinerary changes.

*\*\*Cleaning standards, protocols and safety measures may be revised and adjusted according to the most up-to-date information and evolution on Covid-19.*

*Last updated on: June 3, 2020*

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