

Our Protocols and Measures in Ecuador & the Galapagos Islands

Our 360° approach creates peace of mind for all

Following are details of Metropolitan Touring's protocols, which apply to land services in Ecuador, Casa Gangotena, Mashpi Lodge, Finch Bay Galapagos Hotel, as well as Yacht La Pinta, Yacht Isabela II and the Santa Cruz II.



All service staff at Casa Gangotena, Mashpi Lodge, Finch Bay Galapagos Hotel and aboard our three vessels have passed the ServSafe certification.



All our properties and operations have obtained the World Travel & Tourism Council's **Safe Travels** certification stamp.



Medical officers are available 24/7 aboard all Metropolitan Touring's vessels and we have a paramedic at Mashpi Lodge.

LAND SERVICES

The following measures are part of our Land Services Protocols, which apply equally for transfers to/from airports or multi-day journeys across Ecuador and the Galapagos Islands.

Information and Training

- Our staff have been 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.
- Upon arrival in Ecuador, 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.

Digitalization of materials

We have converted our printed materials into digital formats, including:

- Welcome book with city and country information
- Cruise vouchers
- Boarding passes
- Health status declaration forms
- All information related to operations, schedules, pick-ups, etc.



ACCOMMODATION PROTOCOLS & MEASURES

These apply to Casa Gangotena, Mashpi Lodge, Finch Bay Galapagos Hotel, as well as Yacht La Pinta, Yacht Isabela II and the Santa Cruz II.

Team Members

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

Third-party medical assessment

All Metropolitan Touring staff and crew members are regularly surveyed by an outside medical company. This is in addition to the assessment conducted by our Safety & Health Department, as well as our Medical Officers on board.



Galapagos Team Members

- Crew shifts: all crew members aboard our vessels rotate shifts every **three months**, which significantly reduces potential contact outside the ship environment and within its working spaces.
- The health status of all crew members is regularly monitored by our on-board Medical Officer.
 - Each crew member fills in a daily health status declaration, reviewed by our Medical Officer and undergoes temperature checks.
- The health status of all crew members while not on-board (i.e. while on holidays/time off) is regularly monitored by our Health & Safety Department and assisted by a third-party medical company.
 - Each crew member reports their condition to our Health & Safety staff on a weekly basis.
 - Prior to embarkation, each crew member undergoes screening and a PCR COVID-19 test.



Other measures for staff at all properties include:

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



Supplies And Visitors

- Supplies at all properties 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 materials, 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
- All guests fill in a health status declaration before or on arrival, which is reviewed by our medical officers (or hotel management in the case of the Finch Bay Galapagos Hotel).



According to the regulations published by the Ecuadorian authorities, it is compulsory to wear facemasks at all times in public areas and while visiting islands.

Complimentary facemasks are available



Housekeeping

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

- Ozone cleansing machines for rooms
- Electrostatic sprayers with hospital-grade disinfectant for rooms and cabins



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

All our restaurants/dining rooms adhere to the strictest international standards of food hygiene handling.

Measures include:

- Restaurant areas disinfected completely before and after each service
- Tables spaced for social distancing
- Timed seatings, if necessary, to ensure optimum distances between diners
- 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 in Expedition Rooms (at Mashpi Lodge, Finch Bay Galapagos Hotel and aboard our vessels) will be adapted according to occupancy to maintain social distancing.



Wellness and Spas

Guests must reserve time slots at our yoga areas, hot tubs and gyms at all properties.

At Mashpi Lodge and the Finch Bay Galapagos Hotel:

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

Applies to Mashpi Lodge, Finch Bay Galapagos Hotel contracted land and/or sea services, all Galapagos vessels activities.

- Small groups with expert guides. Aboard vessels, our guest to guide ratio is, on average, 8:1. At Mashpi Lodge, groups are limited to 6 guests per guide, unless part of a larger family group.
- All surfaces and expedition accessories (e.g. kayaks, bicycles, dinghies, etc.) thoroughly and regularly cleaned.
- All protocols followed with regards to facemasks, frequent hand-sanitizing and social distancing.
- Sanitized walking sticks/poles.
- Our birding scopes in Mashpi Lodge have been adapted for smartphones.
- Guests should bring their own binoculars.
- Guests are provided with masks and single-use mouthpieces for snorkels, but are encouraged to bring their own if they would feel more comfortable.
- All masks and wetsuits are sanitized under supervision of our medical officer or management team.



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Complimentary facemasks are available



All our protocols and measures are constantly being reviewed and adapted according to the latest information about COVID-19.

Last updated January 22nd, 2021

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