



OPC & DMC

GENERAL SAFETY MEASURES & TRAVEL PROTOCOLS

COVID-19





CALI TRAVEL SAS undertakes to perform the operation safely and responsibly for the containment of the COVID-19 virus and recommends:

Before traveling all passengers must:

- Check the national travel protocols for the country of origin and destination, both for departure and return
- Take a PCR test to rule out COVID-19
- Purchase Health & Travel Insurance covering COVID-19
- Understand that cooperation with national authorities in both origin and destination countries is necessary
- Agree to the use of face masks as required in destination



Airport Protocols

- Mandatory use of face masks for passengers and staff
- Hand sanitizer dispensers
- Sanitizing footbath mat for shoes and luggage wheels
- Temperature checks
- Social distancing indicators
- New occupancy limits at shops and lounges
- Constant disinfection of all areas in the terminals
- Arrival lounges are now transit areas for passengers
- Only passengers are allowed to enter the terminals
- Respect and follow all sanitary norms
- Online check-in & self-check-in options
- Avoid wearing metal objects to speed up screening processes at security filters
- Follow the airline staff's boarding instructions



In-Flight Protocols

- Mandatory use of face masks for travellers and crew
- Follow the alternate boarding processes of the plane indicated by airline staff and crew
- Reduce passengers transit inside the cabin
- Potentially no food service on board - passengers should avoid handling food
- Minimize interactions between passengers
- Use of hand sanitizers



Daily On-Tour Operation Protocols:

- Guides & Drivers must have a negative COVID-19 test before starting any tour
- Daily temperature checks
- Mandatory use of face masks
- Avoid physical contact with passengers
- Keep social distancing guidelines
- Constant use of hand sanitizer
- Facilitate acquisition of masks to passengers (in case they do not have one or need an extra)
- Encourage constant hand washing and disinfection





Tour Transportation Protocol:

- All types of accessories have been removed from the vehicles as not indispensable.
- Keep your organic and inorganic waste in your luggage.
- Cleaning and disinfection of the vehicle's interior (at the beginning and ending of each transfer/excursion)
- Disinfection of commonly held elements: handles, doors, windows (each time passengers disembark)
- Keep track of a cleaning & disinfection log
- Disinfection of footwear at vehicle entrance
- Respect new vehicle occupancy limits (exception: close-family and/or small groups)
- Avoiding the use of A/C
- Maintaining windows open
- No food while inside the vehicle
- Separation between both driver and passenger cabins if is possible
- Mandatory use of face masks for each person in vehicle



Luggage Transportation Protocols:

- Constant disinfection of backpacks and luggage (at airports and hotels)
- Inside the vehicles:
passengers are allowed to carry only 1 piece of hand-luggage
- Any additional pieces will be transported in the luggage compartment



Hotel Protocols:

- Cali Travel monitors all hotel's protocol compliance to ensure passenger safety
- Reduced occupancy limits in social areas
- Recreational areas such as pools, spas and gyms are temporarily closed
- Hotel staff will verify guests' use of face masks
- Hand sanitizer dispensers
- Temperature checks to all guests
- Online and/or advanced check-in procedures to speed up registry process at the hotel
- Disinfection of luggage, bags and electronic equipment
- Respect social distancing indicators
- Follow hotel staff sanitary instructions



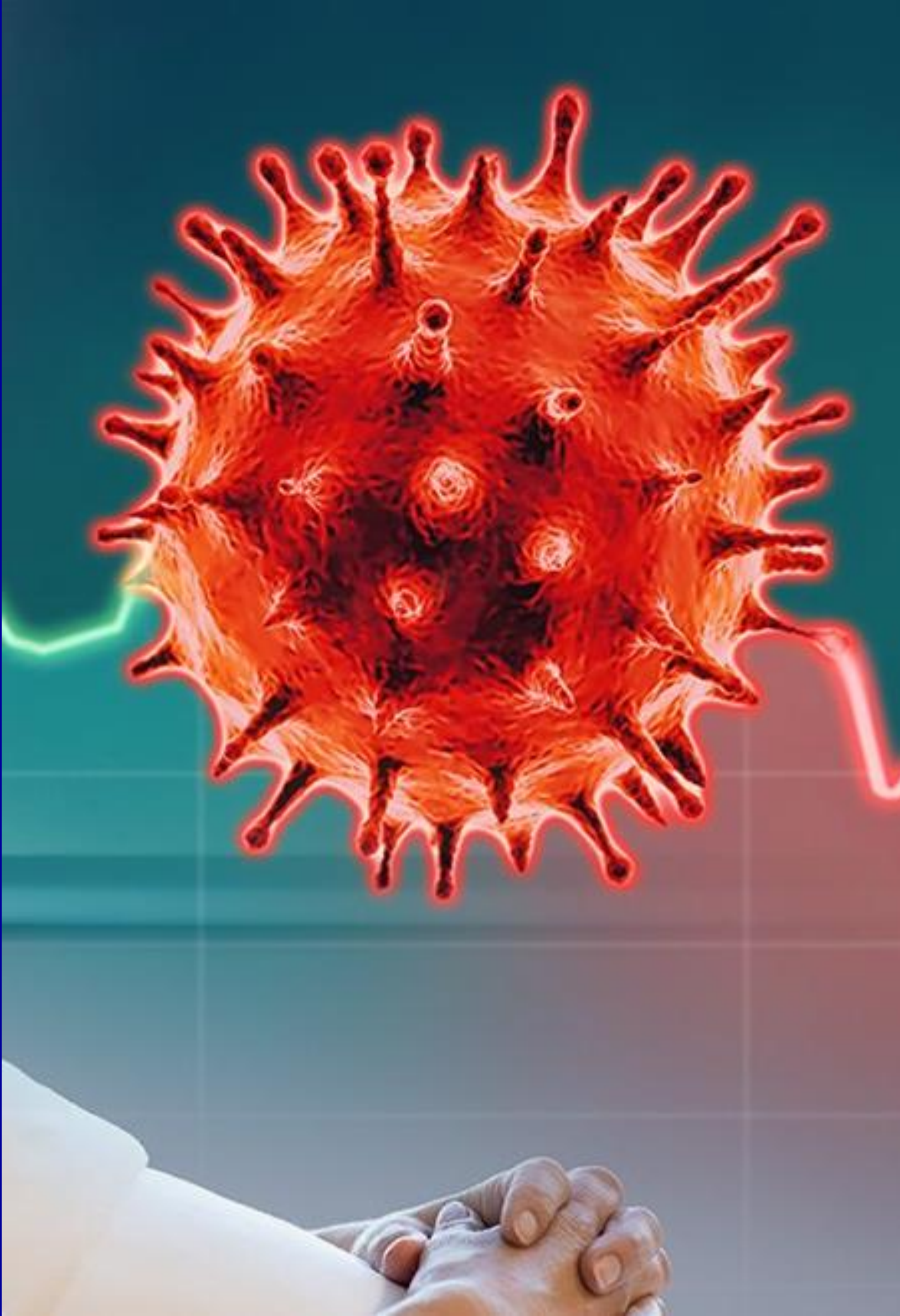
Food Service Protocol:

- Cali Travel monitors restaurant protocols compliance according to hygiene and sanitation standards
- Reduced occupancy limits
- Pre-booking restaurant time slots
- Mandatory use of face masks for restaurant staff
- Disinfection of footwear and use of face masks prior entering the establishment
- Distance in between tables: personal space between tables will be guaranteed
- A-la-carte-menus only (buffets are avoided)
- Packed and sealed meal portions when available
- Hotel room-service is recommended when available



Excursions & Visits Protocols:

- Guides will ensure that biosecurity protocols at the visitor sites are being applied correctly before allowing passengers in
- Guides must carry a formal day schedule with daily visitor points
- Visits to crowded places will be avoided and the activity will be rescheduled for later that day
- Passengers must follow the guide's instructions given, prior to any visit regarding social distancing and avoidance of physical contact and surfaces
- Guides will ensure the use of restrooms that comply with biosafety standards
(restaurant restrooms are best recommended)
- Face masks on every excursion are mandatory



Immediate Response Protocols:

- The guide will pay close attention in case a passenger may present symptoms of COVID-19
- Passengers with symptoms will be isolated and transferred to the nearest health center
- Once the COVID-19 protocol has been activated at the health care centre, the passenger must comply with the necessary isolation measures
- A passenger with suspected infection will be placed in isolation or treated at the health centre depending on their condition
- The rest of the passengers will be taken immediately to the hotel and tested at their own expense in order to rule out the infection of COVID-19