

# COVID-19 Health Protocols for the Royal Galapagos Fleet

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## HEALTH CONTROLS

- Passengers must complete the COVID-19 health form prior to their trip.
- The health status of crew and passengers will be constantly monitored.
- Upon arrival, passengers' temperatures will be taken. It is mandatory that all passengers continue to have their temperature taken every day to constantly assess their state of health.
- In the event that a passenger has a high fever, the nearest health service will be called to carry out the corresponding COVID-19 procedures.

## BOAT DISINFECTION: AIR AND SURFACES

- Daily deep cleaning and disinfection processes are carried out in all interior and exterior areas of the vessels.
- We use sprayers with hospital grade products to disinfect the surfaces of all the vessels.
- Disinfection of all areas will be done twice a day.



## ONBOARD

- All travel documents, such as vouchers, itineraries, bar accounts, and others, will be handled by digital means.
- Itineraries, schedule reminders, and onboard health protocols will be permanently published on the screens located in the common areas of the vessels.
- Disinfectant gel hand dispensers will be placed in all passenger common areas as well as staff areas.
- Services will include antibacterial gel, face masks, and alcohol.
- Disinfection and cleaning areas for shoes and luggage will be installed at all entrances of the boats. The use of unique footwear for circulation on board will also be required.
- The common area capacity will be reduced to 50%: dining and social areas.
- Talks and presentations will take place in open areas or in 2 shifts. These areas will be disinfected before and after each session.

### CONTACT WITH PASSENGERS

- Social distancing of 2 meters (6 feet) will be maintained in closed places and 1 meters (3 feet) in open places, at all times.
- Application of strict hygiene measures for everyone: use of face masks at all times including land visits and in social areas of the boat, regular hand washing, use of disinfectant alcohol, among other measures.
- All crew members will receive personal protective equipment for activities and observe the same rules of use.

### MEAL TIMES

- All meals will change from buffet-style to served plate.
- There will be 2 meal shifts to respect physical distance regulations (2 meters/6 feet).
- Snacks will be served individually.
- The restaurant and bar areas will be completely disinfected before and after each service.
- Hygiene protocols in dining areas as well as food and beverage services will be reinforced.



### DURING ACTIVITIES

- Landings will be done in groups respecting physical distance
- During visits to the islands, guides will carry out all activities using personal protective equipment while respecting physical distance
- Guides will be required to carry antibacterial gel with them in their first aid kit at all times.
- Passengers must bring their own personal snorkeling equipment. The boats will offer new equipment for sale.
- Before and after use, all water sports equipment (kayak, wetsuit, paddle board, etc.) will be disinfected. Kayaks can only be shared with people in the same cabin.

## Complementary Services in Mainland Ecuador

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Royal Galapagos will also implement the corresponding health protocols for all the services we provide in mainland Ecuador. Our guides and transports will comply with all preventive measures and protocols.

### RECEPTION AND CARE FOR OUR PASSENGERS

- All guides and drivers will have their own personal protective equipment.
- All transport units will have disinfectant gel and complementary masks available for every passenger during different services.
- All vehicles will have luggage and shoe disinfection equipment.

### ACCOMMODATION

- The hotels we work with have implemented international health and prevention protocols according to guidelines set by the WHO, the Ministry of Health, and the Ministry of Tourism.

### HEALTH CONTROLS

- The health status of guides and drivers will be constantly monitored.
- Upon arrival, passengers' temperatures will be taken. It is mandatory that all passengers continue to have their temperature taken every day to constantly assess their state of health.
- In the event that a passenger has a high fever, the nearest health service will be called to carry out the corresponding COVID-19 procedures.

### TRANSPORTATION AND LOGISTICS

- Transportation units will be sanitized and disinfected before and after each service.
- Larger vehicles will be used to guarantee social distancing.
- Special protocols for trips and visits to public places will be used to avoid lines, other groups, and crowds as much as possible.



## Staff Training




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- All personnel, from both boats in Galapagos and services in mainland Ecuador, will be trained regularly on new hygiene protocols.





### Royal Galapagos

**Toll Free Line:**

 1-877-209-7243  
 [info@royalgalapagos.com](mailto:info@royalgalapagos.com)  
 [www.royalgalapagos.com](http://www.royalgalapagos.com)

**Ecuador Direct Line:**

 +593-2-255-4080  
 +593-2-600-7023

**Address:**

265 Foch Street and 6 de  
Diciembre Ave. Sonelsa Tower.  
Quito, Ecuador