



Hygiene and Sanitation Measures to Reduce Risks of COVID-19 (Updated 24/12/2020)

Below are the preventive measures we have implemented to reduce the risk of COVID-19 in the operations of Bahía Aventuras. The measures taken are based on the guidelines posted by the Costa Rican Tourism Board (ICT), as well as the guidelines established by the Marino Ballena National Park.



Informative Measures:

- Communicate the sanitation plan to collaborators and providers through messages, emails as well as with infographics, videos and social media posts
- Communicate the sanitation plan to customers through emails in confirmation of tours, social media posts, and on our website
- The site has posters indicating preventive measures to be followed by customers
- We have signage to maintain the distance between social bubbles as well as collaborators
- Tour providers (Hotels, travel agencies) and the general public are informed that in reservations they must indicate the full names, identification number (ID, Dimex, passport) and contact of each participant to add it to a database that is a requirement in the protocol for tourism operators.

Preventive Measures in Operations Center:

- Before the entry of collaborators and customers, floors, door handles, sanitary services, dispensers, chairs and tables are disinfected
- Station for shoe disinfection and hand washing at the entrance to the operations center
- Record customers data in logbook
- All personnel and tourists must wear masks during the time they stay in our offices.
- Take the temperature before entry and record it in logbook
- Signage to keep distance in areas such as reception office, waiting room and hallways to bathrooms
- 50% capacity in offices and waiting room (for as long as the Costa Rican Ministry of Health indicates)
- Constant disinfection of critical surfaces during the presence of people in the waiting room, office and restrooms.

Measures for Visitors of the Marino Ballena National Park:

- For entry to the Marino Ballena National Park (Sector Punta Uvita) all visitors to the beach as well as the tours must pass through the disinfection station by washing hands and as well as taking temperature before continuing to the beach or the tour. The area is marked and will have staff to tell you the steps to complete. In this sector it is mandatory to wear a mask as well.

Preventive Measures on Boats :

- Disinfect seats, handrails and roof before each tour and deep washing after each tour
- If the boat repeats a tour on the same day, the crew must disinfect the surfaces with the greatest contact such as handrails, chairs, cushions, tubes and compartments using a biodegradable disinfectant.
- The captain during the tours is constantly disinfecting the surfaces of greatest contact.
- On board there is a disinfectant for constant use by customers and crew.
- A plastic bag is carried on board to place waste that has contact with body fluids.

Preventive Measures on Marine Tours or with marine transportation :

- Washing snorkeling mask and coolers before and after each tour with disinfectant soap.
- Each life jacket is disinfected with alcohol prior to each tour.
- The crew and tourists must wear a mask throughout the tour.
- Separate container for proper handling of hazardous wastes and gloves protecting personnel
- On board, disinfectant/hand sanitizer will be available for the hands of customers and crew
- The meals for the tours will be individually sealed after placed in disinfected containers
- boat capacity limited to 80%
- At the moment of delivering the containers to the clients, the guide must place alcohol gel on their hands as well as the rest of the crew.
- When the same crew repeats a tour on the same day they must change their uniform by a disinfected one.
- On board alcohol gel is carried and the guide is constantly providing customers and rest crew.
- A box is carried on board to place the fruit containers already used.
- The client is requested to bring their own bottle of water to limit contact
- After each tour the guide must thoroughly wash the snorkeling mask, coolers, life vests and other equipment with disinfectant soap.
- Fruit utensils are washed separately with soap-based disinfection antibacterial and diluted chlorine,

Preventive Measures for attention of customers in offices :

- Do not shake hands / do it with gestures.
- To help customers get on and off the boats, employees should place alcohol on their hands before and after helping them.
- All collaborators must wear a mask
- Avoid handling customer belongings. Each customer will be asked to handle their own equipment as well as each person to place the equipment already used in its respective place.
- In the event that any member of the crew must handle any of the clients' belongings, alcohol should be placed on their hands before and after touching the belongings.

Preventive Measures during hiking tours :

- Guided walks are carried out with a maximum of 10 people plus a guide.
- The guide and clients must wear a mask throughout the trail
- The guide will carry a container with alcohol to spray his hands and those of the clients.
- Only the guide should manipulate the telescope and its base and disinfect it with alcohol before using it.
- Gloves should be used to set up the lunch table as well as to handle food
- Clients must wear comfortable clothing and bring shoes in a waterproof bag.

Contingency Plan for Active COVID-19 Cases (Collaborators and Customers):

- We have protocol of action in case a collaborator or client shows symptoms compatible with COVID-19
- Collaborators suspected of contagion with COVID 19 are isolated and tourists who were in contact with the collaborator will be contacted.
- Follow-up of the guidelines indicated by the Ministry of Health for the management of disinfection of sites with possible contagion
- Collaborators sign an affidavit where they undertake to follow the protocols and indicate if they were in contact with a person who is positive or suspected of contagion with COVID -1

PREVENTIVE MEASURES WITH COLLABORATORS IN THE FACILITIES:

- Use of a mask in all work areas on the corresponding shift.
- Register of risk factors in a digital file for each employee.
- Lunch area is limited to 2 people per shift.
- Washing hands constantly
- Temperature taken prior to entering the facilities
- Employees who show symptoms of flu and fever will not be allowed to enter facilities or participate in tours.
- Use of gloves and shoes for cleaning toilets and for cleaning waste handling.



In the following link you can see a video with a summary of the measures applied in the operations center and in the marine tours : [CLICK Here](#)

Appendix:



Preventive Measures:





Preventative Safety for

Measures to Ensure Employees &



Customers:

