



Viajes Premium  
Latin America Experts

# Health and Hygiene Protocols



# Introduction

At Viajes Premium, we are committed with your safety, for this reason, we have implemented the following protocols that regulate our tourist operations, strictly following the rules for physical distance, cleaning and disinfection of spaces.

These measures are taken based on the health recommendations of the main tourism organizations, both international and local.

We must take in mind that our tourist experiences, involve different suppliers, which is why we work hand in hand with them to provide a safe and risk-free environment.





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- ✓ Before your trip, our passengers must complete a wellness declaration, confirming that they are not sick.
- ✓ In order for passengers to be familiar with the health and safety guidelines during their journey, the details of the procedures will be sent before their trip.
- ✓ Passengers will be informed and asked to adhere to the recommended hygiene rules (travel with a mask and/or gloves) and limit contact as much as possible.
- ✓ Hiring of suppliers that have implemented and confirmed their processes focused on sanitation, disinfection and deep cleaning. A copy of health protocols and implement declaration will be requested.
- ✓ All staff that provide attention to tourists must pass a COVID 19 discard test.



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- ✓ Any person of our staff in direct contact with passengers, who present symptoms of cold and/or some type of respiratory allergy, will be disabled from the service in order to protect their integrity and that of the passengers they are transporting.
- ✓ Our staff must carry a health kit that requires a mask, surgical gloves, thermometers, alcohol gel and disinfecting wipes and passengers will be notified that they can request them at any time.
- ✓ Our staff in contact with tourists, will wear a mask at all times and maintain constant hygiene with hand washing and/or disinfection with alcohol or alcohol gel.
- ✓ The temperature will be measured with a digital thermometer before each service and a uniform that has been disinfected with alcohol or soapy water will be used.



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- ✓ Before entering the transport vehicle, it must be carefully cleaned and disinfected.
- ✓ Before loading passengers into the vehicle, the driver must wait outside a meter away from the entrance door. Once all the passengers have entered, they will proceed to close the door of the van, minibus or bus. Shaking hands to raise the vehicle is restricted. A step should be considered to aid access.
- ✓ Passengers must pass a digital thermometer control before boarding the vehicle.
- ✓ Each vehicle must have a wet access floor to the vehicle with disinfectants for the soles of the shoes.
- ✓ Antes de ingresar al vehículo de transporte, este deberá estar cuidadosamente limpio y desinfectado.



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- ✓ Passengers must board the vehicles respecting the social distance with the guides and drivers. Members of the same family group will be allowed to use adjoining seats in private vehicles. In vehicles shared with other travelers, the capacity will be restricted to the use of 50% of the total seats, with each passenger having to be at the windows.
- ✓ Drivers should restrict communication with guides and passengers on board as much as possible.
- ✓ The guide must use the microphone to address the passengers and at all times must do so by directing his face towards the front windshield.
- ✓ All material that is delivered to passengers must be packed in material that allows its rapid disinfection.
- ✓ Passengers on board must respect social distancing.

# Safe travels

by

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