

Curi - Cancha

RESERVE

Monteverde - Costa Rica

**HEALTH AND HYGIENE MEASURES TO PREVENT
AND REDUCE THE SPREAD OF THE SARS-CoV-2
CORONAVIRUS (COVID 19)**

MAY 2020

Version: 001

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Introduction

This document presents guidelines, for both Curi-Cancha Reserve employees and visitors, to help minimize or prevent the spread of COVID 19. Recommendations made by the Costa Rican Ministry of Health and Tourism Institute were taken into account in the preparation of this document.

Curi-Cancha Reserve is committed to protecting the health of our community, visitors and employees and, therefore, we appreciate your cooperation and understanding in the implementation of these measures.

*MONTEVERDE PUNTARENAS, CR
MAY 2020*

1. Visitor registration and entry protocol

- For visitors reserving ahead of time, Curi-Cancha Reserve will notify the client of all measures established to reduce the health and hygiene risks due to COVID-19. The acceptance of these measures is required to confirm the reservation. In the case of clients without reservations, they will be provided with information on the prevention of COVID-19 infection as well as on the sanitary measures adopted at the time of arrival at the establishment. The acceptance of these measures is required to enter the Reserve.
- Before entering the reception area, visitors must submit to a temperature check, after which they will be kindly instructed to wash their hands with soap and water in the sinks installed outside the reception.
- For security and internal control reasons related to the Civil Liability Policies, a log of all visitors is kept. Anyone who wishes to make use of Curi-Cancha Reserve trails must provide the following information: Full name, Nationality and an identification number (passport number, license number or country ID).
- When in line to check-in and purchase services at the reception desk, visitors must follow the signage on the floor to maintain the required distance of 1.8-meters between each person.
- Only 12 people, including the 2 receptionists, are allowed in the reception area, at any given time.
- Once fully registered and the desired services have been purchased, the client must proceed to disinfect his or her hands with alcohol in gel or soap and water, when leaving the reception area.
- While on the trails, it is the responsibility of each visitor to maintain proper social distancing and correctly apply proper cough and sneeze protocols.

- Anyone displaying COVID19 related symptoms will not be granted access to the Curi-Cancha Reserve. All visitors must submit to a temperature check, implement proper social distancing, provide required personal data and accept all the above conditions to enter the Reserve.
- Visitors who fail to comply with the measures set forth in this document or who display any type of behavior that may inconvenience or put others in danger, whether or not they are visitors, or that hinder the normal development of the activity, automatically renders their reservation at Curi-Cancha Reserve null and void and will be asked to leave the premises immediately, with no right to a refund.

2. Protocol for guided tours

- The maximum number of people allowed on a guided tour shall be 6 members per group.
- While on the trails, the Guide must supervise that the tourists in his group comply with the social distance established by the Ministry of Health at the time of application of this Protocol (1.8 meters between people from different social bubbles).
- While on the trails, the Guide must maintain a minimum distance of 15 meters with other groups, to ensure social distancing.
- The Guide must refrain from physically greeting (this includes handshakes, kissing, hugging and more) tourist guides, drivers, Curi-Cancha employees and/or visitors. Social distancing must be implemented whenever possible.
- If the Guide experiences any symptoms related to the disease, even if they are only mild symptoms, he or she must abstain from providing the service.

- The Guide must encourage people in his or her group to wash their hands before entering the Curi-Cancha Reserve reception area.
- Before initiating the guided tour, the Guide must go over and emphasize the importance of complying with all sanitary provisions established by the Ministry of Health. (Cough and sneeze protocol. Social distancing.)
- We recommend that all Guides use a face mask or shield while carrying out their tour activities in Curi-Cancha Reserve.
- Personal Protection Equipment and products to disinfect and clean equipment will only be provided for In-house Guides.
- Guides must avoid handling any personal items that belong to their clients, such as pens, telephones and cameras.
- We recommend the use of mobile phone adapters, for spotting scopes, that allow the observation of flora and fauna without physical contact with the optical equipment. In the event that a client does come into contact with the equipment, disinfect immediately.
- The Guide must apply all protocols and sanitary measures issued by the Ministry of Health in a calm and confident manner.

3. Hygiene and cleaning protocol

- Signs with information regarding the correct way to wash your hands, and how to properly cover your mouth and nose when coughing or sneezing, have been placed in visible and strategic places, such as bathrooms, disinfection areas and in the reception area.
- Signs to remind visitors and employees to maintain a social distance of 1.8 meters have been placed throughout the premises (entrance area, restrooms, employee break area, etc.).
- A glass sneeze guard has been installed above the reception desk to serve as a protective barrier between the receptionist and visitors.
- Receptionists who welcome visitors must use a face mask or shield.
- Access to drinking water, antibacterial soap, alcohol in gel and disposable towels for drying hands, in bathrooms and the disinfection area, is provided.
- Paper towel, soap and alcohol in gel dispensers are periodically disinfected with an alcohol-based solution of at least 70% and / or with disinfectants authorized by the Ministry of Health.
- Frequent contact surfaces (countertops, door handles, light switches, computer equipment, dataphones, remote controls, telephones) are frequently cleaned and disinfected with an alcohol-based solution of at least 70% and / or with disinfectants.
- Toilets are cleaned, every hour, with products recommended for this purpose by the Ministry of Health.
- Bathrooms and toilets are cleaned with disposable materials and disinfected daily with products duly authorized by the Ministry of Health.

- Equipment exclusively designated for cleaning bathrooms (brooms, mops, disinfectant spray bottles) has been duly labeled or tagged with red tape.
- All cleaning and disinfection equipment is washed and disinfected at the end of the process, with the products recommended for this purpose by the Ministry of Health.
- The company keeps a log of all the established roles for cleaning and disinfecting the different work and public access areas.
- All housekeeping personnel uses the appropriate personal protective equipment required, based on level of risk and the result of the occupational hazard assessments. At a minimum, staff members use face masks and gloves.
- All waste generated during cleaning and disinfection due to COVID-19, shall be classified and disposed of in compliance with the guidelines established by the Ministry of Health.
- Curi-Cancha Reserve uses cleaning and disinfection products authorized by the Ministry of Health.
- The management team at Curi-Cancha Reserve shall ensure that all safety conditions for cleaning common and private use areas are met.

➤ Protocol for Curi-Cancha Reserve employees

- Physical greetings, including handshakes, kisses and hugs, are strictly forbidden among coworkers and/or visitors.
- Keep fingernails short and avoid the use of rings, bracelets, wristwatches or any other type of jewelry that may hinder proper hand hygiene.
- All Curi-Cancha employees must wash their hands:
 - Before you start and end your shift
 - Before and after your break
 - After you blow your nose, cough or sneeze
 - After using the restroom
 - Before you eat
 - After touching objects that may have been manipulated by a client
 - Before putting on, touching, or removing your face mask or shield
- Since mobile phones are considered important carriers of germs and bacteria, the use of personal mobile phones by Curi-Cancha Reserve employees, shall be restricted to break times, while on duty and on the premises.
- In the event of alternating use of certain equipment or devices between employees, they must be disinfected frequently with an alcohol-based solution (at least 70%) and / or with a disinfectant to reduce the risk of infection.
- Curi-Cancha Reserve employees who present flu like symptoms must notify their direct supervisor and go to the corresponding CCSS medical center, for the respective medical evaluation.
- If a Curi-Cancha Reserve employee is diagnosed as a “probable” or “confirmed” case, he or she must strictly follow all instructions provided by the Ministry of Health and immediately notify the company.

- The management at Curi-Cancha Reserve shall ensure that all employees properly use personal protective equipment and practice proper social distancing.
- All Curi-Cancha Reserve employees have been provided with clear and concise information regarding hygiene and safety standards to be implemented in the workplace.

Responsible for Protocol

Guadalupe Cruz Rodríguez – Administrative Assistant at Curi-Cancha Reserve
– is responsible for this protocol.

For any questions or notifications related to this matter, please contact her at 2645 6916 / 8448 8283 or via e-mail at reserva@curicanchamv.com