



COVID-19 PRECAUTIONS AND PROTOCOLS

We are opening our Lodge in a phased response to traveler demand as Peru moves to Level 2 alert of the lockdown. The Amazon Planet team is on standby to reopen on short notice as demand dictates.

During the partial lockdown and continuing until declared differently, our office functions will continue to operate remotely.

The COVID-19 protocol that we have put in place in all of our business operations is for the safety and reassurance of staff and guests. This protocol is outlined below:

The COVID-19 protocol includes but is not limited to:

Car transfers are done by a sanitized and disinfected car service complying with MINSA (National department of Health) regulations.

Sanitizers for reception and transfer guides upon your arrival have also been issued to ensure hygiene for themselves as well as all our arriving guests.

Screening of guests on arrival at the port or in our office in order to prevent an infected person from checking into the Lodge. Guests are required to:

- complete and sign a questionnaire.
- allow their temperature to be scanned with a thermal scanner.

If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitize their hands and proceed to check-in.

If a guest's temperature is high (actual temperature at screening should not exceed 37.5 degrees Celsius) and/or they have symptoms of the virus, they will be disallowed to check-in and will be referred to a medical facility.

Check-In: Room key and the receptionist's hands are sanitized, in front of the arriving guest, prior to any guest interaction. Guests are required to sanitize hands and credit cards, prior to interaction.

Educating staff (ongoing) on what the virus is; where the disease outbreak began; ways in which it is transmitted; symptoms to look out for; and daily measures to prevent contamination and spread of viruses in personal, operational and guest spaces.

Guest behaviour: Some of our facilities are subject to physical distancing and, as per government regulations, specific time frames, such lecture room, dining and bar service, excursions. Social distancing applies to all public areas throughout a guest's stay.



Staff hand sanitizers (alcohol based) have been rolled out in back of house areas (such as kitchen, office, staff house, dining area and bathrooms) as well as front of house guest areas (such as port, reception area, dining room, bar, resting area, hammocks area).

Guest hand sanitisers (alcohol based) are placed in easy reach of guests in public areas of the Lodge with a notice encouraging regular use.

Personal hygiene is being reiterated, including the importance of washing hands frequently and thoroughly; avoiding touching eyes, nose and mouth; practicing respiratory hygiene (sneezing and coughing into a tissue that is safely discarded or the crook of the elbow), and avoiding touching one's face;

Regular routine cleaning of public areas such as restrooms, dining room, bar, resting area, table tops, counters, hand rails, door knobs, back office surfaces and front kitchen surfaces are wiped down on a regular routine throughout the day, with chemicals (disinfectant cleaner) that kills most viruses;

Protective wear such as protective gloves, aprons and face masks are issued to housekeeping and public area Guest Service Attendants when on duty and cleaning equipment with disinfectant cleaner between guest and rest rooms.

Avoiding close contact with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory illness to be reported to our general manager for further action to take place, such as contacting the MINSA Hotline (Ministry of Health hotline).

Room cleaning: The lodge staff clean each room every two days and exchange linen and towels only by request.

Where guests have checked out, departed rooms are cleaned and sanitized.

Laundry: Linen and towels are washed on the hottest wash cycle at between 60 and 80°C. All the linen is ironed on a hot setting. Towels are tumble-dried until fully dry and hot enough to kill any potential viral matter.

Food and Beverage: Meals are offered in individual portions rather than communal bowls and platters. The dining room and bar will have very strictly controlled limited use. Used crockery and cutlery are washed at the highest temperature as protocol standard.

Delivery and acceptance of goods: All goods are received in the city and delivery personnel are not allowed to enter the lodge under any circumstances.

Following receipt of goods, the packaging is sprayed and wiped down with disinfectant for transfer to the lodge on the motorboat.



All surfaces that come into contact with delivered goods must be sanitized immediately.

The MINSA Hotline is available to all staff and guests. In the event that anyone feels ill after travelling from countries with coronavirus, the Peruvian Department of Health advises first phoning the helpline rather than going straight to a medical facility, to prevent potential contamination. The MINSA hotline number is 113 (free line), Whatsapp 952822623 or email to infosalud@minsa.gob.pe. Also information is given through IPeru (available in English) through the number 01 5748000 or email to iperu@promperu.gob.pe.

For detailed information about travel and COVID you can visit:
https://www.tripadvisor.com/Articles-I297-COVID_2019.html

While no one can predict the path of this virus, we are continuously monitoring developments and doing all trip to the jungle and stay with us.

We thank you for choosing to stay at Amazon Planet Lodge and look forward to delivering on our service excellence promise.