



Basic COVID-19 protocol questions.

HOTEL:

What is the maximum capacity your hotel/lodge is currently allowing? How long do you plan to implement this capacity limit?

We are operating at a maximum of 50% guest capacity at each of our properties. We will continue to do so at least until the Panamanian authorities change the relevant procedures. The ministry of health has voted to revisit this measure in December.

Are your staff required to wear masks on shift?

Yes, use of masks and comprehensive safety training are mandatory for all staff who work in proximity to guests (guides, managers, cooks, housekeepers, drivers, etc.).

Is your hotel practicing and enforcing social distancing?

Yes, we are practicing and enforcing social distancing. We have also added signage to facilitate social distancing and direct traffic flow within our properties.

Do you have additional cleaning standards in place, especially for commonly touched surfaces?

Yes, our cleaning procedures now include more frequent application of additional antiseptic products to kitchens and kitchenware, dining and other public areas, guest rooms, bathrooms, and vehicles used for all guest tours and transfers.

Are you screening staff daily for COVID symptoms?

All staff have their temperature checked daily upon entering our properties and are closely monitored for any other symptoms. As of now, as displayed on our website, there have been no confirmed cases of COVID-19 among our staff.

How are you dispensing drinking water? Is it a touchless system or are you taking other precautions to minimize risk?

We are in the process of placing contactless water dispensers. We strongly encourage guests to bring their own canteens or reusable water bottles.

Is your hotel taking any additional precautions such as remote check-in?

Yes, all of our check-ins are done prior to guests' arrival.



If someone in our group tests positive, is there a place at your hotel or nearby where our group is able to quarantine?

Yes, guests can stay at the Canopy B&B in Gamboa.

My return destination requires a PCR test, can you provide one?

Yes, we can arrange for staff from a local private laboratory to visit our facilities to provide a PCR test, with 72 hours notice.

MEALS (may need to be addressed by combination of hotel staff and guide):

Will we be able to have meals in a way that minimizes the risk: either eat outside (take out, picnics) or eat in a restaurant at significantly reduced capacity with staff who is following safety protocols (wearing masks, group will be able to distance from others)?

Dining tables will be separated by group, and in place of buffet service all plates will be served by a staff member who will be following all the required precautions.

Our dining areas at the Canopy Lodge and the Canopy Camp are open-air. At the Canopy Tower, even though our primary dining area is technically indoors, there are large windows on every wall and plenty of ventilation from fans and natural breeze. We will also be increasing the frequency of dining outside when weather permits.

DRIVER/LOCAL GUIDE:

Will our driver be wearing a mask at all times while with our group?

Yes.

What is the size of the vehicle? Will we be able to limit the capacity so more space is available per person?

Our most commonly used vehicle has a capacity of 15 people; we will be limiting it to 7 people.

Will the driver and/or local guide be staying with the group the whole time, or will they return home in the evenings?

Drivers and guides will stay with their groups.