



Basic COVID-19 protocol questions.

HOTEL:

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.

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.



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?

Guides will stay with their groups.