



**Basic COVID-19 protocol questions.
Updated September 16, 2021.**

LODGES AND STAFF:

Are your staff vaccinated?

Yes, all of our staff have received both of their vaccine shots, either Pfizer or AstraZeneca.

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.).

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.

Are you practicing social distancing?

Yes, we are practicing and enforcing social distancing at all of our lodges. 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, out of an abundance of caution our cleaning procedures 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.

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

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

GUESTS:

What has your safety record been during the pandemic?

The Canopy Family reopened to guests in October 2020. Since then we have hosted more than 400 guests, without any inconveniences or COVID cases.



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

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

If a guest tests positive for COVID, is there a place at your hotel or nearby where the guest is able to quarantine?

Yes, in the event that any guests test positive for COVID, they can be accommodated at the Canopy B&B in Gamboa.