



COVID-19 OPERATIONS PROTOCOLS



DEAR CLIENTS

Through the years the tourism industry in Ecuador has overcome many challenges: active volcanoes, natural disasters, political crisis, etc... Hence, we believe that as operators, clients, guides and providers, we will get through the global pandemic together. Problems should be taken as opportunities to re-invent working scenarios where we can all benefit from.

As our next trekking and climbing season approaches, we have developed the following safety COVID 19 protocols for the operation of our trips. The objective of this document is to provide a list of safety measures needed to implement the best possible prevention plan for our clients and staff. This protocol coincides with the guidelines established by the:

- 1) World Health organization <https://www.who.int/>
- 2) The national prevention COVID 19 committee in Ecuador COE (Comite de Operaciones Especiales) <https://www.gestionderiesgos.gob.ec/coe-nacional/>
- 3) The safety COVID 19 protocols of the Ecuadorian Association of Mountain guides ASEGUIM <https://aseguim.org/manual-de-protocolos-covid-19-aseguim-1/>

GROUP SIZE

Andeanface will reduce the group size of our open expeditions (published dates in our website) to a maximum of 6 participants. When a trips is arranged for a private group a larger number of participants can be accepted as members are familiar with each other and may have been already in contact one another. However, for the next season Nov-Feb we believe it would be safer for all to run tailor made private trips

SOCIAL DISTANCING

During the trips, we encourage social distancing at all times, especially when meeting other hikers who are not members of our group. We ask you that you conduct yourself with consideration to other hikers and participants. All members of staff (drivers, guides) will wear a face mask when social distancing cannot be implemented.

TRANSPORTATION

We will provide all airport transfers to our clients in vehicles that have been disinfected every day, this includes the disinfecting of all door handles and areas that the clients may touch.

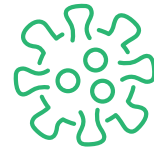
- In vehicles we suggest the use of face masks
- When travelling in a van only one participant will be allowed per row of seats
- Participants will refrain from eating or drinking while in the van with others as it will require the removal of masks

HOTELS

Due to higher risk in large cities, our programs will be run in rural areas and in nature only. When you come from the airport we will no longer take you to a hotel in the center. Instead you will stay in the valley where you will enjoy nature and wonderful views.

In our programs, we will only use Hotels and Lodges that have implemented safety COVID19 protocols based on guidelines suggested by the National Emergency Operations Center (COE), Ecuadorian Ministry of Tourism as well as the Ministry of Health. Hotels are allowed to open on certain hours and must obey to only cater a minimum capacity. Staff and costumers must obey to comply with the distance required between people (2 meters).

In order to enter a hotel, all guests will need to use face masks and your body temperature will be checked upon arrival. The hotels have implemented sanitary stations with disinfecting materials such as alcohol and, keeping very high standards of hygiene



PREVENTION

- We will discuss our COVID 19 protocols in our daily briefing
- Any guide or staff member who is ill and/or showing any of the COVID 19 symptoms will remain at home and not come into work
- Any guide or staff member who has had close contact with someone infected with COVID 19 will stay at home
- As tests become more available, Andeanface will have staff tested on a regular basis
- We encourage and model exemplary hygiene practices when in and out of the mountains. This includes frequent hand washing/disinfecting, disinfecting common spaces and group gear, covering all coughs and sneezes, bringing adequate hygiene products and discussing their use, minimizing sharing of personal belongings.
- Participants and guides will wash their hands thoroughly, or use hand sanitizer before eating
- Hand sanitizer will always be available for guides, and clients
- All our guides will have a kit with extra masks and hand sanitizers

WHEN TREKKING

- Strive to maintain a social distance of 2m/6 ft between participants
- A mask will be worn all the times unless our team members are 2m / 6ft from each other
- When passing other hikers, from either direction, all members of the group will put on their masks or a buff
- During the hikes, guides and participants may take breaks without a mask if the distance between them exceeds 2m/6ft
- Unless they are from the same household, participants will wear masks during group summit photos and should not touch or drape their arms over one another.

CAMPING

- For our mountaineering trips, we will camp instead of using mountain refuges when possible. If you prefer, you are welcome to bring your own tent.
- Our tents will be pitched or hung in a clean, well-ventilated environment and quarantined for 72 hours before being used by new participants.
- Participants should set up and stay in their private tents unless they are sharing the tent with someone that is already a member of the same household.

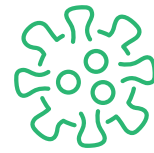
HOSPITALS AND HOTELS FOR INSULATION

In case that one or more of our participants will get infected by the coronavirus they will be immediately isolated. There are several hotels now that offer services such as insulation and treatment (when symptoms are mild).

In case somebody needs to be hospitalized we recommend using one the best hospitals in Quito, Hospital Metropolitano www.hospitalmetropolitano.org or Hospital de Los Valles www.hospitaldelosvalles.com both accept COVID19 patients and have English speaking staff. It is important to know that insurance covers COVID 19 treatment out of your home country.

FLEXIBILITY

- Andeanface will allow participants to postpone their programs until the future if the participants are unable to attend due to COVID 19 or do not feel comfortable travelling. We hope things will return to normality soon. We will continue to explore our beautiful country, the mountains that we love and the culture of the people of the Andes.



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OPERATIONS
PROTOCOLS

STAY SAFE, STAY HEALTHY

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