

Protocol for informing ANDES NATIVA clients

For many years we have been accompanying our passengers, before, during and after each trip. The tourist world took a break, but we will still be there when they decide to schedule their next trip to Chile.

Because there are still many destinations in Chile to be discovered, we invite you to travel again and we are ready to organize your trip.

ANDES NATIVA is complying with all the measures and recommendations applied by Sernatur (Chilean Ministry of Tourism) to minimise the risk of transmission of COVID-19. We have taken this commitment and with it we have granted our passengers the Seal of Tourist Confidence.



Purpose

This document has been elaborated in cooperation with the Ministry of Tourism, Ministry of Health, Government and Aeronautics Area for protocols to be implemented once the borders are reopened and the reopening of international flights begins.

We know that the programming for trips "post" Covid-19, will create a new profile of tourist who will demand high standards of hygiene, cleaning and disinfection in the places you visit. For this reason, it is so important for us as tour operators in Chile to have a safety protocol, which implies applying the necessary measures in our services. For example, maintaining social distance, use of masks among others, which allows us to minimize the risk of contagion of COVID-19, establishing as one of our main objectives the quality of services and safety of our passengers in Chile.

We have implemented a number of requirements to assist and advise our passengers at all times in a safe manner and we will follow these protocols fully according to the measures presented by the Ministry of Health.

Mandatory prevention measures in Chile, which must be complied with by passengers entering Chile:

- * **Mandatory use of Mask** (in public or private transport subject to payment, in lifts and funiculars, in enclosed spaces and on public roads in urban areas)
- * **Physical distance** (1m) between people
- * **Hygiene, cleaning and disinfection** of tools and work elements such as transport
- * **Information**, reminding and signalling of obligations and recommendations e.g. for self-care

These mandatory measures mentioned above, will be the same taken by Andes Nativa for the safe return of our team to the office.

Measures taken by Andes Nativa according to the Ministry of Health for passengers

Both passengers and staff at Andes Nativa must use all available protective gear such as masks, face shields and alcohol gels.

Before starting each tour/excursion, the temperature will be taken from the passengers and it should not exceed 37.8°C.

In cases where symptoms may occur (cough, fever, shortness of breath, etc.), the Andes Nativa office must be notified immediately in order to follow the corresponding protocol.

Measures in transport and excursions

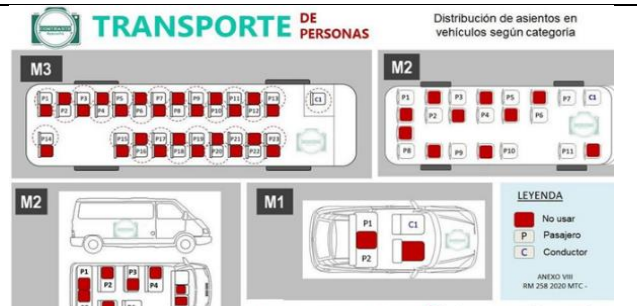
The guides and transporters will use a mask at all times in the service delivered.

The guide will determine the route of the tour and will avoid crowded areas and small spaces whenever possible and practicable. Walking tours and stops for the explanation of monuments must be carried out in open and/or wide spaces, respecting the social distance.

Social distance in own and third party vehicles:







According to the health measures of the Ministry of Transport and Health, the use of the available space inside each vehicle is currently restricted to 60% of its total capacity.

One space will be left between each passenger.



At the end of a working day, the driver will clean and disinfect the vehicle to leave it clean for a new service.

General considerations during the development of the activity:

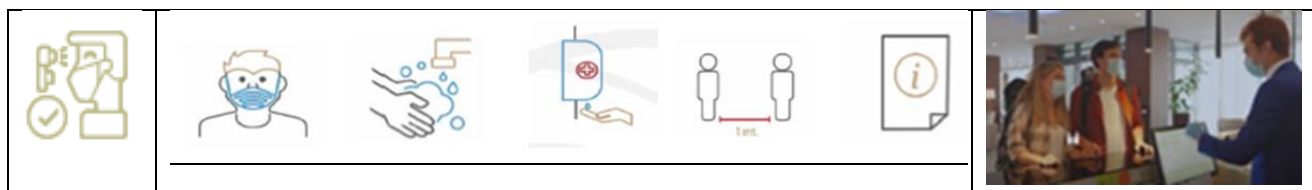
	<p>The tour guide will inform about the health and safety guidelines established during the visits.</p>
	<p>It will be fixed inside the vehicles so that passengers can disinfect their hands at any time required.</p>
	<p>Forms of greeting and/or farewell that involve physical contact with passengers should be avoided.</p>
	<p>The use of a mask is mandatory for both the guide and the passengers during the entire service.</p>
	<p>In the case of handling cash (tipping or shopping), hands should be washed or disinfected as soon as possible.</p>
	<p>At the end of the activity, it is recommended to dismiss the group maintaining the indicated safety and prevention guidelines, avoiding physical greetings.</p>

Measures taken in Hotels:

All the hotels associated to Andes Nativa have a strong commitment to implement hygiene, cleaning and disinfection measures that allow them to provide maximum security to our passengers. All of them have their sanitary protocols audited, since we will only work with those that comply with the requirements requested by the Ministry of Health.

In summary, the following measures apply in:

- Ideally **Pre-Check-In Online** to avoid physical contact on arrival so you do not have to fill in any forms or hand in credit cards, we will only ask you to send us a photo of your ID card or passport and immigration card.
- When you arrive at the hotel, we will **take your temperature** (max. 37.8°C)
- **Wear a mask** in common areas.
- **Maintain** a minimum **distance** of 1 metre.



For more information on the hotels and their respective protocols, please do not hesitate to contact us and we will send you the information. We are at your disposal.