

# PROTOCOLS & GUIDELINES COVID-19



## INTRODUCTION

The Adventures Group has adopted the necessary international safety guidelines and protocols in order to guarantee the safety and well-being of our guests and staff.

Our activities are designed for small numbers of guests and take place in open spaces, which significantly reduces any risk of contagion.

Our protocols cover all care guidelines and focus mainly on extreme cleaning measures, personal safety, healthy distance, disinfection and hygiene in food and beverage preparation.

It is important to mention that we are one of the few adventure tourism companies with an internal safety and hygiene department, which ensures detailed compliance with each one of these protocols.

The safety and well-being of our guests has been and will continue to be the priority in all of our experiences.

# PROTOCOLS & GUIDELINES COVID -19

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Staff



Suppliers



Facilities



Guests



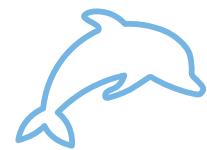
Pick ups



Check In



F&B



Dolphins &  
Sea Lions



Sea  
Adventures



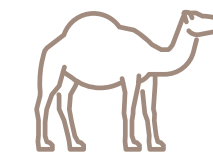
Zip Lines



Cultural  
Tours



Rhythms  
of the Night



Outback &  
Camel Safari



Photo &  
Video



NAVIGATE THE INTERACTIVE MENU TO LEARN  
MORE ABOUT OUR COVID-19 PROTOCOLS



**STAFF**

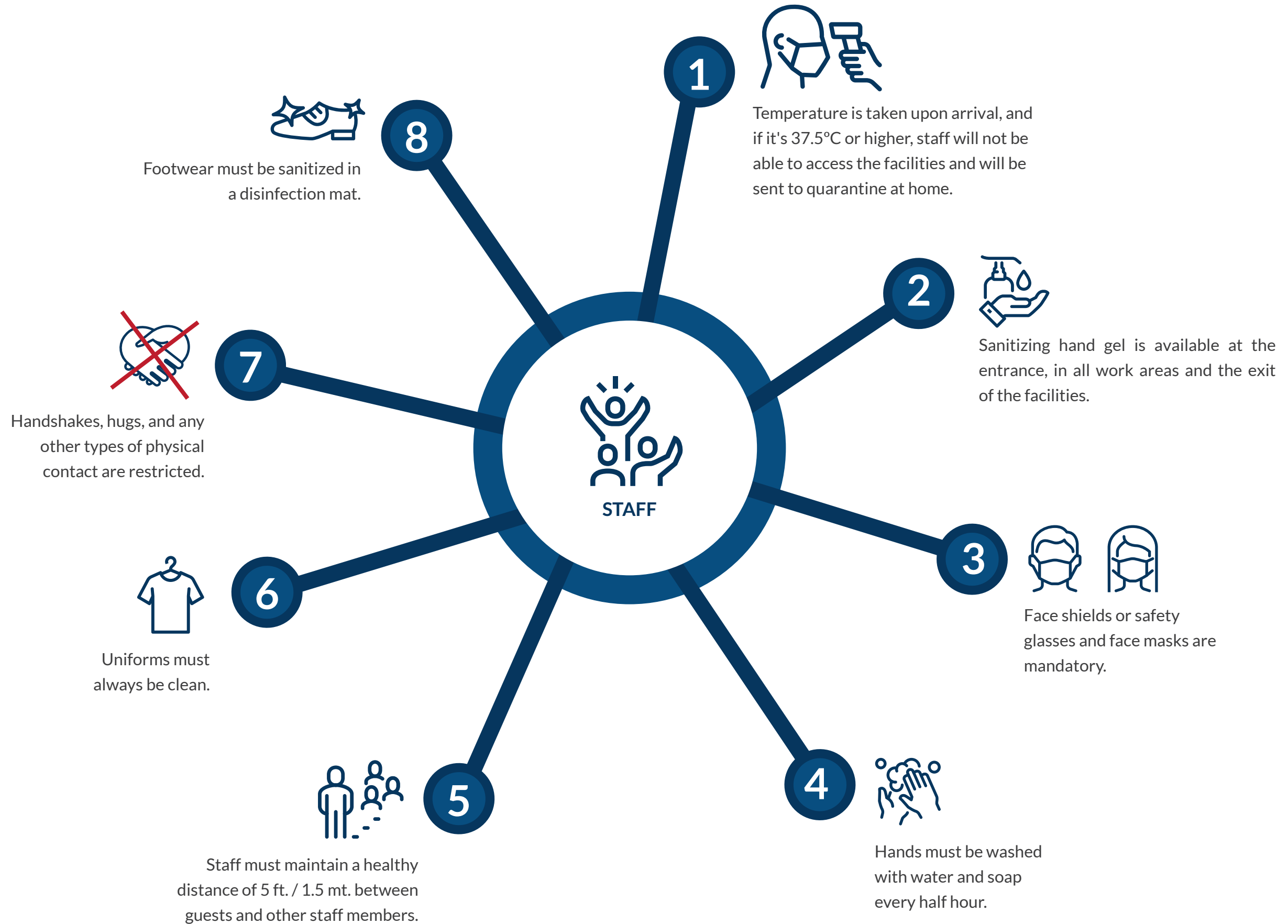




HOME



STAFF





**SUPPLIERS**





HOME



SUPPLIERS



1

Temperature is taken upon arrival, and if it's 37.5°C or higher, suppliers will not be able to access the facilities.



2



All suppliers must fill out a health declaration and wear face shields or face masks.



3



All suppliers are registered upon arrival and must provide their full name, vehicle license plat, time of arrival and contact info.



4



Suppliers must use hand sanitizer when entering and leaving facilities, and sanitize their shoes on the disinfection mat.



5

There is a special area designated to wash and disinfect all supplies and groceries.



6



Warehouse staff must wear face mask and gloves.



7



All supplies and groceries are washed and disinfected prior to storage.



# FACILITIES







HOME



FACILITIES

## Cleaning and sanitation protocols apply in all areas

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Hand sanitizer is available in every area.



Sanitizing mats are placed in all access points.



Snorkeling, aquatic and safety equipment is sanitized between each use.



Healthy distance of 5 ft. / 1.5 mt. must be observed at all times.



Visual aids are displayed in key places to remind guests about hygiene protocols.

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**GUESTS**

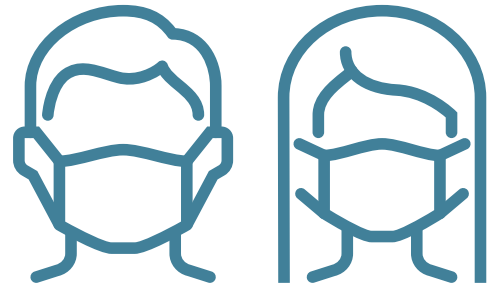




HOME



GUESTS



During the tours, we recommended to use face masks



Sign a disclaimer that includes a health declaration.



Maintain healthy distance of 5 ft. / 1.5 mt. between groups.



Sanitizing hand gel is available at any time.



**PICK UPS**





HOME



PICK UPS

1



Drivers wear face masks and security glasses.

2



Guests must wear face masks when in the vehicle.

3



Temperature is taken upon boarding, if someone's temperature is equal or greater to 37.5°C, they must return home or to their hotel. Our staff offers hand sanitizer to every guest.

4



Number of guests in our vehicles is reduced to meet healthy distance requirements.

5



Vehicles are cleaned and disinfected between services.



CHECK IN

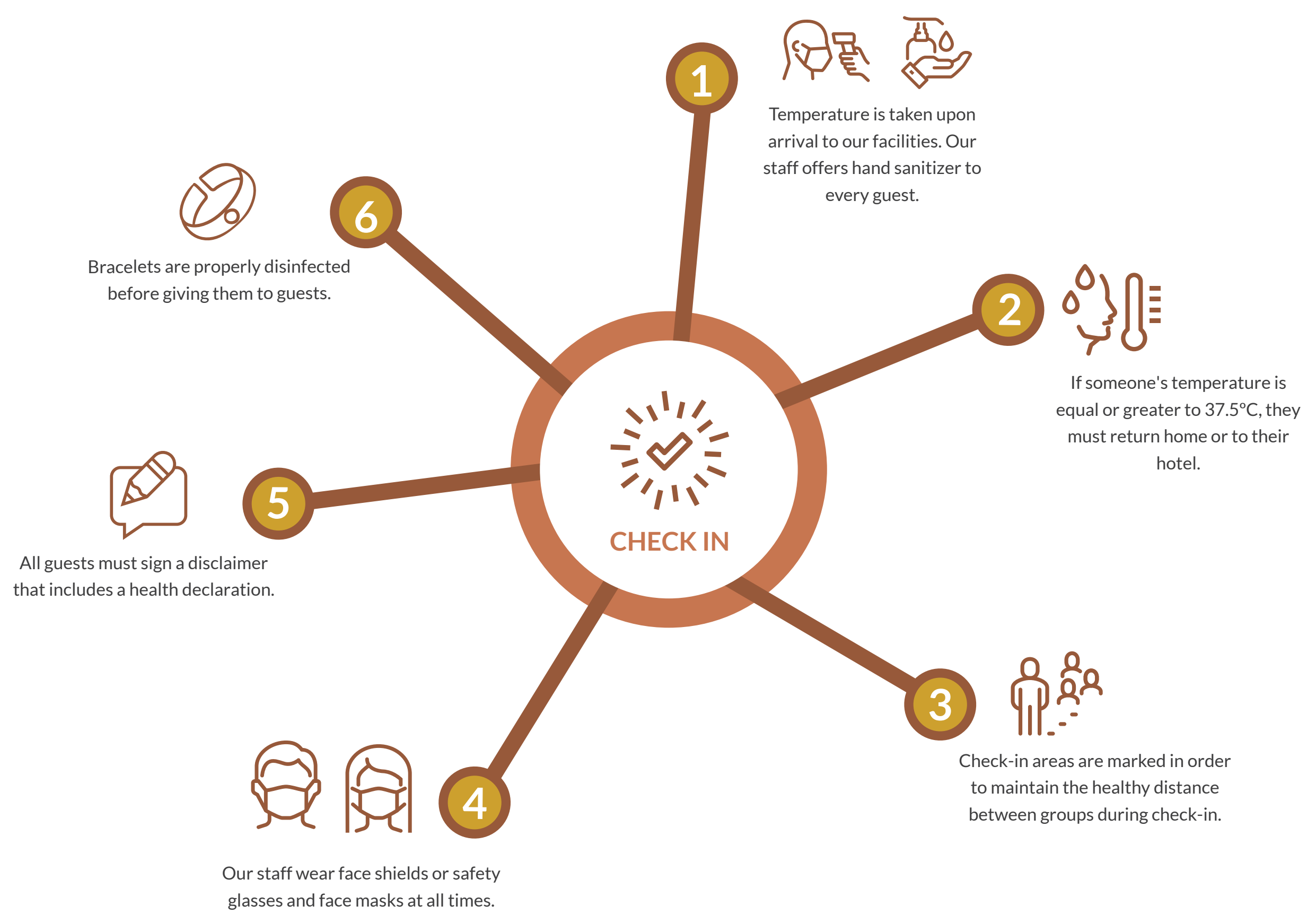




HOME



CHECK IN





F&B







HOME



F&B



1

All kitchen and service staff wear face masks, safety glasses or face shields, and gloves.



2

Hand sanitizer is provided in all dining areas.



3

Restaurant capacity has been reduced.



4

Tables and chairs have been rearranged to meet healthy distance requirements.



5

Service stations are cleaned and disinfected frequently.



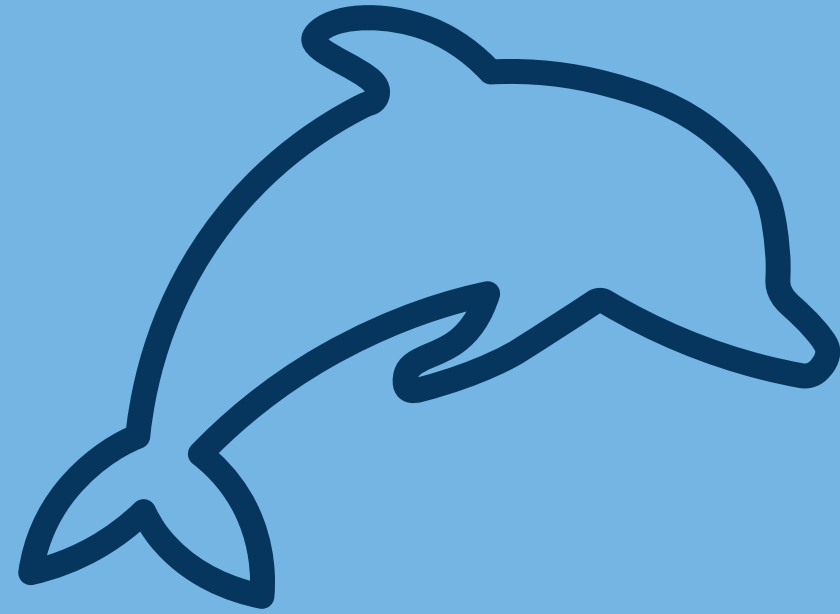
### BEACH CLUBS & PARKS

We will offer food in assisted buffet service.



### TOURS IN GENERAL

Food is served on plates, bento boxes and box lunch.



# DOLPHIN & SEA LION PROGRAMS



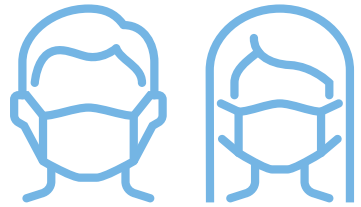


HOME



DOLPHIN & SEA LION PROGRAMS

1



Trainers use face shields and masks, except during interactive programs where they only use face shields.

2



Capacity has been reduced.

3



Life jackets and snorkeling equipment are sanitized between each use.

4



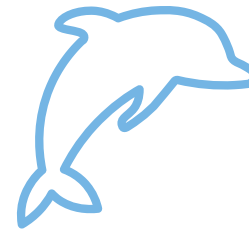
High contact surfaces are cleaned and disinfected after each interaction.

5



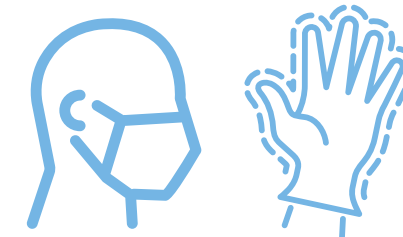
Healthy distance of 5 ft. / 1.5 mt. between groups is observed at all times.

6



Experiences including close contact with guests face and animals mouth or blowhole are temporarily suspended.

7



Face shield, mask and gloves are worn in all medical procedures.



**SEA  
ADVENTURES**



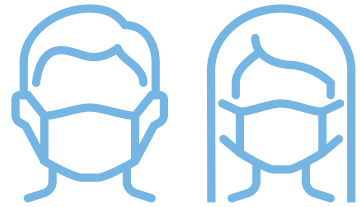


HOME



SEA  
ADVENTURES

1



Crew members wear safety glasses and face masks.

2



Capacity in boats and beach clubs is reduced.

3



Maintain healthy distance of 5 ft. / 1.5 mt. between groups.

4



Hand sanitizer is offered upon boarding. Life jackets are properly washed and sanitized.

5



Facilities and boats are cleaned and disinfected between services.

6



Paddle boards, kayaks and snorkeling gear are sanitized between each use.



## ZIP LINES

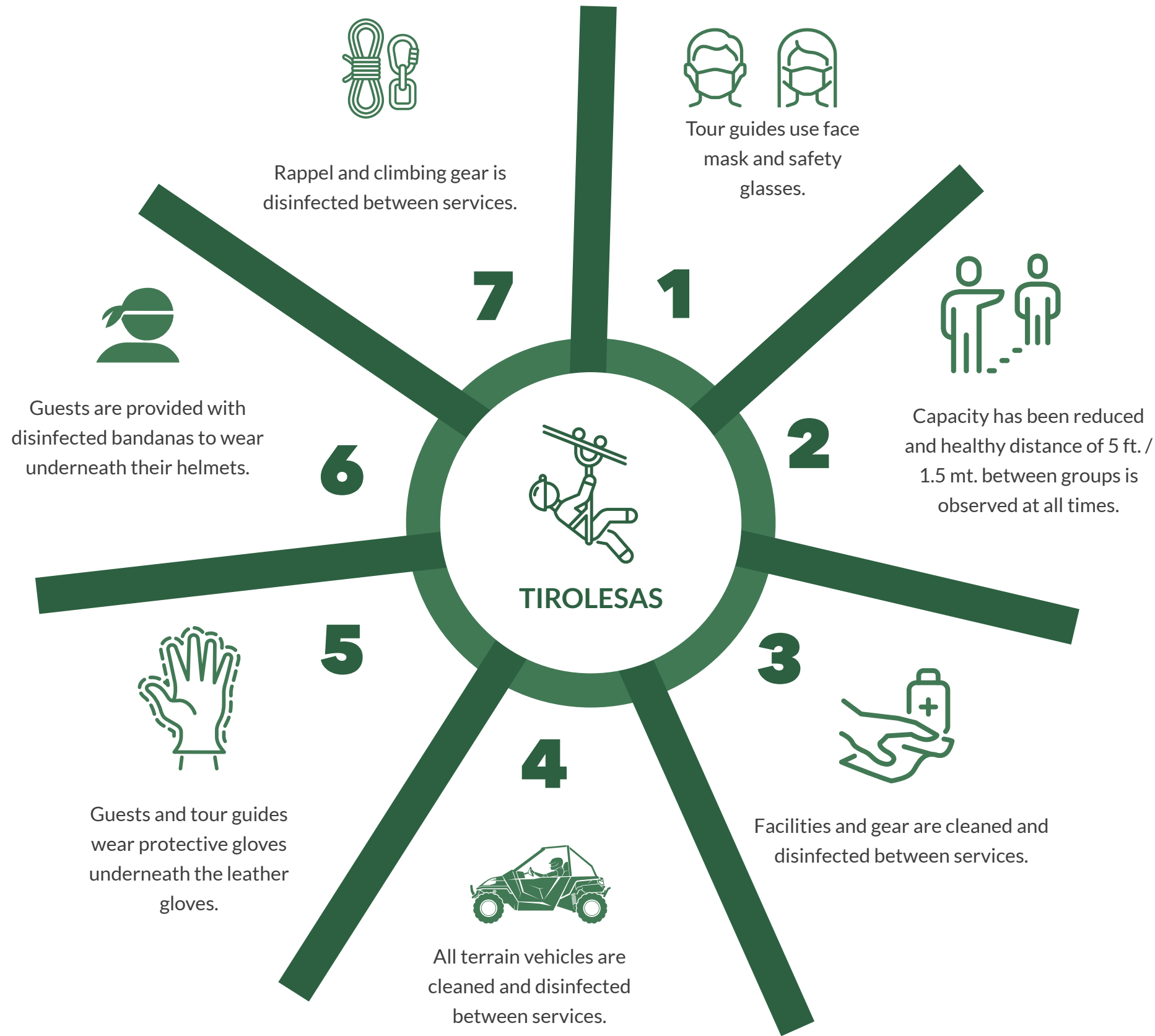




HOME



ZIP LINES





# CULTURAL TOURS





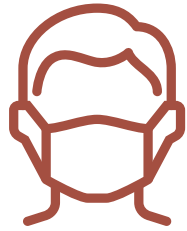


HOME



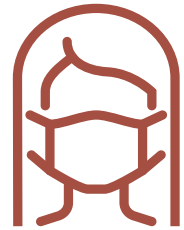
CULTURAL  
TOURS

1



Drivers wear face masks  
and safety glasses.

2



Guests must wear face  
masks when in the vehicle.

3



Temperature is taken upon boarding, if  
someone's temperature is equal or  
greater to 37.5°C, they must return home  
or to their hotel.

4



Number of guests in our  
vehicles is reduced to meet  
healthy distance requirements.

5



Vehicles are cleaned and  
disinfected between services.



# RHYTHMS OF THE NIGHT





HOME



RHYTHMS  
OF THE NIGHT

1



Crew members wear safety glasses and face masks.

2



Capacity on boats is reduced.

3



Maintain healthy distance of 5 ft. / 1.5 mt. between groups.

4



Hand sanitizer is offered upon boarding. Life jackets are properly washed and sanitized.

5



Facilities and boats are cleaned and disinfected between services.

6

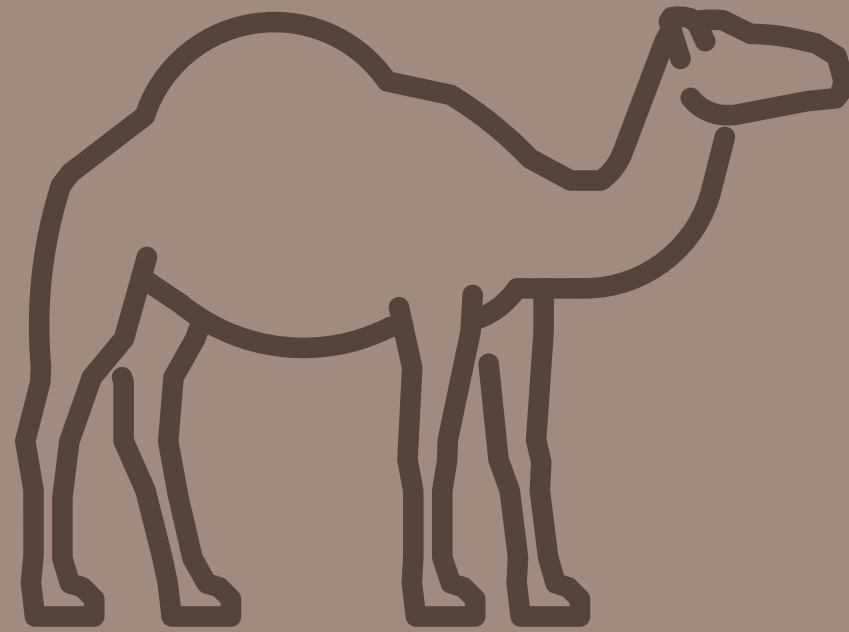


Groups in the theatre are seated keeping a healthy distance between them.

7



Restaurant capacity has been reduced.



**OUTBACK &  
CAMEL SAFARI**





HOME



OUTBACK &  
CAMEL SAFARI

1



Staff and tour guides wear safety glasses and face masks.

2



Guests must wear face masks when in the vehicle.

3



Temperature is taken upon boarding. Our staff offer hand sanitizer to every guest.

4

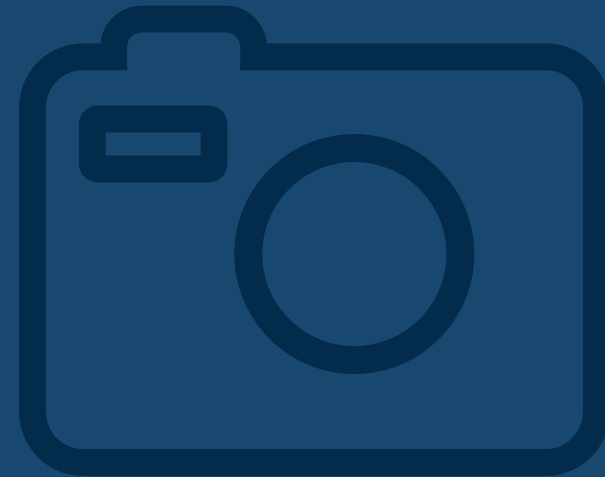


Number of guests is reduced to meet healthy distance requirements.

5



Saddles are cleaned and disinfected between services.



**PHOTO &  
VIDEO**





HOME



PHOTO &  
VIDEO

1



Computers are  
rearranged to keep  
healthy distance of 5 ft. /  
1.5 mt.

2



Computers, tablets, and  
other electronic equipment  
are cleaned and disinfected  
between each service.

THE  
**ADVENTURES**  
GROUP

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