



## **PROTOCOL ZERO COVID-19**

Tourism is one of the sectors most affected by the Covid-19 outbreak because it involves travelling distances, seeing places and interacting with other people; all of which are ideal ways of transporting and spreading the virus. In these circumstances, creativity, responsibility and the desire to defeat the virus are the way to recover as a society and do again that which we love so much, travel.

In this context Creative Tours joins the wave of "return to normal life" and takes the lead in planning RESPONSIBLE TRAVEL, SAFE OPERATIONS. We are aware of this great challenge and this awareness is what allows us to organize operations that guarantee a trip with minimum risk and great satisfaction. That is why we work under the following concepts proposed by the World Tourism Organization (WTO), the World Health Organization (WHO) and we add some concepts that we consider very important.

**FIRST AND ABOVE ALL, THE PEOPLE!**

The first link in the chain of Creative Tours' PROTOCOL ZERO COVID-19 is to prioritize people before anything else; at this time, health and social well-being is the main thing and we should not do anything that goes against it, so common sense and responsibility are the key to protect people.

### **RESPONSIBLE JOURNEYS**

This is the most important concept and one that must be followed to the letter. Personal responsibility is the most important step in taking care of ourselves and others. Both travellers and service providers need to familiarise themselves with and respect the basic provisions that apply during the journey:

- ☐ Disinfection of the vehicle before each journey
- ☐ Frequent hand washing
- ☐ Chinstrap use
- ☐ Personal distance
- ☐ Compliance with preventive measures when coughing
- ☐ Temperature measurement (electronic thermometer)





- ☐ Constant and reliable communication about the health of each member of the trip
- ☐ Knowledge and updating of measures in the country of origin and destination
- ☐ National and international health insurance (South America)
- ☐ 24-hour call center for medical consultations

To ensure compliance with these provisions, we will regularly provide all members of the trip with the necessary supplies and services: alcohol gel, chinstrap, latex gloves, thermometers and cleaning material for constant disinfection of the vehicle. In addition, as part of our responsibility as tour operators, we will provide these supplies to people with whom we have contact during the trip.

## **COMMUNICATION AND INFORMATION**

Before the trip we have the necessary information offered by the authorities and we must understand and respect it.

If someone has any suspicious symptoms, it is better to postpone or cancel the trip. Also, service providers must notify the operator of any symptoms so that we can help that person and not put other trip participants at risk.

Throughout the trip, timely communication is another key. If any participant in the trip, whether a driver, guide or passengers, has any symptoms, he or she must communicate them so that the necessary measures can be taken to minimize the probability of contagion and to care for the affected person.

After the trip, it is important to maintain a line of contact with the passengers to see if the virus occurred after the trip in any participant. This is very important since the virus is asymptomatic for several days and the group could have been exposed without even knowing it.

## **THE GREAT ADVANTAGE OF CREATIVE TOURS**

Our specialty are private trips from 2 to 4 passengers per vehicle, the places we visit are the least frequented, the relationship we have with our team is close and very personal and the people of the communities we visit trust us and we trust them for a great job of years together. We cannot guarantee non-contamination, but we are sure that we are an operator with great skills and creativity to minimize it, we are willing to listen and learn from anyone who wants to support this concept: ZERO COVID-19.





## **RECOMMENDATIONS**

To travel with peace of mind, we highly recommend taking care of your health and prioritizing above all strengthening the immune system. Eating well and being in good physical condition could prevent the contraction of the virus.

We hope to see you soon!

The big Creative Tours family

