

# CAIMAN

PANTANAL . BRASIL

## New safety protocols

Hygiene and safety measures adopted against Covid-19

Since 1987, the safety and well-being of our guests and staff have been our priority at Caiman.

We follow all preventive measures and recommended protocols by the World Health Organization and the Brazilian Ministry of Health:

### General measures

- Our staff and partners' teams wear a face mask.
- Cleaning protocols were intensified, and all areas are regularly sanitized with products approved by ANVISA (National Health Regulatory Agency).
- All staff and partners' teams go through rigid and detailed training.
- All staff and partners' teams live on-site, which diminishes circulation.
- We've adopted a flexible cancellation policy and bookings can be rescheduled according to availability.



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## ARRIVAL

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Pens, service desks and other shared objects will be disinfected after each use.



The reception area will be sanitized after every check-in and check-out and/or any visit to this area.



### COMMON AREAS

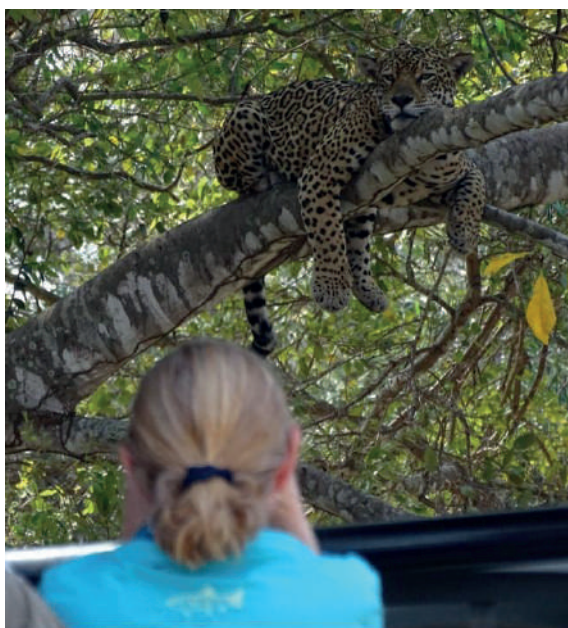
- Our spaces are ample and well-ventilated.
- Doors and windows are kept open whenever necessary to guarantee air circulation.
- Dispensers with hand sanitizer are available throughout lodge areas.
- Guests are required to wear a mask during tours and in common areas.
- All social spaces are disinfected more regularly, with special attention to high contact areas.
- We recommended guests to avoid physical contact and not to share personal objects.
- We take measures to ensure social distancing among different groups.
- There is a maximum number of people allowed in each area.
- Guests are not allowed to handle products or try on clothes and shoes in the gift shop.

## MEALS

- Guests are advised to use hand sanitizers before all meals.
- At the lodge or during tours, snacks and drinks are individually packaged.

## ROOMS

- Guest suites are sterilized before check-in and daily by trained professionals and with highly effective products.
- If any guest presents symptoms, their room will be made unavailable for 72 hours.



## TOURS

- Our tours inside vehicle and trails respect social distancing.
- All vehicles are extensively sanitized between tours and whenever necessary.
- All vehicles are equipped with hand sanitizers.
- Snacks are individually packaged.



## **Our staff and partners' teams**

All staff and partners' teams were fully trained on preventive measures, sanitation and emergency protocols.

In the event any staff member shows symptoms of fever, he/she will be immediately removed from work functions to be examined and directed to the nearest health facility prepared for Covid-19.

## **Monitoring requests**

We require travel agencies and guests to inform us immediately in case of suspected or confirmed cases after visiting the lodge.

We commit to immediately inform all our partners and future guests of any suspicious cases that may jeopardize our visitors' health.

In case of suspected contamination, we will accompany the guest to the nearest suitable health facility, where we will follow all guidelines from the Health Department.



**Sustainability. Ecotourism. Conservation.**

**The Pantanal awaits you at Caiman.**

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[www.caiman.com.br](http://www.caiman.com.br)

### **NOTES**

Cleaning products used to sanitize areas and materials are all in accordance with ANVISA (National Health Regulatory Agency) recommendations and are selected according to the characteristics of each place and/or object.

This protocol will be updated as needed and will follow the global panorama on the state of the pandemic, which can result in alterations at any moment.