



New safety protocols

Hygiene and safety measures adopted against Covid-19

Since 1985, the safety and well-being of our guests and staff have been our priority at Caiman Ecological Refuge.

Our hotel activities will resume on **July 16** following all preventive measures and recommended protocols by the World Health Organization and the Brazilian Ministry of Health:



General measures

- Our staff and partners' teams will always wear a face mask and/or face shields, as well as gloves when necessary.
- Cleaning protocols will be intensified, and all areas will be regularly sanitized with products approved by ANVISA (National Health Regulatory Agency).
- All staff and partners' teams will go through rigid and detailed training.
- We have a nurse on site available 24/7.
- All staff and partners' teams live on-site, which diminishes circulation.
- All staff and partners' teams will be screened by our nurse and will follow strict hygiene protocols upon arrival at the property.
- We are adopting a flexible cancellation policy and bookings can be rescheduled according to availability.

GUEST ROUTES AND ARRIVAL

- | Transfer companies will be required to follow all sanitation protocols and hygiene measures.
- | Guest itineraries will be collected at check-in in accordance with public agencies' recommendations.
- | Guests' suitcases will be disinfected on arrival.
- | Guests' temperatures will be checked and a short questionnaire about their health status will be filled out with the aid of a trained and fully equipped nurse upon arrival.



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.



There will be a sanitary barrier at the property's main entrance to guarantee all vehicles are sanitized upon arrival.

COMMON AREAS

- Access areas to the reception and the lodge will have cleaning mats for shoe sanitation.
- Our spaces are ample and well-ventilated. Doors and windows will be kept open whenever necessary to guarantee air circulation.
- Dispensers with hand sanitizer will be available throughout lodge areas.
- Guests will be required to wear a mask during tours and in common areas.
- Signs with preventive measures will be displayed in several areas.
- All social spaces will be disinfected more regularly, with special attention to high contact areas.
- Guests will be recommended to avoid physical contact and not to share personal objects.
- We will take measures to ensure social distancing among different groups.
- A maximum number of people allowed in each area will be set.
- Guests will not be allowed to handle products or try on clothes and shoes in the gift shop.
- Commonly used objects that are not needed will be removed to reduce possible areas of contamination.



MEALS

- Guests will be advised to use hand sanitizers before all meals.
- Meals will be presented in a buffet safeguarded by a protection barrier and will be served by a fully trained waiter, equipped with a facial mask and gloves.
- Dining area capacity will be reduced, with more space in-between chairs of different groups.
- When necessary, open hours will be increased to reduce contact among guests.
- At the lodge or during tours, snacks and drinks will be individually packaged.
- Individually packaged snacks will also be available in rooms and can be requested at any time.
- Cruet sets and common use objects will be made available individually.
- Forks, plates and cups will be sanitized with 70% alcohol and placed at the table when the guest arrives.



ROOMS

- Guest suites will be 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.
- All necessary items for guests' safety and comfort will be made available in their rooms, packaged and sanitized (bottles for mineral water, pool towels, glasses and blankets for tours and canoeing vests).
- Kits will be changed after each stay or upon guest's request.



TOURS

- Social distancing inside vehicle tours and on trails will be enforced.
- All vehicles will be extensively sanitized between tours and whenever necessary.
- All vehicles will be equipped with hand sanitizers.
- Snacks will be individually packaged.
- Binoculars will be for individual use only.
- All necessary objects for tours will be made available in the guests' rooms, packaged and sanitized for individual use.



Our staff and partners' teams

All staff and partners' teams are 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.



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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.