

# PROGRAM FOR THE PREVENTION OF COVID-19

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**SAFE** IN *Paradise*  
by Grupo Pachira

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HEALTH AND WELL BEING FOR ALL



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The “SAFE IN PARADISE BY GRUPO PACHIRA” program summarizes the measures that Grupo Pachira has taken to offer our clients the opportunity to experience Tortuguero, a natural paradise, in a safe environment that produces well-being. All official information related to COVID-19 from the Ministry of Health, Costa Rican Institute of tourism (ICT) and other government authorities was considered.

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# A LITTLE CONTEXT... SARS-CO-V-2

**MARCH 16TH:** declaration of a national state of emergency throughout the territory of the Republic of Costa Rica, made official by Executive Decree 42227-MP-S as a result of COVID-19.

**MARCH 19TH:** closure of maritime, land and air borders.

**MARCH 20th:** Grupo Pachira decides not to operate while the COVID-19 stabilizes in the country.

**MAY 9TH:** preventive health measures by the Ministry of Health, as an entity rector in the context of a response phase and in the event of contagion in a workplace.

**MAY 11TH:** publication LS-CS-000 ICT Specific guidelines for the tourism sector. Accommodation.

**AUGUST 1ST:** opening of European Union, UK, Canada and USA flights\*

**SEPTEMBER:** Grupo Pachira remains without operating until further notice.



# Entry Requirements COVID-19

Fill out the electronic epidemiological HEALTH PASS form, available at <https://salud.go.cr>.

RT-PCR diagnostic test with a negative result; the sample must have been taken within 72 hours of travel to Costa Rica.

Passengers coming from the U.S. must show through their driver's license or state identification (State ID) that they live in one of the authorized states. This requirement excludes children travelling with their family. This requirement will be necessary until Nov. 1.

Traveler's Medical Insurance - international or purchased in Costa Rica through the National Insurance Institute (INS - Instituto Nacional de Seguros) <https://www.grupoins.com/seguroparaviajeros>, or Sagicor <https://tiendasagicor.com/en>.

For international insurance policies, tourists must request a certification from their insurance company, issued in English or Spanish, verifying at least the following three conditions:

Effectiveness of the policy during the visit to Costa Rica

Guaranteed coverage of medical expenses in the event of becoming ill with the pandemic COVID-19 virus while in Costa Rica, for at least USD \$50,000 (fifty thousand United States Dollars)

Includes minimum coverage of USD \$2,000 for lodging expenses issued as a result of the pandemic

Passengers who fail to comply with these requirements may not enter the country.

# ABOUT US?



**GRUPO PACHIRA**  
TORTUGUERO • COSTA RICA

  
**PACHIRA LODGE**  
TORTUGUERO • COSTA RICA

  
**EVERGREEN  
LODGE**  
TORTUGUERO, COSTA RICA

  
HOTEL & SPA  
**ANINGA**  
TORTUGUERO • COSTA RICA





-CONSOLIDATED COMPANY WITH MORE THAN 26 YEARS IN THE HOTEL SECTOR OF COSTA RICA.

-WE HAVE QUALITY TOURISM PRODUCTS AND SERVICES, WE A 100% COSTA RICAN COMPANY THAT STANDS OUT IN THE TORTUGUERO AREA.

-WE HAVE AN EXCELLENT INFRASTRUCTURE AND HUMAN CAPITAL.

-WE PROVIDE A WIDE RANGE OF TOURIST SERVICES: LAND AND WATER TRANSPORTATION, LODGING, FOOD, TOUR OPERATOR, WELLNESS SPA, ADVENTURE TOURISM, CANOPY AND BILINGUAL TOURIST GUIDES.

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-WE ARE IN TORTUGUERO, A BIODIVERSE AREA THAT HAS BECOME A VERY IMPORTANT TOURIST DESTINATION IN THE COUNTRY.

-TORTUGUERO IS AN ISOLATED GEOGRAPHICAL AREA, FAR FROM DENSE AREAS WITH CONTAMINATION AND HIGH EXPOSURE TO THE VIRUS AT THIS MOMENT.

-FOR THE SAFETY OF OUR CLIENTS WE DO A JOINT WORK WITH OTHER HOTELIERS IN SECURITY PROTOCOLS, IN OPERATIONAL MATTERS PARTICULARLY DURING TRANSFERS TO THE AREA.

-DUE TO COVID-19, WE MAKE THE MOST OF THE TECHNOLOGICAL RESOURCE TO IMPROVE OUR SUPERVISION PROCESSES, TO FACILITATE RELEVANT INFORMATION AND TO FAVOR THE EXPERIENCE OF OUR CLIENTS. IN ADDITION TO IMPROVING THE TRAINING OF OUR TEAM.



# Tourist Services of Grupo Pachira

LAND  
TRANSPORTATION

WATER  
TRANSPORTATION

LODGING

TOUR OPERATOR

FOOD

WELLNESS SPA

ADVENTURE  
TOURISM: CANOPY

BILINGUAL TOURIST  
GUIDES



**GENERAL CONSIDERATIONS**

**NEW COVID-19 NORMALITY**





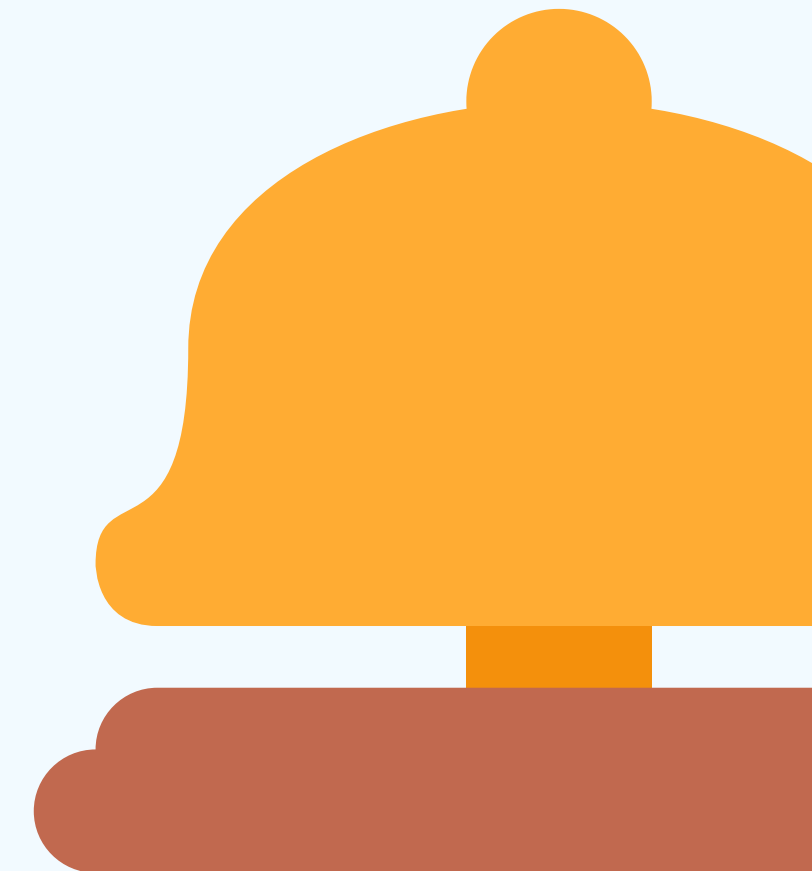
# REQUIREMENTS FOR BOOKING

**FOR THE PROPER HANDLING OF A SITUATION IN WHICH A CLIENT IS SUSPECTED/CONFIRMED WITH COVID-19 AS WELL AS ANY OTHER HEALTH EMERGENCY, THE FOLLOWING INFORMATION MUST BE PROVIDED FOR EACH PASSENGER TO MAKE THE RESERVATION:**

- FULL NAME
- NATIONALITY
- LANGUAGE
- VALID ID /PASSPORT NUMBER
- TRAVEL INSURANCE NUMBER: IT MUST BE 16 TO 19 DIGITS\*\*\*

AT LEAST ONE PERSONAL E-MAIL ADDRESS MUST BE PROVIDED PER ROOM.

THE DATA YOU PROVIDE US WILL BE USED FOR THE PURPOSE OF PREVENTING THE SPREAD OF COVID-19 AND THE HUMANITARIAN ASSISTANCE MAY BE NEEDED.



# AFFIDAVIT OF HEALTH



**TO PROTECT THE HEALTH OF ALL OF OUR CLIENTS, SUPPLIERS AND WORK TEAM, ALL CLIENTS MUST COMPLETE THE AFFIDAVIT OF HEALTH THAT WILL BE AVAILABLE DIGITALLY IN OUR PRE-CHECK-IN PROCESS.**



# GROUND TRANSPORTATION



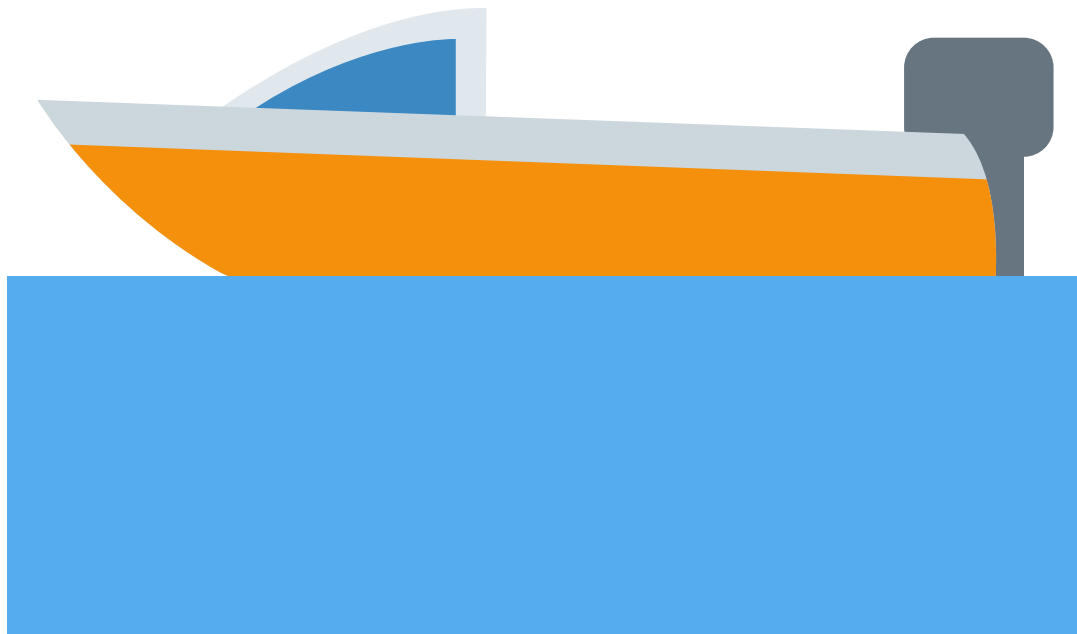
- All our transport units are washed and disinfected daily, as well as after each transfer. Intensifying especially in high contact surfaces: seats, belts, luggage rack, bathroom, among others.
- Use of authorized hospital grade cleaning products is guaranteed.
- A body temperature check will be carried out prior to boarding the unit. If a client had a fever (+38C) in addition to any other symptom related to COVID-19 he/she will not be allowed to enter.
- Our drivers wear their personal protective equipment (PPE) and are trained in all the protocols included in the "Safe in Paradise" program. Health status of the entire team will be monitored and recorded.
- Each passenger must wear a mask throughout the tour.

# GROUND TRANSPORTATION



- All our units have a 70% alcohol gel dispenser at the entrance. And the buses have a bathroom with water, soap and disposable towels. In addition, there is a footbath for disinfection of footwear.
- Informational signage on COVID-19 is printed on the units and is available in digital media.
- The luggage will be disinfected before being stored in the compartment of the transport unit.
- Our team will guarantee the rules of physical distancing and hand disinfection for the entry and exit of the transport units.

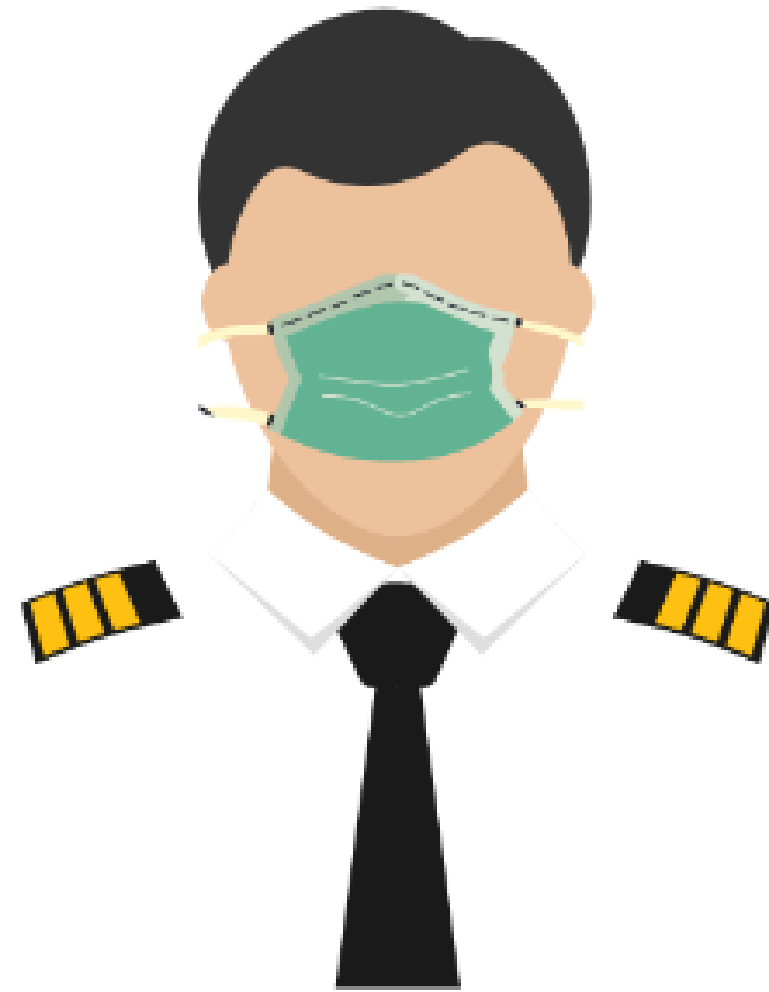
# AQUATIC TRANSPORTATION



- All our boats are washed and disinfected daily, as well as after each transfer. Intensifying especially on high contact surfaces: railings, seats, life jackets, among others.
- Use of authorized hospital grade cleaning products is guaranteed.
- If a client arrives at the port of embarkation (La Pavona / Caño Blanco) by its own means, body temperature and symptoms related to COVID-19 will be checked prior to boarding the vessels.
- Our captains wear their personal protective equipment (PPE) and are trained in all the protocols included in the "Safe in Paradise" program. Health status of the entire team will be monitored and recorded.
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- Each passenger must wear a face mask throughout the transfer /tours.



# AQUATIC TRANSPORTATION



- At the docks and other common boarding areas, our staff will ensure that physical distancing measures and other recommendations from the competent authorities are observed.
- At the entrance of the boats there is a 70% alcohol gel dispenser, an a footbath for disinfection of footwear.
- Our team must guarantee the standard of physical distancing and hand disinfection for embarkation and disembarkation.

# LODGING



In our three properties:

- Water, soap, alcohol, disposable towels are guaranteed in all facilities. Hand washing stations were installed at critical points such as docks and restaurants.
- Hygiene and disinfection measures were intensified in all areas, particularly in high-contact surfaces. All checks will be documented and available.
- The use of authorized hospital grade cleaning products is guaranteed. Aspects of biodegradability are considered.
- Informational signage about COVID-19 and other Company protocols is placed in common areas of the Hotel. In addition, it is available in digital media.
- Electronic payment is promoted to avoid money (cash) manipulation.

# LODGING



-There is a specific area in the Hotel for disinfecting luggage. This will be done during check-in / out. Our team will assist in the process so each time piece of luggage is disinfected each given customer will bring his own belongings to the room.

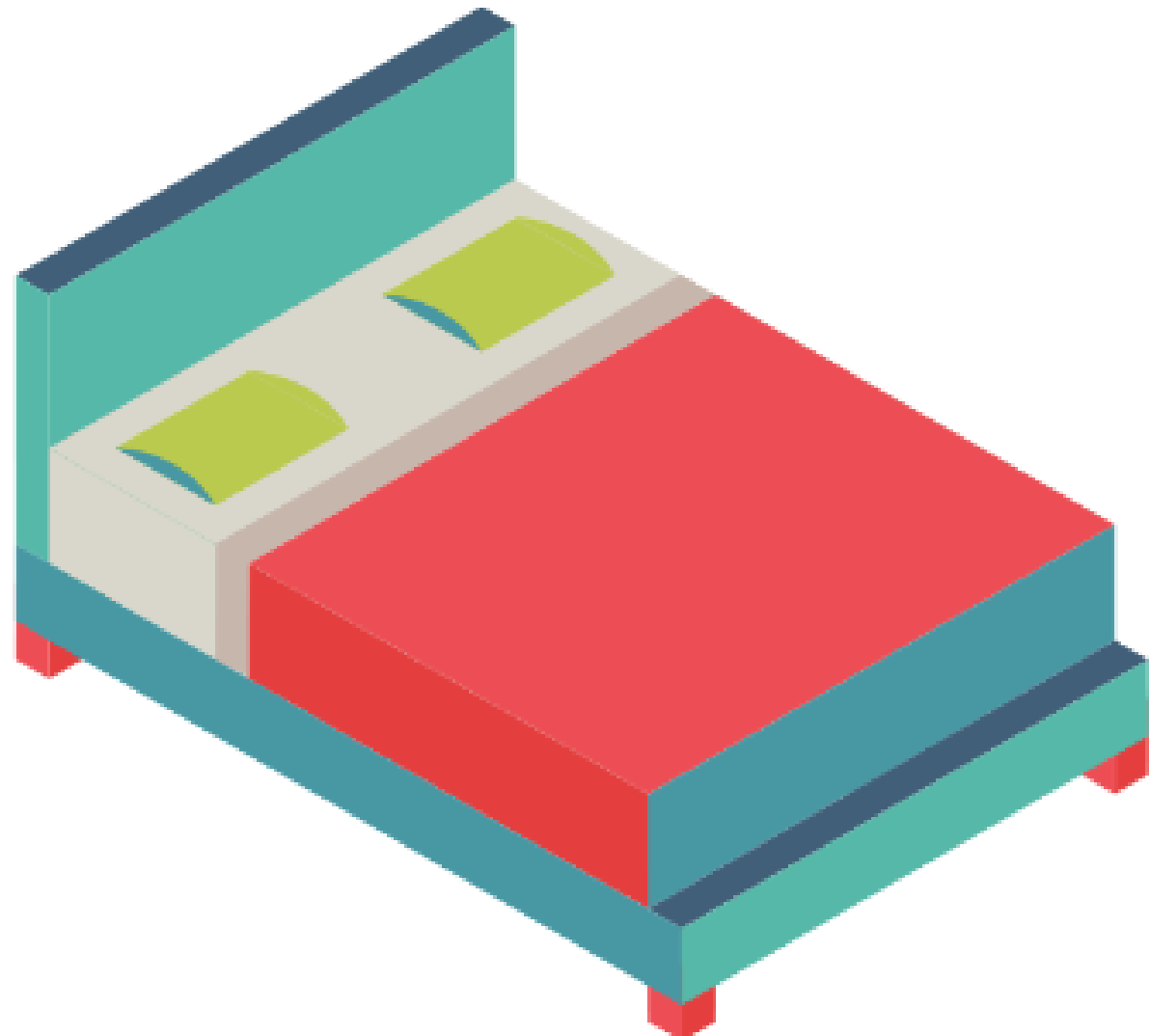
-The keys to the rooms are disinfected before being delivered to each client.

-In all common and customer areas, signage is installed to respect physical distance.

-Our staff wear their personal protective equipment (PPE) and are trained in all the protocols included in the "Safe in Paradise" program. A health status will be conducted and monitored on a daily basis

-Protection barriers were installed at the reception desk.





## In the rooms:

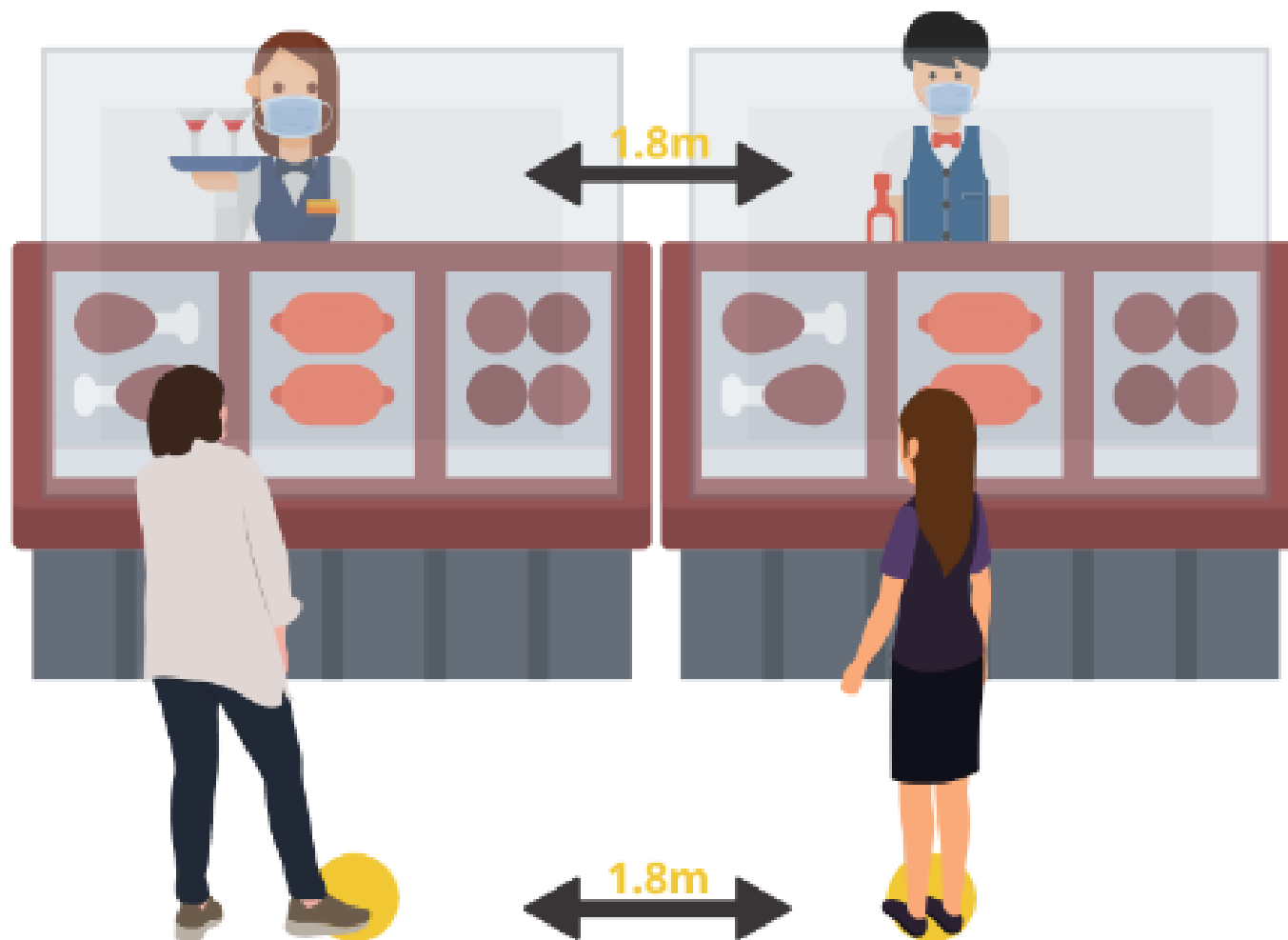
- A rigorous cleaning and disinfection protocol is implemented, focusing on high-contact surfaces such as doors, switches, lamps, chairs, among others.
- Cleaning will be done according to client's request: daily, every 2 days or only 1 time per stay.
- Every room is locked 24-72 hours after its use.

# LODGING

On the day of arrival, guests will find a “Safe in Paradise” security seal on the door of the room, this will be the indication that no one has entered the place since it was disinfected. This represents the company’s effort to establish more rigorous cleaning and disinfection protocols that meet customer expectation during and after COVID-19.



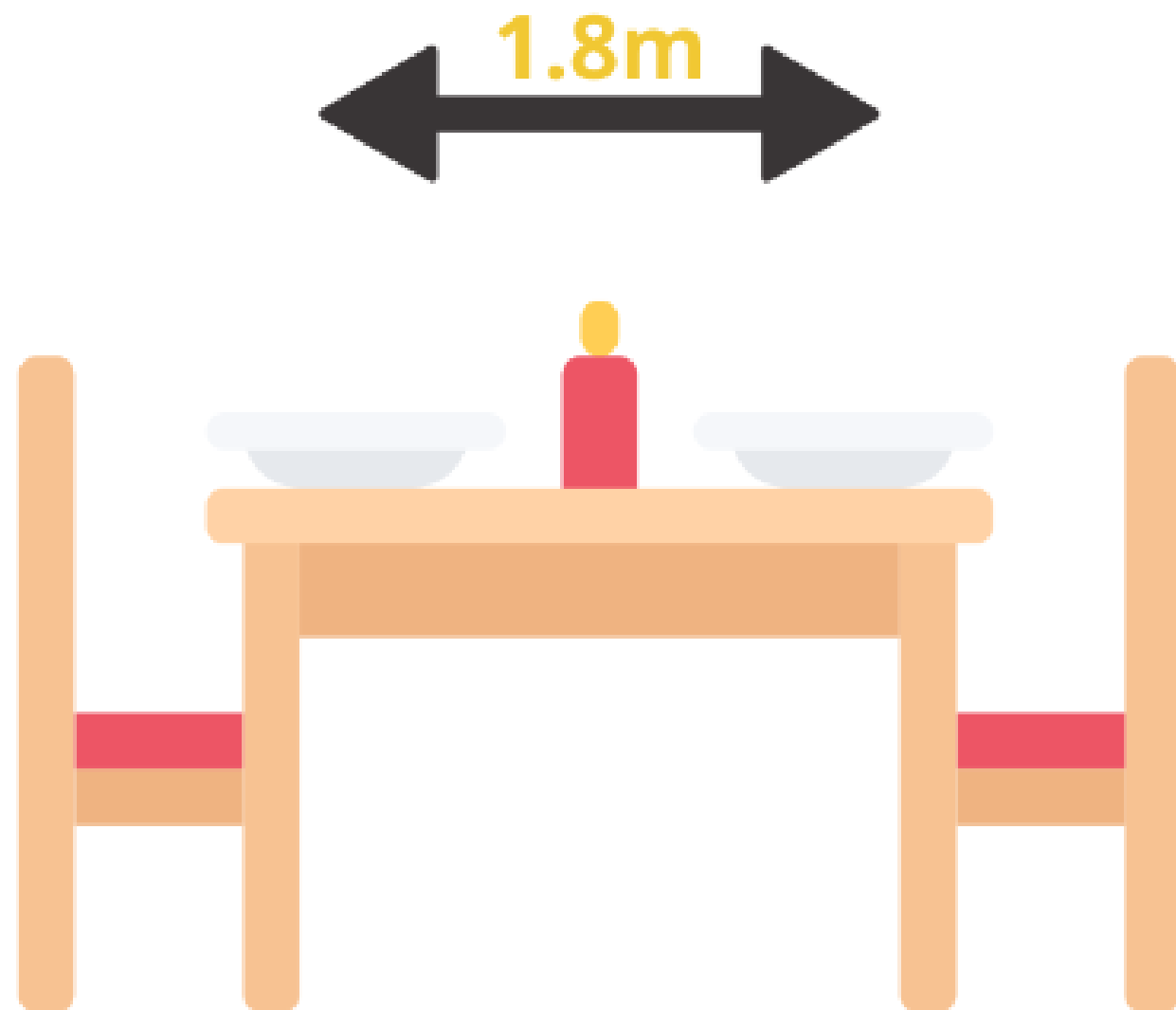
# FEEDING



- The buffet food service is maintained. Guests will choose their food at the buffet counters, but instead of self-service they will be served by hotel staff.
- Protective barriers were installed on the buffet counters.
- Access to water, soap, alcohol and disposable towels for proper hand washing of clients and collaborators is guaranteed. And the use of hospital grade products.
- Internal processes to ensure food safety and compliance Regulation 37308-S for Food Services to the public.



# FEEDING



- Hygiene and disinfection measures will be intensified before and after each service and on high contact surfaces such as furniture, cutlery, crockery and bathrooms areas. All checks will be documented and available for review.
- The furniture in the rooms has been arranged to guarantee the rules of physical distancing. The capacity of each room is limited to 50% and the tables are assigned by “social bubble”.
- Signage has been installed to respect physical distancing.
- Our staff wear their personal protective equipment (PPE) and are trained in all the protocols included in the “Safe in Paradise” program for food service.

# WELLNESS – SPA



- Hygiene and disinfection measures will be intensified before and after each service. All checks will be documented and available for review.
- Use of authorized hospital grade cleaning products is guaranteed.
- Signage has been installed to respect physical distancing, as well as a protection barrier at the reception.
- Our staff wears their personal protective equipment (PPE) and are trained in all the protocols included in the "Safe in Paradise" program for spa service.
- Body temperature of our clients will be taken upon entry.

# CANOPY



- Hygiene and disinfection measures will be intensified before and after each service, particularly in the safety equipment used for the tour. All checks will be documented and available for review.
- Use of authorized hospital grade cleaning products is guaranteed.
- Signage has been installed to respect physical distancing in common areas.
- Our staff wears their personal protective equipment (PPE) and are trained in all the protocols included in the "Safe in Paradise" program for canopy service.
- Temperature of the customers will be taken upon entry.

# TOURS



- The use of a mask is required in all tours and common areas of the hotel.
- Tour guides wear their personal protective equipment (PPE) and are trained in all the protocols included in the "Safe in Paradise" program.
- The tour guide will ensure physical distancing and other safety aspects in the handling of groups, during all activities and transfers. In addition, it will avoid the contact and manipulation of the tourist's belongings.
- As a welcome protocol, there will be an information process to the client in regards to measures adopted. This information will be available in digital media and pre-check in process.



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