

# *Have a memorable* **EXPERIENCE IN COLOMBIA**

Safety Guidelines and Protocols





## OUR COMMITMENT

Travelling is one of the most rewarding experiences in life, but we understand that with the actual situation, it can be quite stressful. That is why at Uncover Colombia, we are committed to offer you a great adventure in Colombia with all the required biosecurity protocols to make sure you can have a memorable experience with the peace of mind you deserve.

The safety and wellbeing of our clients, employees, business partners and the communities we work with, are our top priorities. Therefore, we have carefully performed a risk assessment to detect all critical safety aspects involved during any trip to Colombia. That has helped us to define the relevant preventions actions and procedures required during each stage of the trip.

We are also pleased to say that we have received the World Travel and Tourism Council's Safe Travels stamp, which provides travellers with assurance that we **have adopted health and hygiene global standardised protocols – so you can experience 'Safe Travels'**.



### Full support

From our tour guides, drivers and admin staff



### Private Transport

Clean & comfortable vehicles for a safe journey



### Unique Experiences

And places to visit with health & safety procedures in place



### Clean and Relaxing Stay

Stay at hotels with all the new hygiene and safety protocols in place only



### Great Local Cuisine

To enjoy at restaurants with high cleaning and hygiene standards



### Safe Travels

Health and hygiene global standardised protocols in place



# Key Safety Aspects

## TOUR GUIDES

Full support and guidance

Our tour guides will give the support required to guarantee you have a safe journey and a remarkable experience in Colombia. For your safety, they will:

- Wear a face mask and keep social distancing
- Provide face masks and antibacterial gel
- Provide guidance regarding local safety protocols
- Support you in case of any emergency
- Ensure drivers, local tour guides and travellers follow the local safety standards

## UNIQUE EXPERIENCES AND AMAZING PLACES

Health & safety procedures in place

- All our tours include visits to open spaces, natural parks and destinations out of the beaten track that will help us to avoid crowded places
- Where possible we will be booking in advance entrances to museums and places of interest to avoid pick times
- Our tour guides will provide information and guidance on the relevant protocols implemented on each place to visit
- Where possible will make sure you have frequent access to facilities to wash your hands
- Tour guides and drivers will maintain social distancing and have hand sanitiser available at all times

## LOCAL CUISINE

Safe and delicious local food

Gastronomy is one of the most memorable experiences of any travel. Your trip to Colombia won't be any different as you will be able to enjoy the traditional local gastronomy and learn about the differences of cultures and traditions from one region to another that are reflected on the local dishes. We will only include and recommend restaurants that are compliant with the relevant safety and hygiene standards.



# PRIVATE GROUND TRANSPORT

## Clean and comfortable vehicles

Our vehicles will provide you a comfortable journey in a safe environment.

- All the vehicles will be deep cleaned before any transfer and day tour
- Drivers will be wearing masks and keeping social distancing at all times
- Hand sanitizer and surface disinfectant will be available in the vehicles
- As our tours are private, the vehicles will be only for you and your companions, plus the tour guide and driver

# ACCOMMODATION

## Clean and Relaxing Stay

For us, it is really important that you can unwind and have a good night after a long day of exploring, with the peace of mind of being in a safe place. Therefore, we will only work with hotels that have already implemented all the relevant protocols to deliver a safe experience to you.

We will work closely with the hotels to make sure they have implemented processes focused on deep and frequent cleaning practices, as well as implemented customer processes. This includes guest information, physical distancing and enhanced food safety and hygiene at their restaurants.





# General Guidelines

## BEFORE YOUR TRIP

To ensure your safety and peace of mind during your holiday in Colombia, we have implemented the following procedures before the departure date:

- ✓ We will keep you updated on the situation in Colombia and any changes on the local policies and requirements to enter the country. You can also check our website to see the latest requirements. [Click here](#)
- ✓ We also recommend you check your government's travel advisory and the **World Health Organization** website for the most up to date information about destinations and permitted travel from each country
- ✓ You will receive all the detailed information about the safety protocols implemented during the trip, so you are fully informed of what to expect
- ✓ You will also receive all the contact numbers for 24 / 7 support during your trip
- ✓ We will include only hotels, restaurants and places that are compliant with the international and local safety regulations
- ✓ A few days before your departure date, we will ask you to complete a short survey regarding your health condition
- ✓ If you get sick before travelling or the situation in Colombia or your home country change and the trip must be cancelled, we have created flexible booking conditions and cancellation policy, please check our website for more details
- ✓ The health conditions of your tour guides and drivers will be monitored before your arrival and during the tour

## UPON ARRIVAL IN COLOMBIA

Upon arrival at the airport, you will follow the safety procedures defined by the airport. In addition:

- ✓ Our tour guides will be waiting for you at the arrival gate to welcome you and provide you with a personal kit including face mask and hand sanitiser. However, we recommend also bringing your own personal supply for times when it is not available, such as when exploring a destination independently
- ✓ Our tour guides and drivers will be wearing face masks and maintaining social distancing
- ✓ For your transfer to the hotel, we will use a vehicle that has been properly cleaned and sanitised before picking you up
- ✓ In the vehicle, you will find hand sanitizer and surface disinfectant



- ✓ Upon arrival at your hotel, you will follow all the safety protocols established by the hotel.

## DURING YOUR TRIP

We want you to relax and enjoy your trip, so we have implemented the following protocols:

- ✓ Tour guides and drivers will be wearing face masks and maintaining social distancing
- ✓ During the daily activities, where possible we will book in advance the entrances to museums, natural parks, or any other places to avoid long queues and busy times.
- ✓ We will avoid crowded places
- ✓ All the ground transport vehicles will be properly cleaned and sanitised before picking you up. You will always find hand sanitizer and surface disinfectant
- ✓ Where possible we will make sure you have frequent access to facilities to wash your hands
- ✓ As our tours are private, you will only have contact with our tour guides and drivers during the day tours and transfers
- ✓ For the domestic flights, we will arrive at least 1.5 or 2 hours before your departure to allow you enough time to pass security and the additional safety controls implemented by the airports and airlines
- ✓ We will be monitoring your health condition and the one of our tour guides and drivers to make everyone is healthy. If at any point during the tour your feel unwell please let us know, so we can provide the relevant support

## AFTER YOUR TRIP

- ✓ Few days after you are back home, we will contact you to check your health condition and get your feedback about the trip



# What you need to do

## BEFORE YOUR TRIP

- Check all the information regarding your tour and protocols we send you before the trip and let us know any question you may have
- If possible, get a travel insurance with covid-19 coverage
- Keep up to date on any changes on the travel restrictions from your home country that can affect your trip and let us know as soon as possible
- Please also check the requirements to enter Colombia, such as PCR test or quarantine, as well as the requirements to go back to your home country
- We will provide face masks and hand sanitiser but we recommend to travel with your personal protection for the parts of the trip you are travelling on your own
- Complete the health conditions survey a couple of days before your departure date

## DURING YOUR TRIP

- Wear face masks at all times and maintain social distance with the tour guides, drivers and any other person outside your travel companions
- When wearing a face mask please make sure your nose and mouth are covered while allowing you to breathe comfortably and is secured to the head with ties or ear loops
- Wash your hands regularly and use hand sanitiser. We will make sure than during the tour activities we can stop frequently at facilities where you can wash your hands
- Follow the relevant protocols defined by museums, natural parks or any other places of interest visited
- If you feel unwell during the tour please let us know immediately

## AFTER YOUR TRIP

- If during the next 15 days after the trip you feel unwell and got a positive COVID-19 test please let us know immediately





If you have any question please do not hesitate to contact us:

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