

## KAISHI TRAVEL BIOSECURITY PROTOCOL

According to the declaration of public health emergency made by the World Health Organization (WHO) and caused by the Covid-19 pandemic and based on resolution 666 of April 2020, which regulates the biosecurity protocols for all economic activities and resolution 1443 with regards to such protocol for the activities of tour operators issued by the Ministry of Health and Social Protection, in order to meet these guidelines and provide a quality and safe service during each operation, KAISHI TRAVEL informs the guidelines that will govern its operation in the destination of La Guajira effective immediately, as follows;

### 1. Booking protocol - Cancellation Policy:

The KAISHI TRAVEL portfolio has established prices without a seasonality, that being said, our prices are maintained throughout the year and in permanent operation. Additionally, it has been agreed that these prices will remain valid until January 15, 2022, thus guaranteeing that our passengers can choose the travel date at their discretion. Finally, with regards to cancellation policies, flexibility is maintained as follows:

- ☾ Date changes: Up to 15 days before the starting date of the reservation
- ☾ Name changes in the reservation: Up to 5 days before the starting date of the program
- ☾ Total cancellation of the program
  - \* Cancellations occurred between 10 and 15 days before the starting date of the trip, will have a charge of 25% of the amount paid.
  - \* Cancellations between 9 and 5 days before the starting date of the trip, will have a charge of 40% of the amount paid.
  - \* Cancellations up to 3 days before the starting date of the trip, will have a charge of 80% of the amount paid.
  - \* If there is a "No Show", there will be a penalty of 100% of the amount paid.

### 2. Prevention protocols during the operation:

**Passenger reception:** For each airport-hotel-airport transfer service or between cities in which Kaishi Travel operates, the driver and or guide will receive the passenger with specific instructions to take the service and enter the destination. All passengers luggage should be disinfected. It is mandatory to verify that all of them have and wear facemasks and highlight their proper use. They should do a disinfection process with hand sanitizer at minimum 60% concentration and temperature taking, as well as its registration in the corresponding form. All passengers must fill out a self-assessment survey, informing about their health history and authorizing Kaishi Travel to report to the EPS (Local Medical Institutions) if required.

Likewise, when the service starts from the hotel to a tourist attraction and/or destination, the same process of disinfection and verification of the proper use of the facemask will be carried out. In each

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arrival destination (Rancherías, Tourist Inns, Parks, Nature Reserves).

**Physical interaction:** KAISHI TRAVEL handles tours with maximum occupancy of 3 passengers in each vehicle, ensuring that the distancing is met during the tour. Each guide is in charge of a maximum of 6 people. And the maximum occupancy in the accommodations is quadruple.

**Training:** All operations personnel receive an informative talk about the progress of the pandemic, biosecurity protocols, disinfection processes and social distancing during the tour. This talk is replicated by the guides to the tourists on each tour in order to create awareness of self-care.

**Onsite Measures:** Permanent disinfection of the vehicles used to transport passengers during each service provided, like follows;

- ☾ Change of anti-fluid linings of the seats of the cars in each trip
- ☾ Use of disinfection mats in each car.
- ☾ Disinfection of door handles and other elements that were in contact with passengers and drivers during each service or at least every 3 hours if the service is for a full day.
- ☾ KAISHI TRAVEL will donate to its suppliers a safety kit that includes facemasks for cooks, local guides and the community in general who have contact with tourists.
- ☾ It is recommended to avoid the use of air conditioning in transport vehicles, and to opt for natural ventilation whenever possible.

**Tourist Inns:** The disinfection measures that each inn adopts in accordance with the protocol corresponding to the hotel industry are maintained. However, each KAISHI TRAVEL accompanying guide will carry out a security inspection upon arrival, verifying the optimal conditions of the cabanas. Previously, Kaishi Travel has requested the protocols of the service providers as well as their approval by the mayor's office of Riohacha, the entity that controls and supervises these businesses.

**Tourist attractions:** Prior to each visit to the communities, an informative talk will be given regarding social distancing, permanent disinfection of areas in contact with tourists and constant hand washing, for which KAISHI TRAVEL will give facemasks to the community.

In the experiences designed and operated by KAISHI TRAVEL, the tourist attractions are of nature and interaction with Wayuu communities. In nature attractions, tourists will not have contact with the fauna of the place, since it has been proven that humans can transmit the virus to animals, which puts them at permanent risk. In the Wayuu rancherías and Tourist Inns, where the tourist has contact with the community, the guide provides indications for the use of facemasks and polycarbonate masks for tourists at all times.

In experiences such as walks, bird watching, visiting the beaches, trekking, kite surfing and others, social distancing will be maintained and the carrying capacity that does not exceed 50% of it will be taken into consideration.

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**Restrictions:** The sale of tourist plans is restricted to people over 70 years of age and to people who present symptoms of Covid-19 or respiratory problems.

**Mandatory items:**

- Non-contact thermometer
- Disposable face masks or anti-fluid cloth masks
- Polycarbonate masks
- Liquid soap
- Drinking water for human consumption
- App "CORONAAPP" to record the health status of drivers, guides and visitors.
- Bags for trash that is returned to the city.
- First aid kit

**Contactless payment:** For each program, the total payment is requested to be sent, prior to the arrival of each passenger, via wire transfer. If during the tour the passenger acquires an additional tour, electronic transfer payments will be recommended and if this is not possible, payment in cash will be made by disinfecting the money and requesting hand washing. In the rancherías, the purchase of handcrafts is made with payment in cash, in this case passengers are recommended to wash their hands after each transaction.

**Documentation:** The reservation documents as well as the service voucher will be sent digitally, we do recommend they are not to be printed.

**Recommendation for tourists:** Each tourist, visitor or traveler should want to have latex or nitrile gloves and glycerin alcohol as an additional protection should take them on their own. Kaishi Travel will have an additional biosecurity kit for each passenger, taking into consideration passengers may not carry it or maybe it is lost during the trip.

Finally, Kaishi Travel will modify or add additional protocols according to the regulations that are implemented by the tourist organizations. Likewise, it clarifies that it is working on obtaining the 'Check in certified, covid-19 biosafe' seal created by the Ministry of Commerce, Industry and Tourism of Colombia.

**Mandatory:** Medical insurance card for travel agency clients.

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Wash your hands constantly, therefore the virus will not be accompanying us on this trip



# WASH YOUR HANDS



1 WET HANDS



2 SOAP



3 WASH FOR 20 SECONDS



4 RINSE



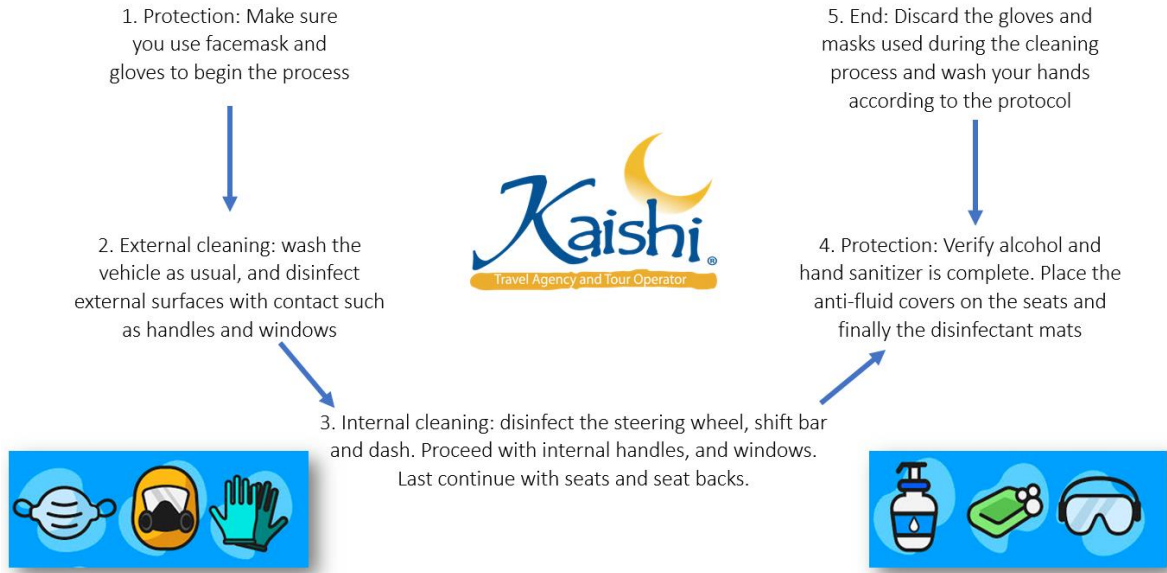
5 DRY



6 TURN OFF WATER WITH PAPER TOWEL

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## Kaishi Travel vehicle cleaning and disinfection process



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