



# Covid-19 safety Protocol

Dear client,

Your health and security are of paramount importance to our company, alongside with enjoying a fantastic nature observation experience as well as the conservation of the species and habitats that we visit. Towards these goals and considering the current pandemic situation we have written up this security protocol to guide us in our tours.

## Your Health

1. It's important that you are well aware of your health status at the moment of starting the tour. Any symptoms acknowledged for this virus (persistent cough, breathing difficulties, fever, head ache, general weakness and/or muscular pains) should be monitored during the two weeks before you start the tour;
2. If any of these symptoms are present and you have not tested negative to the Covid-19 virus, we strongly recommend that you either cancel or postpone your tour to a suitable date mutually agreed with A ROCHA Life.
3. Before the tour starts all client's temperature will be measured with an infra-red thermometer. Anyone with temperature 37,5 °C or above will not be allowed in the tour;
4. Should you decide to cancel, the tour **will be fully reimbursed** (except the FareHarbor fee);
5. Should you wish to postpone the tour, a **voucher with 24 months validity** will be issued and can be used as from two weeks after the issuing of the voucher.

## Our safety commitment

6. A ROCHA Life follows the instructions from the Portuguese Health System, which have proved during this whole pandemic to be very good. This guarantees our **Clean & Safe** seal of approval. Our commitments towards your safety are:
  - a. Disinfect the transportation vehicle and our binoculars, should you need them, before you arrive;
  - b. Car occupancy reduced to a maximum of 2/3 of vehicle capacity;
  - c. To this end the maximum capacity, in our mini-bus, for each tour are five people;
  - d. Upon meeting with our guide you will be required to disinfect/wash your hands and get your body temperature checked;
  - e. If you don't have a mask, or forgot yours, A ROCHA Life will be able to sell you a *Covid-19 safety kit* (mask, alcoholic disinfectant gel, gloves);
  - f. During this pandemic time, we won't be providing any picnic meals;
  - g. Coffee during the tour, if included, will be provided following a safety protocol (in high heated water treated cups and individual portions of biscuits);
  - h. We carefully select restaurants or cafes, should any of these be included in the tour, which follow a safety protocol for the Covid-19, namely in terms of cleanliness and safety;



## During the Tour

7. During transportation everybody will have to use face mask;
8. During the time on the field a safety distance of two meters should be kept between all the participants and guide;
9. Sharing of telescope won't be possible during this time. You are encouraged to bring your own;
10. Should any client's health deteriorate during the tour, this will be immediately suspended for consultation with the health authorities;
11. The client whose health has deteriorated will be kept separated from the others, as comfortable as possible, while the phone consultation takes place;
12. If the health authorities recommend the client to be taken to the health services for Covid-19:
  - a. the tour will be cancelled for everyone (point B 4. of our [Terms and Conditions](#) will be applied)
  - b. the client, suspect of Covid-19 will be kept separated from others, as comfortable as possible, and the whole group is taken back to A ROCHA Life headquarters;
  - c. arrangements with the team at the office will made in order to get the client as quickly as possible to the nearest Official Covid-19 Health Centre;
  - d. An A ROCHA Life team member, other than the guide, will follow up with the client and look for how to best offer support.