

## Health and Safety Protocols



Iberostar continues to work on a series of actions towards **hygiene, safety, and health** for all our destinations, as well as our commitment to take **care of guests, personnel, suppliers, commercial partners, and in addition, the environment.**

**For over 60 years we have been operating with the highest standards, and now we are enriching and strengthening our procedures and protocols, relying on a Medical Advisory Board.** This new form of collective caring is present in all activities, spaces and protocols of the hotel, providing a customized experience and consolidating our **leadership in responsible tourism.**

### **Prerequisites before boarding:**

- For us, it is very important that your adventure aboard our ship is as special as possible. In order to protect everyone's health, we are taking additional precautions, including the effective participation of the Amazonas State Surveillance.

We would like to inform you that, in order to board our ship, it is mandatory to present a proof of complete vaccination against COVID-19. In case you do not have this proof of vaccination, or in case the vaccination cycle is not complete, a COVID-19 test needs to be taken when entering the ship, and the result needs to be negative. This precaution is necessary for the guests to be able to take the planned rides and to have contact with the local traditional communities. For the mandatory COVID-19 antigen test, a fee of BRL90.00 will be charged per person. The results will be available within 20-30 minutes after the completion of the procedure. It is important to stress that passengers who test positive for COVID-19 will not be allowed aboard. We recommend you to arrive early for the examination.

In order to streamline the check-in process, we request that the guests bring their original proof of vaccination and one photocopy of said vaccination proof. Besides the requirements of Iberostar Heritage Grand Amazon, we recommend that you check the legal restrictions of the country of destination before beginning the trip. Due to the sanitary restrictions established by the authorities, there may be changes in the excursions and routes.

## Breakfast

- **Continental breakfast - buffet** - Terrace: 5:30 am to 9:00 am - every day.
- **Main breakfast - buffet** - Kuarup Restaurant: 7:00 am to 9:00 am (on cruises with greater occupation, the breakfast service begins at 6:30 am and 2 meal times will be set to proper guest social distancing).



## Snack Service

- From 11:30 am to 1:30 pm.

## Main Lunch, Restaurant Kuarup (buffet)

- 1:00 pm to 2:30 pm.

- On days of boarding and disembarking, lunch is served to clients who remain on the cruise, from 12:30 pm to 1:30 pm, with two menu options.

- On cruises with greater occupation, lunch begins at 12:30 pm and 2 meal times are established to ensure social distancing.

## Dinner Restaurant Kuarup (buffet)

- **8:00 pm to 9:30 pm** (on cruises with greater occupation, lunch begins at 7:30 pm and 2 meal times are established to ensure social distancing).

## Drink services at the bars

- All seats on the bar are eliminated to ensure social distancing.
- No self-service at the bars.

## Common Areas

### Swimming pool / whirlpool areas

- The use of the swimming pool is limited to 5 people at a time (minimum distance rule of 1.5 m).
- The use of the whirlpool is limited to 1 person or up to 3 people of the same family.
- Reduction of the number of sunbeds available to keep the minimum distancing necessary.

### Fitness Center

- The fitness center may only be used by 1 person or 1 couple at a time (previous scheduling at the reception area necessary).
- After each use, cleaning and disinfection of the whole place is carried out.
- We provide hand sanitizer.

### Elevator

- The use of the elevator is limited to only 1 person or 1 couple at a time.
- Elevator cleaning and disinfection is carried out every 2 hours. Alcohol dispenser at every entry.

### Store

The store hours are adapted to the times that the excursions end. A maximum of 3 people at a time is allowed. Between visits, the store is cleaned and disinfected.

## Shows

### Magic Show

(First night of each cruise)  
& “Boi Bumbá” or “Viagem Brasil” Folklore Show  
(last night of each cruise)

- On cruises with greater occupation, these shows will be presented at two different times to ensure social distancing.



### Tour guides music show “Banda Suvaco de Cobra”

Always will take place on the upper deck.



## Services

### Massage Service (\$)

- Service maintained with the use of a mask and sanitizing the hands of the client and masseur).
- After each service, the premises are disinfected.
- Gel alcohol and paper towels available in the cabin.

### Lectures on the Amazon

(every day except Mondays and Fridays)



# Excursions

## General procedures for excursions

- Each client receives their exclusive life jacket for use during the cruise.
- In the beginning of the cruise, orientations are given on the safety standards in general, including COVID-19 prevention rules.
- The speedboat is disinfected after each use.
- The guide and captain always have hand sanitizer for guests to use.
- The use of the mask is recommended throughout the route.
- After the rides, shoes are cleaned and go through a hygienization carpet, before entering the ship.

## Exclusive Rio Solimões Excursions

### 1 - Speedboat ride with visit to casa do caboclo in the region of the Janauacá

- Speedboat groups will be divided and organized in order not to arrive at the same time.
- Tasting sessions of fruit and other regional products should not be carried out during the visit.
- Only 1 member of the local family and the guide shall explain and demonstrate the local costumes and life.

### 2 - Speedboat ride + visit to a floating house in the region of the Janauari with the possibility of purchasing local craftsmanship

- Speedboat groups shall be divided and organized in order not to arrive at the same time.
- Those responsible for the floating house will receive instructions and rules regarding social distancing, the use hand sanitizer and masks.
- The demonstrations and explanations on the local fauna and flora will be given by the guides to 1 person or couple at a time.

#### Note:

- Visit and interaction with the local population during the excursions depends on the following criteria and factors:
  - Progress and development of the coronavirus epidemic in the region and State of Amazonas;
  - Indications and regulations of the local authorities;
- Rides with visits to the community, casa de caboclo and floating house shall be subject to changes, depending on the situation related to the pandemic, and in this case, would be replaced with contemplation rides only.
- The total cancellation of rides occurs only due to weather reasons or as a result of decrees by the local authorities.

The whole programming mentioned may be changed with no previous notice to ensure compliance with the applicable laws.

## Common excursions in the Rio Negro e Solimões cruises

### 1 - Walk through the forest or speedboat ride

### 2 - Piranha fishing or speedboat ride

### 3 - Night speedboat ride for alligators and other animals sighting, as well as to contemplate the night at the forest

- Social distancing among individuals during the activities.

- For the fishing activity, each bamboo rod is for the exclusive use of each client, and will always be delivered, cleaned and disinfected. The bait should be applied only by the pilot or guide. The removal of the hook from the fish should always be performed by the pilot or guide.

### 4 - Excursions with visit to the community, casa de caboclo and floating house

- The routes of the speedboats transporting the various groups of clients are organized in order not to arrive at the same time, thus not causing agglomeration on the location visited.
- Those responsible / dwellers of the several locations visited, as well as also the clients and guides, maintain social distancing. The use of hand sanitizer and masks is recommended.
- The demonstrations and explanations on the local culture, fauna and flora will be given by the guides and, in some cases, by some members of the community.
- Craftsmanship shall be sold respecting the protection and disinfection protocols.
- In the Amazon river dolphins sighting ride at the Rio Negro Cruise, swimming with the animals will not be allowed, following the regulations established by the local and national authorities.

