



BIO-SAFETY PROTOCOL FOR THE PREVENTION OR REDUCTION OF THE RISKS REGARDING THE SARS-COV 2 VIRUS PANDEMIC AND THE COVID19 ILLNESS IN RESPECT TO THE TRANSFER LOGISTIC PROCESSES OF REACHING, STAYING AT AND LEAVING FROM THE RESERVA NATURAL PALMARI

Through this protocol we want to present our thoughts and proposals, all which should be kept handy by all travel agencies and tour operators for their potential clients, as each and every guest that visits us should read and be aware of them; all following information has been thoroughly researched and has then been discussed and compiled not only with our team at the main offices but also with our staff at Leticia and the team at our visitors centre. Of course, should the travel agencies and tour operators have additional ideas or remarks – quite surely other similar destinations have also granted good advise and solutions – we are highly interested in learning about them, analyzing them and revising, if they might be applicable for the Reserva Natural Palmari.



“Alfredo Vásquez Cobo” airport in Leticia (Colombia) & International airport in Marco Tabatinga (Brazil) & River-port in Santa Rosa (Peru)



Our receiving personnel will meet and accompany our guests using a face mask, also anti-virus gel will be available for them and, should new instructions or rules be implemented as well as other equipment be requested, we will see to having them applied and ready, further paying attention that all conditions and leads imposed by the authorities at the airports and river ports are being appropriately respected.

We clarify that all guests must respect the two basic world wide rules, compulsorily expecting from each person to wear a face mask and keep the safety minimum distance from each other at all moments.

“Migración” border authority at the “Alfredo Vásquez Cobo” airport in Leticia (Colombia) & border authority at the river port in Santa Rosa (Peru)

Our receiving personnel will pay attention that all conditions and leads imposed by these authorities are being appropriately respected when entering their offices, further stay alert that our guests wear a face mask, use anti-virus gel upon entering and keep the safety minimum distance from each other at all moments.



Transport conveyances (private vehicles or taxis) for the route between the “Migración” border authority in the “Alfredo Vásquez Cobo” airport in Leticia (Colombia) & the border authority at the river port in Santa Rosa (Peru) until reaching the “Policía Federal” border authority in Marco Tabatinga (Brazil)



Before our guests use the cars, these will be thoroughly cleaned and disinfected, each car will hold its own anti-virus gel as well as a separating shield between the driver and our guests, guests that should travel only in pairs and only using the back seat of each car. The driver will also stay alert that each person wears a face mask when stepping from the car.

“Policía Federal” border authority in Marco Tabatinga (Brasil)

Our receiving personnel will pay attention that all conditions and leads imposed by this authority is being appropriately respected when entering their premises, further stay alert that our guests wear a face mask, use anti-virus gel upon entering their office and keep the safety minimum distance from each other at all moments.

Transport conveyances (private vehicles or taxis) for the route between the “Policía Federal” border authority in Marco Tabatinga (Brasil) and the boat boarding quay at the river port in Marco Tabatinga (Brazil)

Before our guests use the vehicles, these will be thoroughly cleaned and disinfected, each vehicle has its own anti-virus gel for our guests as well as a separating shield between the driver and our guests who should only travel in pairs and using only the back seat of each car. The driver will also stay alert that each person wears a face mask and keeps it on when stepping from the vehicle.



Public riverine transport conveyances from the river port at Marco Tabatinga (Brazil) until reaching the river port at Benjamín Constant (Brasil)

Before our guests use the boats, these will be thoroughly cleaned and disinfected, also the luggage will be disinfected and stored in safe distance from them in the boat, applying of anti-virus gel by each visitor is compulsory as well as using of the face mask during the whole riverine boat ride and maintaining the safety minimum distance from other passengers.

During the lay-over process from the public boat to our private boat on the quay of the river port in Benjamin Constant each guest will receive a disinfected and thoroughly cleaned life vest before entering our private boat, which has been priorly thoroughly cleaned and disinfected, also the



luggage will be disinfected and stored in safe distance from them in the private boat, applying of anti-virus gel by each visitor is compulsory as well as we recommend using the face mask during the whole riverine boat ride, mantaining of the safety minimum distance from other passengers, finally our boat pilot will be wearing his face mask during the overall ride.

Own, private riverine transport conveyances from the river port at Marco Tabatinga (Brazil) or the river port at Benjamin Constant (Brazil) until reaching our visitors centre in the Reserva Natural Palmari (Brazil)



Before our guests use the boats, these will be thoroughly cleaned and disinfected, also the luggage will be disinfected and stored in safe distance from them in the boat, each guest will receive a disinfected and thoroughly cleaned life west before entering our private boat, applying of anti-virus gel by each visitor is compulsory, using of the face mask during the whole riverine boat ride is recommended as well as maintaining the safety minimum distance from other passengers.

Arrival at our river port in the Reserva Natural Palmari

When our private boats reach the river port in the Reserva Natural Palmari each guest and his luggage will be immediately disinfected on the quay before entering our visitors centre.

Receiving in the visitors centre of the Reserva Natural Palmari

After being received at our visitors centre our guests will learn from our volunteers the usual welcome speech, now adding to it a few new guidelines regarding bio-safety, as are:

-Fixed times as to serving of breakfast and supper in order to reduce the rotation of our volunteers, kitchen and restaurant area personnel; lunch is not included in this fixed timing schedule as due to the time variables regarding the different activities it will be served flexibly in respect to the arrival of the guests from their undertakings.



-Explanation of the demarcations regarding the safety minimum distance from other guests, which we do not consider as compulsory but as a voluntary commitment, of course based on the desires of other guests which have to be respected.

-Receiving of one, private hammock with it's two ropes for each guest for being used only by the specific guest – no lending to other guests – in our social areas, on our view platform, at our terraces and on the balconies of the private lodges.

-Using of the anti-virus gel and spraycan holding alcohol available at our disinfection zone at free will, but hopefully after returning from each and every activity and prior to sitting at the tables.

-Suggesting to our guests which are accommodated in the comunal “Maloka” in beds, as well as in the comunal “Enramada” in hammocks, to respect the safety minimum distance from other beds and hammocks, which priorly have been set-up considering these distances.



Return from the Reserva Natural Palmari to Tabatinga (Brazil) & Leticia (Colombia) & Santa Rosa (Peru)

The relevant logistic process of the return trip will be executed in accordance to the above mentioned, same guidelines and routines.

Main guidelines which have already been outlined above but which should be known by the travel agencies and tour operators and re-forwarded to their clients:



- a) We guarantee the disinfection of our personnel and volunteers at all moments, which also will respect the main bio-safety measures.
- b) All sanitary areas as well as all communal zones will be periodically disinfected and cleaned.
- c) All gear and equipment used by our guests will be thoroughly cleaned and disinfected prior and after their usage.
- d) All areas and installations that are used and touched often will be periodically disinfected and cleaned.
- e) In the communal resting facilities the beds and hammocks will be set-up respecting the safety minimum distances.
- f) We will only book reservations covering a number of guests that allow the safety minimum distances to be kept, this regarding the packages requesting the communal resting facilities - being the "Maloka" and the "Enramada".
- g) Relevant to the activities involving a minimum of a 1 night stay in hammocks in a jungle camp, we will grant every guest with one own, private plate, cup, set of cutlery plus one, own, private hammock, mosquito net, tarpaulin and set of hammock clothing, which the guest must use throughout the entire activity and only for himself.
- h) We recommend for a short or medium length period of time that all activities involving visits to the neighbouring communities should not be considered – these visits rely on a personal decision by each guest and also the appointed guide is free to decide whether he enters the premises of the village being visited or if he awaits the returning of his guest or groupe of guests outside the village's premises.



Main guidelines which have already been out lined above but which we consider important and that each and every visiting guest should be aware of:

- a) We recommend that each and every guest complies with the basic cleaning and disinfection rules after finalizing every undertaken activity.
- b) We recommend that each guests respects the safety minimum distances to other guests when hanging up his personal hammock in the communal areas, terraces and/or balconies.
- c) We recommend that each guests respects the safety minimum distances to other guests when siiting at the tables in the restaurant area.
- d) It is unavoideable that each and every guest brings his own, private items, gear and equipment: Field bottle, headtorch, raincoat, wellies and other in order to avoid becoming the distributor of the virus.



- e) Eventhough in the social area we hold a number of books covering the topics as to the offered activties in 4 languages, the wildlife being present in our region, last also not only by books but by posters and other, we kindly ask our visiting guests to access the relevant information through the .PDF files we have sent to each and every guest prior to their arrival to the Reserva Natural Palmari by



using their cel-phones, l-pads or any other electronic device they have with them.

f) We recommend for a short or medium length period of time that all activities involving visits to the neighbouring communities should not be considered – these visits rely on a personal decision by each guest and also the appointed guide is free to decide whether he enters the premises of the village being visited or if he awaits the returning of his guest or groupe of

guests outside the village’s premises.

g) Regarding the consumption of our alcoholic beverage “Caipirinha” we recommend that each guest uses without exception the glass he has picked for himself; on behalf of the whole group of guests consuming the beverage together, we suggest that they designate a “bar man / bar woman” from their group, this designated person being the only one to handle the jar and filling-up the glasses of the other guests comprising the groupe.



THE FRONT AGAINST THE SARS-COV2 VIRUS AND THE FIGHT AGAINST THE COVID-19 SICKNESS WILL BE WON IF WE MINIMIZE THE RISK OF CATCHING IT, WHAT WE CAN ACHIEVE BY FOLLOWING THESE THREE BASIC RULES:

- RESPECTING THE SAFETY MINIMUM DISTANCE TO OTHER PERSONS-
- THOROUGH, OFTEN WASHING OF YOUR HANDS WITH LARGE AMOUNTS OF SOAP-
- USING THE FACE MASK WHEN OTHER PERSONS ARE PRESENT-

