

i Important notice to our valued clients during the COVID-19 crisis

Our job is to keep our guests and crew safe. Now more so than ever during the COVID-19 crisis. **Please ensure you arrange for a PCR or antigen test within 7 days of boarding and bring your results with you. Do not travel if you received a positive test result. We will be providing complimentary but required antigen testing before boarding for all guests and crew on board every trip.** For more detailed information on our COVID-19 procedures and protocols, please read out COVID-19 FAQs [here](#). We look forward to welcoming you on board!

Our complimentary pre-boarding COVID testing clinic is at SeeCreatures San José in downtown San José del Cabo. **Please arrive between 12-4pm to get tested before your pre-booked complimentary humpback whale watching.** As the situation with COVID-19 evolves, we will continue to adapt and improve the measures we are taking. Our goal is to get people traveling again in a way that maximizes safety and minimizes contagion.

The following practices are based on the International Maritime Organization (IMO) requirements for joining a ship. Please call or email our operations desk with any questions, comments or concerns...

General Measures

- **Wearing mask is mandatory in all common areas unless seating during meal times**
- **Staggering meal times and briefings**
- Complying with standard infection protection and control precautions related to hygiene:
 - Hand-washing using the 20-second rule with hot water and soap.
 - Use of hand sanitizer
 - Avoid touching your face, particularly your eyes, nose and mouth with your hands to prevent infection
 - Cough/sneeze into the bend of your elbow with your mask on
 - If you use a tissue, discard it properly and wash and sanitize your hands immediately.
- Avoid close contact with anyone who is, or appears, unwell or shows COVID-19 symptoms (e.g. cough, fever, etc.).
- Maintain a WHO recommended social distance of at least 1 metre (3 feet) between yourself and others.
- Avoid shaking hands, sharing food, drink, or utensils etc.

Pre-boarding Guidelines: before you leave your place of residence

- **Please ensure that you arrange for a COVID-19 PCR-test within 7 days of boarding. Please bring your printed results with you for pre-boarding check-in.**
- Be sure to monitor your health before leaving to travel to join us at the camp.
- Inform us if you have tested positive for COVID-19 or show any symptoms before leaving for the airport.
- Make arrangements to bring the necessary personal protective equipment (PPE) sufficient to cover the period of travel to our camp.

Practices while at the airport/on the aircraft:

- Arrange transportation to/from the airport that minimizes contact with other people, such as using a trusted private provider. Avoid using public transportation.
- Wear PPE as instructed for the duration of travel as far as practicable (e.g. mask and gloves, etc.)
- Carry and handle your own luggage to the extent possible.
- Keep all relevant documents required for travel in a bag or compartment that can be easily accessed and disinfected later.
- Maintain social distancing onboard the flight where possible, and sit with appropriate seat spacing, as arranged by the airline or cabin crew on board the aircraft.
- Limit exposure to aircraft crew during in-flight service and other passengers when using the facilities where possible.

Local hotel stay:

- Pay special attention to social distancing, hygiene and PPE requirements at the hotel.
- Maintain temperature checks twice daily and keep a record.
- Continue to handle your own luggage at the hotel.
- Consider declining daily room cleaning service.

Prior to arrival at our camp:

- Properly dispose of any single-use PPE used during travel (only that which cannot be washed/disinfected).
- Take our complimentary health checks before (e.g. having your temperature taken at the time of embarkation, reviewing temperature records, being tested for COVID-19 if suitable test kits are available etc.)
- Please wear a mask. It is mandatory to wear masks in all common areas at our camp.
- We will arrange for disinfection of your luggage at SeeCreatures San José del Cabo.

While at camp:

- Practice self-distancing that include:
 - **Wearing masks (mandatory) in all common areas unless seating during meal times.**
 - Avoiding all non-essential contact or close proximity with others.
 - All spaces at camp, including your tent, will have been disinfected with vital oxide application by fogging machines. Minimum 1 week hold time.
 - Option to decline or limit daily room cleaning service.
 - Crew assistance with buffet meal service and drinks.
 - Use the designated space for your equipment.

Disembarkation:

- Wearing appropriate PPE and disposal of single-use PPE worn onboard prior to disembarkation.