

Quito, August 26th 2020

BIOSECURITY PROTOCOLS AND ENTRY REGULATIONS FOR ECUADOR AND THE GALAPAGOS ISLANDS

RULES FOR PASSENGERS

BEFORE THE TRIP TO ECUADOR

- Passengers must provide all updated personal information, which includes:
 - » Country of origin.
 - » Country of residence.
 - » Stopover countries before arriving in Ecuador.
 - » Health status, information of pre-existing conditions.
 - » Food allergies or restrictions.
 - » Click on the following link to enter passport information for all passengers:
Link: <https://www.galapagosislands.com/sbi/register>
- You must have the following documentation:
 - » Original passport (valid for at least 6 months)
 - » Insurance: medical and travel (mandatory)



UPON ARRIVAL IN ECUADOR

- At the airports in Quito or Guayaquil, passengers must abide by the regulations and provisions implemented by the government and airport authorities.
- While going through migration passengers must fill out and present the following documentation:
 - » Traveler's Form: Must be filled out per passenger or in family groups, only the group representative can fill out this form. It is recommended to fill out 2 forms: http://instituciones.msp.gob.ec/images/Documentos/vigilancia_sanitaria/Formulario_de_Salud_del_Viajero_MSP2020.pdf

- » Special Migration Form.
- » Present a voucher or invoice that proves that you are entering Ecuador with previously contracted tourist services.
- » Negative PCR test, valid for up to 10 days before entering the country and without symptoms upon arrival.

COMPLIANCE WITH MANDATORY PREVENTIVE QUARANTINE (APO)

- Passengers who do not have a negative PCR test and/or symptoms related to COVID-19 must comply with APO for a period of 10 days and 9 nights, or until they receive a negative result of a new PCR test. If the passenger continues to show symptoms on the 10th day, they must extend their APO for an additional 3 days.
- Passengers who enter without a PCR test will immediately go into Mandatory Preventive Isolation (APO) in an authorized accommodation, and a PCR test may be performed at their own cost in laboratories authorized by the Ministry of Public Health and comply with the APO until the delivery of the negative result.



IMPORTANT INFORMATION

- All costs involved with the APO (PCR test carried out at the Ecuador airport, transportation, accommodation, food, etc.) must be borne by passengers.
- In case of any violation of the APO and/or providing false information in the “Traveler’s File,” passengers will be subject to administrative, civil, and criminal sanctions that correspond according to what is established by the current regulations.
- Passengers must keep their travel agent informed about all conditions and news that arise upon arrival in the country.

PRE-TRIP INSTRUCTIONS FOR THE GALAPAGOS ISLANDS

- In the event that the PCR test, with which the passenger has entered the country, has exceeded its validity of 96 hours (4 days), the passenger must take a new PCR test to have the enabling documentation. In this case, the passenger must stay in a hotel located in either Quito or Guayaquil city until they receive their new PCR test result*. A stay of 3 days and 2 nights is recommended for either of cities previously mentioned.



*If the test result is positive, the passenger will have to complete an APO of at least 10 days and 9 nights in continental Ecuador. In the case that the passenger continues to show symptoms on the 10th day, they must extend their stay for an additional 3 days.

- Pre-register the traffic control card (TCT) online. This document is personal and non-transferable. Link: https://siiws.gobiernogalapagos.gob.ec/siicgg_web/

- Flight tickets (roundtrip).
- Present a voucher or invoice that proves that says passengers are entering Galapagos with previously contracted tourist services.

AT THE QUITO OR GUAYAQUIL AIRPORTS, YOU MUST PRESENT THE FOLLOWING DOCUMENTATION:

- Safe conduct that enables entry to the Galapagos Islands (document provided by your travel operator).
- Present the negative PCR test result with a validity of up to 96 hours from the time of sample collection.
- Traveler's form: fill out per passenger, or in family groups (can only be filled out by the group representative):

http://instituciones.msp.gob.ec/images/Documentos/vigilancia_sanitaria/Formulario_de_Salud_del_Viajero_MSP2020.pdf

- Purchase the traffic control card (TCT), value USD 20 per person, payment only in cash.
- Go through the luggage control.



AT THE BALTRA OR SAN CRISTOBAL AIRPORTS YOU MUST PRESENT THE FOLLOWING DOCUMENTATION:

- Present the traffic control card (TCT) when entering and leaving the Galapagos Islands.
- You must pay the entrance fee to get into the Islands, USD 100 per adult and USD 50 per child (only in cash).



NOTE: It is recommended to pre-pay all taxes in order to avoid lines and respect social distancing; consult with your travel agent for more information.

BIOSECURITY PROTOCOLS FOR TOURIST SERVICE OPERATIONS IN ECUADOR AND GALAPAGOS

GENERAL RULES

- Personal hygiene regulations must be used, which include: wearing a mask, using hand gel and/or 70% alcohol, and washing hands frequently.
- Social distancing of 2 meters (6 feet) will be maintained.
- It is suggested to not wear jewelry (earrings, bracelets, necklaces).
- Use the recommended time to wash your hands. We suggest singing the beginning of the song, "A Hard Day's Night," until, "will make me feel alright".



TRANSFER SERVICE: HOTEL - AIRPORT

- Drivers or guides must greet you with a sign with your name on it.
- Drivers or guides must handle and disinfect passenger suitcases.
- They should provide instructions and explanations about the tour.
- Each passenger must comply with all implemented biosecurity standards prior to entering transportation vehicles and hotels.

TRANSFER SERVICES: HOTEL - AIRPORT

- Before transfer service:
 - » We suggest that you prepay for corresponding personal expenses.
 - » We recommend that you pre-check your flight online.
- Driver or guide will announce their arrival at the hotel reception, afterwards passengers should go directly to the transportation vehicle, minimizing contact with other guests.
- Passengers must arrive early at the airports taking into account the recommended time, transfers will be organized taking into account the transfer time:
 - » For international flights: arrive 4 hours before the flight departure time.
 - » For local flights: arrive 3 hours before the flight departure time.
- Guide or driver can only accompany passengers to the airport's main gate.

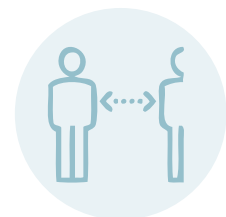
DAILY TOURS AND PROGRAMS

- Drivers or guides will announce their arrival at the hotel reception, afterwards passengers should go directly to the transportation vehicle, minimizing contact with other guests.
- They will maintain the established social distance. They make changes to the itineraries.
- Galapagos Islands excursions:
 - » Activities will be developed according to the biosafety protocols established by each service provider: hotels, restaurants, daily yacht tours, daily diving tours, and land excursions.
 - » The rental of snorkel equipment (tube and mask) will not be authorized, each passenger must have their own personal equipment.
 - » Passengers must comply with all regulations established by the Galapagos Government authorities.



PROTOCOLS FOR TOUR GUIDES

- Guides must comply with the biosecurity and social distancing protocols established by the current regulations.
- Guides must frequently monitor the health status and well-being of themselves and all passengers during all services.
 - » In the case of someone presenting symptoms, guides will act accordingly to follow biosecurity protocol established by the authorities.
- Guides must respect the maximum capacity allowed in visiting sites.
- Guides may modify tour itineraries and visits.



PROTOCOLS FOR TOURIST TRANSPORTATION

- Drivers must comply with the biosecurity and social distancing protocols established by the current regulations.
- Buses and cars must operate at 50% capacity.
- The driver will handle, disinfect, and store passenger luggage. All suitcases will be stored in the trunk and only one personal suitcase will be allowed inside the main cabin.
- Transportation vehicles must be disinfected daily.
- Transportation vehicles must have 70% disinfectant alcohol and hand gel available.
- You will not be able to eat food inside the transportation vehicles.



PROTOCOLS FOR HOTEL SERVICES

- Accommodation service providers must comply with regulations established by the government authorities and may also have their own additional protocols and processes to protect the safety of their work staff and guests.
- We recommend that passengers request room service (if the hotel provides this service).
- It is recommended to make a reservation in advance to use social areas.
- Establishments must have appropriate signage for shoe disinfection, social distancing, hand washing, temperature taking, among others.
- It is recommended to review the hotel's check-in and check-out policies to facilitate these processes.



FOOD ESTABLISHMENT SERVICES

- Food service providers must comply with the regulations established by the government authorities to protect the safety of their personnel and guests.
- Due to the reduced capacity of restaurants, a reservation will be made in advance or food will be packaged and delivered.
- Establishments will have appropriate signage for shoe disinfection, social distancing, hand washing, temperature taking, among others.



CONTACT INFORMATION

- » **Toll Free USA:** 1-877-260-5552
- » **Sales emergencies:** 593-9-8741-9915
- » **Operations emergencies:** 593-9-9060-3574
- » **E-mail:** info@galapagosislands.com