



## Our health protocols for your safety

**Dear guests and partners,**

As we take this “pause on life” and upkeep our lodge until its undoubted recovery and reopening, the wellbeing and safety of our guests and employees continue to be at the top of our priorities.

Although we have been very fortunate to have had very limited covid-19 cases in the Galapagos Islands, which were easily controlled, it has suffered greatly due to the lack of tourism. As many may be aware, the islands and its people depend solely on tourism.

At Pikaia we strive to provide tranquility to all our guest in all aspects of their adventure, especially in hygiene. Furthermore, when Pikaia Lodge reopens, we guarantee to provide the same unique luxurious experience we have always extended to all our guests throughout their stays and explorations.

We focus our efforts to offer a peace of mind and to ensure that all guests feel as if they were in their own home. While our lodge has always maintained very rigorous cleaning procedures and standards, we have enhanced hygiene protocols in line with the World’s health Organization as well as local health authorities to deal with the current situation. These include:

- All staff working in and associated with Pikaia Lodge will do a Covid-19 test before returning back to work.
- Staff temperature checks will be conducted before their shift.
- Sanitizing alcohol gel dispensers will be available in various areas of the hotel.
- All staff will wear a face mask where necessary.
- Luggage will be disinfected on hotel driveway, visual to the guest before taken to their rooms.
- Appropriate physical distancing between welcoming staff as well as during check in.
- Alcohol wipes/spray to be used between each guest transaction at reception.
- More frequent cleaning of public areas, furniture, public bathrooms, door handles and light switches, gym equipment and pool furniture.
- Guests will be provided with the option to choose their level of housekeeping (frequency, type and time).
- Rooms will be cleaned and disinfected thoroughly with alcohol based products.
- Items such as magazines, books and directories will be removed from all rooms.
- Tables in our restaurant will be positioned at a safe physical distance from each other.
- A bottle of alcohol gel will be placed on each restaurant table for guest’s use.
- Menus will be disinfected before and after use.
- During eating hours, guests are encouraged to always use the same table.
- Yacht cleaning will follow the same strict procedures as room protocols.
- Spa staff will wash their hands and forearms in front of the guest before treatments.
- Spa staff will wear face mask at all times. Guests will also be asked to wear a mask throughout their treatments.
- Our transport services will align to physical distancing guidelines.

We also vow to constantly stay updated with governmental guidelines, regulations and information published by the World Health Organization.

At Pikaia Lodge, we completely understand and sympathise the position and pressure the public is under due to this overwhelming global pandemic. Once again, we would like to express our sincere gratitude for the support we have received from all the guests who have opted for rebookings at a later date.

Please rest assured that when everyone is free to travel, we will be prepared and raring to go with our doors wide open. We will offer the tranquility and safety that guests need to enjoy Pikaia Lodge’s unique Galapagos adventure. If you need further information or assistance, please feel free to contact one of our reservation agents at [info@pikaialodge.com](mailto:info@pikaialodge.com).

We can’t wait to see you!

A handwritten signature in blue ink, appearing to read 'Andrew Balfour'. The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Andrew Balfour  
General Manager