Entry Requirements & Bio Protocols
Our number one focus is the safety of our guests and staff.

— Andrew Balfour, General Manager
At Pikaia we strive to provide tranquility to all our guest in all aspects of their adventure, especially in hygiene. Included in our top priorities during the Covid-19 crisis, is to offer a peace of mind as well as safety. We focus to ensure that guests feel as they would if they were in their own home. Therefore, we have updated and enhanced our already rigorous cleaning procedures.

Furthermore, we guarantee to provide the same unique luxurious experience we have always extended to all our guests throughout their stays and explorations.

We are devoted to constantly stay updated with governmental guidelines, regulations and any important information published by local health authorities and the World Health Organization.
ENTRY REQUIREMENTS TO ECUADOR AND GALAPAGOS ISLANDS

FROM FEBRUARY 2022, UPDATED ENTRY REQUIREMENTS TO ENTER ECUADOR AND THE GALAPAGOS ISLANDS BY AIR CAME INTO EFFECT. TRAVELERS ARRIVING MAY ENTER WITH THE FOLLOWING:

- All guests from 12 years of age are required to provide a full course Covid-19 vaccine certificate. Vaccination must be completed 14 days before the trip.
- Guests between 2 – 12 years must provide a negative RT-PCR test taken within 72 hours prior to arrival.
- Pay the National Park Fee in cash at arrival in Baltra Island airport.
- Transit Control Card purchased at Quito or Guayaquil airports.
- All guests are required to have a comprehensive travel insurance, which includes medical and evacuation.

**IF NON-VACCINATED**, GUESTS MUST PROVIDE A NEGATIVE RT-PCR TEST DONE WITHIN 72 HOURS PRIOR TO ARRIVAL.

**IF A NON-VACCINATED GUEST SPENDS TIME IN ECUADOR MAINLAND PRIOR TO THE GALÁPAGOS TRIP, IT MIGHT BE REQUIRED TO DO ANOTHER COVID TEST IN EITHER QUITO OR GUAYAQUIL BEFORE PROCEEDING TO THE GALÁPAGOS.
TEAM REQUIREMENTS WHILE AT WORK

Temperature checks will be conducted before and after each shift

All staff will wear a face mask where necessary

Staff is required to wash their hands thoroughly every 15 mins

Sanitizing alcohol gel dispensers will be available in various areas of the hotel

Social distancing at welcome, check in and all public areas

More frequent cleaning of public areas, furniture, public bathrooms, door handles and light switches
**ADDITIONAL PROTOCOLS**

**AT WELCOME**
- Luggage will be disinfected on hotel driveway
- Alcohol spray to be used between each guest transaction at reception

**ROOMS**
- Rooms will be cleaned and disinfected thoroughly between reservations with quaternary ammonium using a nebulizer
- Turn down service will be upon request
- Magazines, books and directories will be removed from all rooms
- Guests will be provided with the option to choose their level of housekeeping (frequency, type and time)

**RESTAURANT**
- Safe distance while taking orders and talking
- During eating hours guests are encouraged to always use the same table
- Tables will be placed at a safe distance from each other
- Menus will be disinfected with alcohol spray before and after each use
- Room service available 07:00 – 21:00

**YACHT**
- Yacht will be cleaned and disinfected thoroughly between use with quaternary ammonium using a nebulizer
- Excursion groups are small and guests are allocated a private cabin
- The yacht consists of plenty of open air areas in order for guests to maintain a safe distance
- 2 inflatable zodiacs will be used to avoid crowding while getting on and off our yacht
- Food on board will be served a la carte instead of buffet

**SPA**
- 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

- **ALL STAFF WORKING IN AND ASSOCIATED WITH PIKAIA LODGE WILL DO A COVID-19 TEST BEFORE RETURNING BACK TO WORK**

- **WE ALSO ASK ALL GUESTS FOR TRANSPARENCY REGARDING THEIR HEALTH AND IF THEY ARE EXPERIENCING SYMPTOMS**
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