

### ***Hygiene and Safety Protocol***

Due to the current, worldwide known situation regarding Coronavirus (Covid-19), at SAK Wine & Travel, we have decided to apply a strict protocol (\*) with the purpose of taking care of our visitors, tour guides and drivers so that our guests enjoy their stay in Mendoza safely, preventing them from getting sick and limiting the virus propagation.

#### **One by one, here are the steps to follow in the transfer**

1. Before each transfer, the vehicle will be sanitized and ventilated by the driver. The driver or the tour guide will regularly wash their hands.
2. When picking up our guests at the airport, the driver and/or the tour guide will be correctly wearing a mask and their hands will be sanitized before and after manipulating it. In the vehicle, alcohol gel will be at the passengers' disposal to use whenever they need it. A poster with the safety measures to protect passengers from COVID will be exposed.
3. Before getting into the vehicle, the driver and/or the tour guide will notify passengers of the safety measures implemented and will pour alcohol gel into the passenger's hands. Once inside the car, passengers will be provided with wet wipes to be used during their stay in Mendoza and with a disposable bag to throw the waste so once they get out of the vehicle, they can discard it. In case the passengers do not have masks, we will provide them.
4. Every time passengers get in and out of the vehicle to enjoy the tour, steps one and two will be repeated.

#### **As the tour takes place, we will proceed as follows:**

1. Avoid physical contact as much as you can.
2. Every time physical contact is necessary because help is needed to overcome an obstacle or a slope, please use hand sanitizer immediately after making physical contact to prevent the contamination of masks, clothes or trekking poles.
3. Avoid sharing personal household items such as drinking glass, bottles or food which will be labeled with the appropriate names. Before eating, drinking or touching the utensils, use hand sanitizer. Do it twice (apply hand sanitizer, rub your hands, let them dry and start all over again: apply sanitizer, rub your hands again and await for the alcohol to evaporate)
4. Keep distance of at least 2 meters at all times while trekking or walking (physical distancing)

#### **Some considerations**

- a. Taking into account the size of the vehicle, the passengers will try to keep the greatest distance possible from each other. The back part of the van or minibus will be used to get into it, leaving the first seat empty and using only one every two seats in order to maintain the compulsory two meters distance among people. Always wear a mask. The vehicle will be properly ventilated at all times.

- b. At the same time, the suppliers we hire have their own safety protocols determined by the relevant body of authority which we need to comply with when they provide us with their service.
  - c. Besides following this protocol, we recommend passengers monitor their symptoms during their trip.
  - d. We suggest passengers wash their hands before and after every tour following the recommendations given by the WHO.
  - e. The information we give to passengers (such as itineraries and details of our services) will have a digital format in order to avoid using physical paper.
  - f. A special protocol will be used to properly sanitize the vehicle. This includes sanitizing every item touched by the passengers as well as the staff (pens, folders, microphone, mobile phones, etc) as well as the cleaning of the entire vehicle such as the seats, the bathrooms (if any), etc.
  - g. Each vehicle will be adapted to all the protocols required by the department of transport in the Province of Mendoza
- The passenger will have to tell the tour guide or driver if the passenger has any symptoms for COVID-19.
- h. If a passenger has a confirmed positive for COVID-19 test, he or she will not be admitted. Besides, if a passenger shows any symptoms for COVID-19 during the trip, we will inform the Ministry of Health so the necessary protocol is activated if needed.
  - i. Those passengers that are administered a test for COVID instructed by the relevant authority whose result is positive will be under the national or local authority control as current regulations demand.
  - j. Each passenger is responsible for the compliance of the rules laid down by the applicable government bodies in the regions he or she visits.

This protocol is subject to change without notification. We will meet all the requirements established by the government that in the future may enter into force. At SAK Wine&Travel, our ultimate goal is that our guests enjoy their stay in Mendoza taking care of their health as well as of our staff's health.