

COVID 19 SAFETY PROTOCOL

RULES

1. At no time shall greet by hand as well as avoid exchanging any personal item.
2. Installation of antibacterial gel dispensers for the use of personnel in our offices, transfers and always accessible to clients.
3. Use of facemask is mandatory for the personnel in offices and transfers. A recommendation will be made to our clients about using a facemask during service.
4. Use of acrylic mask is mandatory for personnel who operate at the airport and who are in direct contact with clients.
5. A healthy distance must be maintained at all times, avoiding physical contact as much as possible.



INSIDE OUR VEHICLES:

1. At the beginning of the day, each vehicle will be cleaned with a solution of water and sanitizer over its entire surface and over those parts of the vehicle that come into contact with clients, mainly door handles.
2. Each vehicle will be disinfected, to ensure high elimination of odors, disinfection of surfaces and spaces of vehicles.
3. Hygiene of our vehicles will be constant between services, with a solution based on sanitizer and water in all areas that are exposed to passengers.

DURING SERVICE:

1. The operator shall at all times wear facemask and shall recommend the use of facemask to passengers throughout their journey.
2. All our units will have enough antibacterial gel dispensers. Before assisting each client with their luggage, the operator must use antibacterial gel to come into contact with the luggage, and must provide passengers antibacterial gel before boarding the vehicle. Every time the passenger arrives at the destination, the operator will implement the use of the antibacterial gel before and after handling the luggage.
3. At no time greet passengers by hand.
4. Passengers shall be requested not to use the front seat of the vehicle, in order to respect a healthy distance.
5. Initially, the vehicle's window will be opened to let regular air flow, in case of using AC system, air recirculation option will be eliminated from the car's ventilation during the journey, same way will be used the options to free the car's ventilation to allow the entrance air from outside.

ATTENTION AND RECEPTION AT AIRPORT:

1. The coordinator or airport representative will have atomizers with liquid composed by water and sanitizer for the constant cleaning of his work equipment.
2. The coordinator or airport representative will have acrylic masks for the attention of the visitors.
3. Greeting passengers by hand is not allowed.

4. Antibacterial gel will be available for personal cleaning in case of contact. For clients, antibacterial gel will be available in our vehicles.

5. At all-time the healthy distance from visitors, as well as from their companions must be maintained.

6. At no time will any document of confirmation or reservation of your service be received or manipulated.

