

## Health and Safety Protocols

Now more than ever, our top priority is the health and wellbeing of travelers, their loved ones and our community.

To ensure the wellbeing of all travelers, Los Cabos has developed its health and safety protocol system, *Los Cabos with Care – A Safer Way to Get Away*, centered on strict standards that facilitate a safer travel environment. We work closely with hospitals, care units, airports, ports, hotels, resorts and travel partners to align on the implementation of health and safety guidelines across the destination.

### Health and Safety Measures:

- **Created the *Los Cabos with Care – A Safer Way to Get Away* health and safety protocol system** consistent with health authorities and implemented across the destination in partnership with Intertek Cristal, the highest standard of health and safety protocols in the industry
- **Developed a layered approach** that reinforces hygiene, cleaning, traveler physical distancing, and the use of personal protective equipment (PPE)
- **Implemented standardized health screening protocols** at the airport and port
- **Partnered with travel providers to obtain a “Clean Point” certification** (Punto Limpio) offered by the Mexico federal government to strictly adhere to hygiene protocols and obtained a **“Safe Travels” stamp of approval certified by the World Tourism & Travel Council (WTTC)** for recognition of safe travel protocols
- **Enforced a flexible reservation policy for travelers**
- **Streamlined the communication** protocols between hotels, suppliers, and local authorities

### Health and Safety Guidelines:

*Implemented by hotels, time shares, restaurants, transportation companies, and travel operators.*

#### Airport

- Implementation of health screenings to detect and isolate travelers suspected to be infected with the virus including the following:
  - Thermal imaging to monitor and identify passengers with temperatures higher than 99.0 F
  - Risk factor questionnaire to assess travelers arriving in Los Cabos accessible only through mobile devices by visiting the following link: <http://afac.hostingerapp.com/> or scanning the QR code displayed in the airport to limit person-to-person contact
  - Isolation of infected travelers
  - Requirement under the Baja California Sur’s State authority’s mandate for masks or face coverings to be worn by all individuals at the airport and throughout the destination at all times when interacting with others who are not members of their household in public or private spaces, except for certain instances, such as when eating or drinking, etc.
  - Timely alerts to communicate positive COVID-19 cases at the airport
- Strict implementation of social distancing measures for checking in and handling of luggage, such as:
  - Airport staff and passengers to maintain a safe distance (6 feet) from others at all times, including at check in, immigration area, luggage drop-off and pick-up, boarding, and disembarking among many others
  - Airport staff to avoid touching passenger and crew boarding passes, luggage, identification documents, credit cards, mobile devices, etc.
  - Seating arrangement to ensure separation and healthy distancing protocols
- Increased sanitization and routine cleaning of frequently touched surfaces and equipment, including equipment to transport luggage or cargo, scanners, touch screens, handrails, etc.
- Dedicated personnel to respond to all COVID-19 related questions

## **Transportation Companies (Including Taxis and Digital Platforms)**

- Limitation of close or shared contact with social distancing measures where possible, such as the
  - Implementation of six-foot distance between drivers and passengers
  - Implementation of contactless transactions
  - Avoidance of exchange of objects between the driver and passenger, including free amenities, such as water bottles, magazines, etc.
  - Avoidance of utilizing a vehicle's air recirculation option and bring in fresh air instead
- Increased sanitization and routine cleaning of frequently touched surfaces

## **Restaurants**

- Limitation of close or shared contact amongst staff, between staff and patrons, and amongst patrons where possible, including the
  - Arrangement of tables at least three feet apart
  - Managing of capacity to avoid crowded spaces
  - Implementation of disposable menus or alternatives that can be cleaned and disinfected after each use
  - Safer exchange of glassware, plates and utensils between staff and patrons
- Increased sanitization and routine cleaning of frequently touched surfaces and equipment, including lounges, counters and tables, stools and chairs, handrails, beverage stations, trays, etc.
- Maintenance of an occupancy rate of approximately 1 person per 11 feet and operation at no more than a 40% capacity while in stage 4 (orange) of Baja California Sur's color-coded reopening classification system

## **Other Service Providers**

- Rigorous communication of all health and safety protocols from tour operators/guides/service providers to tourists visiting the destination
- Limitation of close or shared contact with social distancing measures where possible, such as the
  - Maintenance of six-foot distance amongst guests at check-in lines
  - Implementation of company or guide assessments of potential risks in crowded locations for tours and activities
  - Management of the capacity of groups for tours and activities
  - Maintenance of space between drivers and passengers in transportation units
  - Placement of transparent protective screens at check-in areas
  - Wearing of masks or face coverings at all times for employees, as well as gloves when necessary, such as when serving food
- Increased sanitization and routine cleaning, including:
  - Cleaning of frequently touched surfaces, equipment, vehicles and self-guides
  - Availability of liquid soap and sanitizing gel for staff and tour or activity participants
- Implementation of an identification, detection and management process for staff or guests suspected of infection of COVID-19, such as:
  - Temperature checks for tour and activity participants at check-in
  - Temperature checks daily for employees
- Maintenance of an occupancy rate of approximately 1 person per 11 feet and operation at no more than a 40% capacity while in stage 4 (orange) of Baja California Sur's color-coded reopening classification system

## **In addition to the measures above, all people should:**

- Apply increased personal hygiene practices, such as frequent and thorough hand washing as strictly as possible
- Avoid contact with people who are sick
- Avoid traveling and contact with others if you are sick. Stay home and seek medical advice if you get sick with fever, cough, or have difficulty breathing.

# LOS CABOS

- Wear a mask or face covering in accordance with the Baja California Sur's State authority's mandate. All individuals should comply at all times when interacting with others who are not members of their household in public or private spaces, except for certain instances, such as when eating, drinking, swimming, etc.

For any additional inquiries, you can contact the Los Cabos Tourism Board at [covid19@visitloscabos.travel](mailto:covid19@visitloscabos.travel) or visit [www.visitloscabos.travel/industry/los-cabos-with-care/](http://www.visitloscabos.travel/industry/los-cabos-with-care/) to access our online kit, including helpful information regarding the impact of COVID-19 across the destination.

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**Los Cabos Tourism Board**

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