



COVID-19 HEALTH PROTOCOL

We are ready to welcome you!

We have joined SAFE TRAVELS. This seal guarantees that we follow health protocols established by the UNWTO and the Argentinean National Government. It means trust for tourists who come to Argentina and choose us to do their tours in Mendoza.

IN OUR STORE

The store window displays posters that are clear and simple to read, indicating social distance of 2 meters, mandatory use of face masks at all times and maximum number of people (up to five people maximum counting employees and customers) with a permanence of no longer than 15 minutes. Our Safe Travels seal, aligns us with the protocols issued by the UNWTO (United Nations World Tourism Organization)

CUSTOMER SERVICE / SALES PROCESS

Our "Terms and Conditions" have been revised and adapted to the new reality, including conditions for cancellation and rescheduling of tours, maximum number of ten people per vehicle (10), including guide and driver; Mandatory use of face masks and social distance during the tour.

We will keep you informed if there is at any time, a vaccination requirement to enter the country or new information on restrictions, including contact information for consulates and 911 emergency service for assistance to foreigners, in addition to security measures for the trip and official sources to access more relevant information.

When confirming a service, information on pre-existing disabilities or illnesses and insurance coverage will be requested. We will also ask you to fill a short health affidavit to ensure that you don't have any symptoms when boarding our tours. This declaration must be completed and signed on the day of the tour.

At all times, the use of digital media will be promoted for inquiries, reservations, payments, invoices, problem solving and post-sale in order to avoid crowds in our office.

The social distance is 2 meters per person. Our office has 40 m² (including storage room and bathroom). At a rate of 2.25m² between people, it is established that the maximum number of people in the office cannot be greater than 5. In order to be able to attend our clients in a proper way, we will invite you to sit in our armchair sector in order to achieve a prudent distance.

If you made your reservation online and require face-to-face assistance, we will grant you an appointment so that we avoid exceeding the maximum number of 5 people inside our office.

If more people want to enter exceeding the maximum of 5, we will invite them to wait outside the office (where we will have a couple of tables, chairs and brochures). We control temperature, by

means of an infrared thermometer, to each person who enters the office (employees, suppliers or clients).

If a customer entered in our sales room presents covid-19 symptoms, we will invite the person to wait in our back room for isolation, while we activate health protocol by calling 911.

Cleaning, sanitization and ventilation of our premises is DAILY (bleach for floors and bathrooms, quaternary ammonium to disinfect technology, 70% alcohol to disinfect surfaces of desks, chairs, pens, calculators, etc). You will find available: paper towels, disposable tissues, masks, gel alcohol dispensers at Customer Service and Administration desks. Exclusive garbage can to eliminate tissues, bottles, and disposable glasses are available.

The office has TWO cleaning SHIFTS: one near lunch and one before closing the store. Each team member is responsible for disinfecting their work area and disposing of trash upon leaving.

DURING OUR TOURS

We don't include/serve mineral water in the vehicles. When confirming the tour we will inform you must bring your own bottle of water that can be refilled by using dispensers located in the different wineries visited during the day.

Wine bottles, for other tours, are doused with 70% alcohol before entering the refrigerator. Portable refrigerators are disinfected with quaternary ammonium, every afternoon, upon returning from tour.

Transport used for our tours will be a car in case of being only two people (plus guide and driver). When there are more than two people per tour, we will go out in a van (Mercedes Sprinter/Renault Master) of 14 seats with a maximum occupancy of 8 passengers (not cohabitating), plus driver plus guide. Passengers must use the same seat throughout the tour. In case of private tours, the maximum group size is given by the maximum seating capacity. We provide alcohol gel throughout the trip. We disinfect vehicles throughout the tour, using quaternary ammonium, Lysoform and 70% alcohol. Special attention is paid to floors, windows and armrests. We will take the temperature of all passengers at the beginning of the tour and before lunch. The lunch tables will be arranged according to current regulations respecting distance for 4 or 9 people, maximum. A prevention kit (including replacement of face masks for all passengers) is available in our vehicles. We will request your affidavit of NO symptoms.

Keep in mind that the use of face masks is mandatory during the tours (except lunch/wine tastings) and while being transported in the van.

OUR GUIDES

Guide will remain with a mask on during the tour (except lunch/wine tastings) and will take your temperature at the start of the tour and before lunch. Will also be in charge of facilitating the affidavit of health at the beginning of the tour and will control that the regulations in force in the establishments visited are observed.

OUR DRIVERS

Driver will remain with a mask on during the tour. He is in charge of disinfecting the vehicle paying special attention to floors, windows and armrests. Steering wheel and driving area. At the end of the working day, he is responsible for leaving the vehicle disinfected for the next day.

