

The logo features the words "Safe travels" in a bold, dark blue font. "Safe" is on the top line and "travels" is on the bottom line. The text is set against a light green circular background that is partially cut off on the right side.

approved by

The logo for the World Travel & Tourism Council, featuring a stylized green and blue circular emblem to the left of the text "WORLD TRAVEL & TOURISM COUNCIL" in white capital letters on a dark blue rectangular background.The Eurotur logo, consisting of a red stylized globe icon to the left of the word "eurotur" in red lowercase letters, with "Wholesaler and Tour Operator" in smaller black text below it.

October 28, 2021

HEALTH SAFETY PROTOCOL

Handling of Touristic Services

The Pandemic forces us to think of new ways of recreation and leisure, which must be in line with the needs and preferences of a consumer that is expected to demand safer and more reliable products and service modalities in terms of health.

In line with the recommendations of the UNWTO (World Tourism Organization), the WHO (World Health Organization) and the WTTC (World Travel & Tourism Council), and according to the regulations of the Argentine National State, Eurotur has defined standards to provide tourist services in a safe, fluid and responsible way, including all the relevant participants of the sector. Our Tourist Health & Safety Protocol is a set of preventive actions and procedures to provide safety to our customers so that they can enjoy their travel experience with us without any worries.

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I. OBJECTIVES

- To ensure corporate responsibility behavior in the handling of tourist services.
- To adapt the services provided to the new demand.
- To anticipate the requirements of possible international standards.
- To guarantee the physical integrity of employees, providers and passengers, minimizing the possibility of contagion.
- To provide the legal context and define the legal responsibility of service providers and tourists.

II. REACH

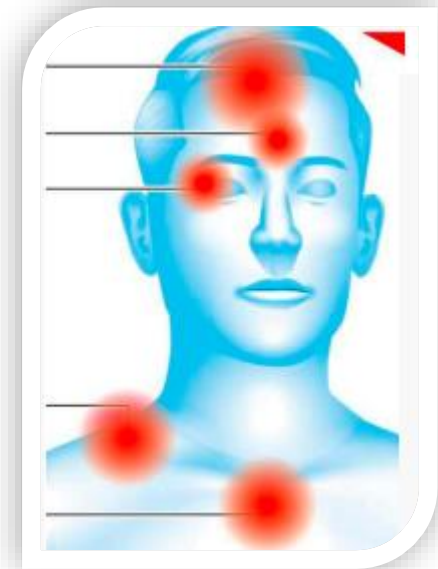
- All suppliers in direct contact with clients travelling with shall apply this protocol.

III. DEFINITION OF COVID-19

Coronavirus 2019 or COVID-19 is a zoonotic emerging viral infectious disease, caused by a strain of coronavirus called SARS-CoV2. First, found on man in the Wuhan region of central China in November 2019. Unusual cases of pneumopathy justified the severe quarantine measures implemented in January 2020. In March of this year, the epidemic was reclassified as a pandemic by the World Health Organization (WHO).

A. Symptoms of COVID-19

- Fever higher than 37,5 °C.
- Dry or wet cough.
- Dyspnea.
- Respiratory problems.
- Fatigue.
- Decreased sense of smell and taste.



B. Methods of Transmission:

- Covid-19 is contagious with human-to-human transmission through respiratory droplets when an infected person speaks, coughs or sneezes;
- These particles can land in the mouth, nose, or eyes of a person in the vicinity;
- These drops are heavy, they are projected at a distance of 1 meter, fall to the ground and on surfaces, having different durability depending on the type of surface;
- Transmission may occur by contact with a contaminated surface, followed by hand to face (mouth, nose, eyes etc.) and also by direct projection to the face;
- The incubation period is usually between two and fourteen days, with an average of five days;
- Significant parts of those infected have no symptoms (asymptomatic), but can transmit the disease.

IV. DEFINITION OF A PROTOCOL

A. Definition and identification of risks

- High: Frequent or permanent exposure with several people for work reasons (guides, public attention staff, drivers, passengers).
- Medium: frequent exposure (business trips).
- Low: Eventual exposure (administrative, contracting, commercial staff).

In order to limit the risks, remote work is recommended to employees whose physical presence is not critical to their regular work.

Once the risks to which each worker in contact with tourists is exposed have been defined, appropriate measures will be taken.

B. Preventive measures

- Train all personnel about the means at their disposal and hygienic safety regulations: guides, drivers, receptionists.
- All staff member will count on necessary disinfection and prevention kits available throughout each service, to comply with the present protocol requirements.
- Avoid unnecessary contact during touristic services.
- At the end of each shift, the Company will restock all kits.
- Guarantee good ventilation of closed spaces
- Avoid remaining in closed spaces

C. Crisis Committee

Eurotur counts on a Crisis Committee to manage all emergencies that may arise both in the physical offices and during the services. In the face of an emergency, the President is immediately informed of the situation and immediately proceeds to define the most appropriate and safe place to establish planning, puts the Crisis Committee on alert and defines the actions and necessary resources to control the prevailing situation.

In the presence of a suspected or confirmed case during a service, the guide or driver informs the health authorities and Eurotur, so the Crisis Committee takes control of the situation and follows up.

Its responsibilities are:

- 1- Initiates the Protocol according to what Healthcare Authorities determine: whether it is a suspected or confirmed case.
- 2 - Follows-up of the passenger in isolation or hospitalization.
- 3 - Assesses whether there were more employees or passengers in close contact with this new case study.
- 4 - Keeps in constant communication with the ART (Labour Risk Insurer), Health Entity involved, Travel Insurance, Family and/or Client Agency.
- 5 - Secure the provision of any additional assistance that may be required: food, accommodation, etc. The expenses involved will be charged to the passenger or medical assistance as the case may be.

V. PROTOCOL FOR THE HANDLING OF SERVICES

A. Vehicles: for transfers and/or excursions.

- Vehicles will be sanitized according to standardized procedures with the highest standards before, during and after each service: head supports, seats, handrails, handles, windows, seat belts.
- Ventilation system: air conditioning filters will be changed according to the use recommendations and current legislation.
- Natural ventilation at every stop and during the service, with minimum 2 open windows.
- Hand sanitizer for external use will be available on each vehicle during the whole service.
- Each passenger will be recommended to keep the same seat during the service, returning to it after each stop
- In each service, the maximum occupation will be 100% of the capacity of the vehicles.
- The driver will wear gloves when cleaning and disinfecting the vehicle.

B. Guides:

- Eurotur will provide to its Guides a Sanitary Kits with the following materials:
 - Sanitizer.
 - Washable face masks.
 - Disposable gloves.
 - Disinfecting spray.
- Guides will sanitize their workspace daily; making sure the vehicles used are properly sanitized.
- Frequent hand washing.
- Guides will change their washable face masks on daily basis.
- Work clothes will be changed daily.
- Guides will avoid close physical contact with passengers and respect the social distance of 1.5 m.
- Credit cards and electronic means of payment (cards, and dataphones) will be preferred. They will be cleaned with a cloth moistened with disinfectant solution in each operation.
- Guides will remind the security measures before, during and after each service.

C. Drivers:

- Drivers will count on the necessary prevention kit. It will contain:
 - Hand Sanitizer.
 - Washable face masks.
 - Disposable gloves.
 - Disinfectant spray.
- Drivers will sanitize according to standardized procedures before, during and after each service: head restraints, seats, handrails, handles, glass and seatbelts.
- Frequent hand washing.
- Drivers will change their washable face masks on daily basis
- Work clothes will be changed daily.
- Drivers will avoid close physical contact with passengers and respect the social distance of 1.5 m.
- Drivers will guarantee the good ventilation of their vehicle.

D. Passengers:

- Each passenger will receive, under request and with an extra cost, a Hygiene Kit with the following items for use:
 - 1 hand sanitizer 60 ml (size authorized by the airlines).
 - 2 washable masks, we decided not to use disposable mouthpieces to respect the environment. Disinfection is recommended at the end of each use.
 - 1 personal pen to sign the necessary documentation.
 - 1 sanitizer spray for personal use to disinfect the necessary surfaces.
- Passengers will be asked to use of hand sanitizer every two hours and hand washing when possible, and after each stop.
- It will be asked to passengers to open the windows, helps ventilate the vehicle, as long as the climate, speed and vehicle configuration allow.
- Passengers will be required to respect the social distance of 1.5 meters when getting in or out of the vehicle, as well as the order of ascent/descent according to your pre-assigned seats.
- Passengers will be encouraged to use electronic payment methods.
- Passengers will be recommended to avoid closed spaces

E. Tours and Transfers:

- On each service, the occupation will be 100% of the capacity of the vehicles.
- If close contact between the guide and the passenger is necessary, basic personal protective equipment, (PPE) shall be used at all times.
- The applicable "rules of coexistence" for compliance with the safety protocol will be communicated at the beginning of, during and after each service.
- Timetable of the visits adapted to avoid the hours of greater concurrence in each attraction.
- Intermediate stops to use bathrooms and to sanitize hands will be planned in advance in all tours.
- Snacks and food services will be avoided in order to minimize the manipulation of elements and thus reduce the possibility of direct contagion.
- In accordance with the procedure developed by Eurotur in the event of a suspicious case and in line with the protocol established by the Argentine authorities, the guide and/or driver will be responsible for informing the company and the corresponding health authorities, initiating the protocol.
The guide and/or driver will continue the service with the rest of the group, as scheduled. The passenger with eventual symptoms will remain in the hotel, activating corresponding protocol with the intervention of the Crisis Committee.

F. Offices open to the public:

- Train all employees on sanitation and disinfection measures for the premises.
- Encourage digital and telephone contact for purchases and enquiries. In case personal attendance when necessary, our offices will receive two customers at a time.
- Provide clear communication to the clients about the risks and advice on how to protect themselves and others to reduce the transmission of the virus (graphic information, audiovisual communication, etc.)
- The use of face mask is mandatory to enter the office.
- Request hand sanitation when entering the office.




- It is also recommended not to share objects with others. After the exchange of objects between each client-worker (e.g. payment cards, tickets, pencils, etc.), a hand disinfection will be performed.
- Our sales staff will disinfect the service station between each customer/supplier.
- Signs in bathrooms with hygiene recommendations.
- Reduce the use of physical materials such as brochures or maps on paper, providing digital information, whether it is touristic information, or sending documentation, invoices, etc.
- Supply of hand sanitizer in each workstation, disposable tissues and waste bags.
- Ventilation (crossed windows ventilation) and cleaning of work spaces several times a day.
- Electronic means of payment (cards, and dataphones) shall be cleaned with a cloth moistened with disinfectant solution after each operation.
- Our staff will be trained on how to handle a suspected COVID19 case with a client or colleague.

G. Adventure Activities:

- Adventure activities (Trekking, rafting, horseback riding) will be organized with pre-defined groups.
- Participants will carry their own equipment (trekking poles, backpacks, water bottle, etc.) during the whole excursion, without sharing with other passengers. In case the same objects should be shared between different passengers, these shall be disinfected according to the specifications mentioned in the section 4 of this document.
- Rented Material: shall be disinfected according to the sanitation specifications recording the date and hour of procedure
- Guides will provide the necessary information regarding the sanitation measures to be followed during the excursion.
- Using face masks shall be mandatory at the beginning of each activity while indications are given and during the transfers.
- During the activity: using face masks is not mandatory while the recommended social distance of 1, 5 m. is possible.
- Box Lunch or Dinner: During these, it is important to keep the recommended social distance.

VI. CLEANLINESS AND HYGIENE

A. Supplies

PICTURE	NAME	DESCRIPTION	USER	RESTOCK FREQUENCY	CONDITION	USE
	Chinstrap Face Mask	Disposable: surgical or public use Fabric: industrial (approved by a health authority) or homemade, with thick material and disposable filter.	Passengers, guides, drivers, office staff, cleaning staff.	Change on daily basis	Disposable/ Washable at 60 degree.	Individual.
	Gloves	Disposable latex gloves.	Cleaning staff, driver to clean the vehicles. Guides and passengers (optional)	Personal replacement due to breakage or saturation (dirty, dark, with smell)	Disposable/ Washable at 60 degrees	Individual
	Alcohol hand sanitizer/ Hydro-alcoholic solution	Individual bottles and dispensers placed in offices and in vehicles.	Clients, guides, office personel, passengers, drivers	Personal replacement due to use. Every 2 hours in case hand washing is not possible	Disposable.	Individual.

1. Disinfection Kit on vehicles.

Contains:

- 4 disposable face masks.
- 1 container with hand sanitizer (200 ml)
- 1 sprinker container with a bleach and water solution.
- 1 white soap bar.
- 4 waste bags to dispose gloves and facemasks.
- 4 pairs of disposable gloves.

2. Face Mask

It is a protective barrier and prevents the spread of the virus. It can be disposable or made of fabric.

- Sanitize hands before placing it.
- Put the face Mask on without touching the mouthpiece. Adjust. (It should cover the mouth and nose and below the chin).
- The mouthpiece already used should be sprayed with alcohol for future washing.
- Sanitize hands before removing facemask.
- When removing the mask do not touch the mouthpiece.
- Face Mask hygiene: store and wash at 60 degrees or disinfect.
- Wash hands with soap and water at the end.

3. Disposable gloves

- Put gloves on.
- Remove gloves, do not touch surfaces in contact with the outside (i.e. revert to remove).
- Discard in a disposable, non-reusable garbage bag.
- Sanitize hands.

4. Hand washing and sanitation

- Wash your hands with warm water and soap for 30 seconds
- Rub your hands together properly, covering all surfaces (fingers, between fingers, palms, nails).
- Rinse with warm water.
- Do not dry hands with used handkerchief.
- If water and soap is not available, use hand sanitizer.
- Hand washing is preferable to hand sanitization when possible.



B. Vehicle sanitization

Driver will top the engine, set the hand brake, remove the key and place it on the dashboard. Roll up the windows.

- 1- The Cleaning of the vehicle will be performed using following EPP materials:
 - Face Mask.
 - Disposable gloves.
 - Goggles.
- 2- Cleaning the interior of the vehicle with damp cloths on hard and soft parts of the main cabin. Avoid the use of brushes, to avoid raising dust.
- 3- Make a solution of water and bleach at 05% (for 1 liter of solution, 80 ml of bleach and 920 ml of water). Spray using hand sprays on upholstery, ceilings, internal opening handles, window lifters, dashboard, hand brake lever, gear lever, steering wheel, and pedalboards. Wipe the hard parts with a clean, damp cloth with the prepared solution.
- 4- Turn on the vehicle, and then turn on the air conditioning system or the ventilation system of the vehicle so that the micro-droplets of the disinfectant preparation enter the air circulation system.
- 5- Keep the vehicle running, turn off the air conditioning and turn on the heating to the maximum for 5 minutes with the doors and windows closed.
- 6- Turn off the heating system and let the vehicle ventilate with the doors and windows open.

C. Cleaning of offices and premises open to the public

We have reinforced the cleaning staff schedule, carrying out frequent cleaning and disinfection of the facilities, as well as of the surfaces (counters, bars, handles, furniture, toilets, floors, telephones, keyboards, etc.). For this action, disinfectants for domestic use are used or the solution with water and bleach described above.

PPE: Cleaning personnel will be provided with mask, waterproof gloves, and eye protection to control and minimize exposure (eye, respiratory, and hand protection). It will be the Agency's responsibility to supply and control stock.

D. Cleaning of Supplies

All rented or borrowed material (trekking poles, microphone, acrylic mask, jacket, etc.) from guides, drivers and/or tourists must be disinfected on daily basis

Microphones: we suggest cleaning the microphones before and after each service.

VII. EXPECTED IMPACT OF THE IMPLEMENTATION OF RECOMMENDATIONS

A risk analysis of working conditions in the travel and tourism agency sector concludes that implementing the recommendations set out in this document would cut in half the risk level of the activity.

JOB	TAKING ACTION			ACTIONS TO REDUCE RISK	WITHOUT TAKING ACTION		
	EL (Level of exposure)	PL (Probability Level)	RL (Risk Level)		EL (Level of exposure)	PL (Probability Level)	RL (Risk Level)
ADMINISTRATION OFFICE/COMMERCIAL	2	2	4	Telework, daily disinfection of the work/personal space, hand washing, use of hand sanitizer, isolation and contact of medical professionals in case of suspicious symptoms, disinfection instructions for clothes and work instruments, decrease in exposure on public transportation, limit the exposure in the street, use of personal protection equipment (face mask), recommendations for eating food and/or drinks, recommendations for the appropriate way to remove gloves, recommendations to dispose of garbage, contact/coordination with clients by phone, using electronic payment methods, information by electronic methods, reduce paper communication	1	2	2
GUIDES	4	4	16	Daily disinfection of the work/personal space, minimize contact with other people as much as possible, social distancing of at least 1,5m with other people, hand washing, use of hand sanitizer, isolation and contact of medical professionals in case of suspicious symptoms, disinfection instructions for clothes and work instruments, decrease in exposure on public transportation, limit the exposure in the street, use of personal protection equipment (gloves, face mask), recommendations for eating food and/or drinks, recommendations for the appropriate way to remove gloves, recommendations to dispose of garbage, contact/coordination with clients by phone,	3	2	6
PASSENGERS	3	4	12	Minimize contact with other people as much as possible, social distancing of at least 1,5m with other people, fill out form digitally, make payments electronically, hand washing, use of hand sanitizer, isolation and contact of medical professionals in case of suspicious symptoms, instructions for clothes and work instruments, decrease in exposure on public transportation, limit the exposure in the street, use of personal protection equipment (face mask), recommendations for eating food and/or drinks, respect and follow the recommendations provided by the tour personnel	3	2	6
PASSENGER VEHICLE DRIVER	4	4	16	Hand washing, use of hand sanitizer, isolation and contact of medical professionals in case of suspicious symptoms, disinfection instructions for clothes and work instruments, decrease in exposure on public transportation, limit the exposure in the street, use of personal protection equipment (face mask), it is recommended to use gloves to clean the vehicles and to handle luggage; recommendations for the recommendations for eating food and/or drinks, recommendations for the appropriate way to remove gloves, recommendations to dispose of garbage, contact/coordination with guides by phone, using electronic payment methods for fuel, reduce paper communication, sanitization of the vehicle before and after each activity, drive with open windows, ventilation of the vehicle 1 hour before starting an activity, before passengers enter the vehicle spray with alcohol.	3	2	6

RISK LEVEL CRITERIA	
12 to 16	ACTIVITY WITH A HIGH RISK LEVEL, DO NOT EXECUTE
8 to 9	ACTIVITY WITH MEDIUM RISK LEVEL, ALL IMPLEMENTED SECURITY MEASURES MUST BE MET TO GUARANTEE PROTECTION, REDUCE EXPOSURE
3 to 6	ACTIVITY WITH LOW RISK. EXECUTE AS LONG AS THE MINIMUM PROTECTION MEASURES FOR PEOPLE ARE IN PLACE
1 to 2	ACTIVITY WITH A VERY LOW RISK. IT CAN BE EXECUTED AS LONG AS THE WORK CONDITIONS ARE NOT MODIFIED AND THE SECURITY MEASURES ARE USED.

EXPOSURE CRITERIA	
4	PERMANENT EXPOSURE
3	FREQUENT EXPOSURE
2	EVENTUAL EXPOSURE
1	SPORADIC EXPOSURE
PROBABILITY CRITERIA	
4	HIGH PROBABILITY OF CONTAGION
3	MEDIUM PROBABILITY OF CONTAGION
2	LOW PROBABILITY OF CONTAGION
1	VERY LOW PROBABILITY OF CONTAGION

VIII. LEGAL LIABILITY

Passengers

- Passengers must agree to be checked by a medical doctor in case they show symptoms.
- Service providers will have a list of doctors and medical centers to inform passengers.
- The passengers is responsible for following the security measures.
- The affidavit will be sent to passengers to be signed digitally.

IX. SPECIFIC ACTIONS IN CASE OF SUSPECTED COVID-19 CASE

A. Definition of a suspect COVID-19 case

- Fever (37.5C° or more)
- One or more of the following symptoms
 - Cough

- Odinophagy
- Breathing difficulty
- Anosmia / dysgeusia of recent onset with no other etiology to fully explain the clinical presentation
- If the person has been in contact with confirmed cases of COVID-19 in the last 14 days.

B. Specific Actions in case of a suspected COVID-19 case

Any suspicious case constitutes an event (within the framework of Law 15,465) of immediate, mandatory and complete notification to the National Health Surveillance System (SNVS 2.0) within the group of acute respiratory infections (ARI) in the event of "Suspicion of Emerging Virus".

In the event of a suspicious case, the company must comply with the general guidelines established in the COVID-19 protocols, in particular, the "PROTOCOL FOR THE MANAGEMENT OF SUSPICIOUS AND CONFIRMED CASES OF COVID-19" approved by Resol-2020-842-GCABA-MSGC and amendments, and other health documents published in the following web access link:: <https://www.buenosaires.gob.ar/coronavirus/protocolos-coronavirus-covid-19>

In addition to the criteria mentioned in Section A (Definition of a suspicious case), the guide, driver or customer service personnel should take the following steps:

1. Call 136 or 911 to report.
2. Give notice to the travel agency responsible for the passenger.
3. Until the health authorities intervene, follow extreme measures of respiratory hygiene, hand washing and social distancing.
4. The prevention service will be notified in order to take the appropriate measures and comply with the notification requirements established by the Ministry of Health.
5. A person who meets the definition of a suspicious case and must be transferred shall wear a surgical mask. The health professional shall use appropriate personal protective equipment, according to the PPE protocol.

C. Specific Actions in case of a confirmed COVID-19 case

Employee:

Once the health authority has confirmed the diagnosis, the worker will be placed on sick leave.

Follow up and ensure that the worker informs the health authority of the evolution of his or her symptoms, which will also define those who meet the "close contact" criteria.

Passenger:

- Eurotur will inform the client travel agency.
- Passengers will be required to inform his travel insurance Company. In case assistance were needed, Eurotur will provide it.

- Eurotur will inform the travel agency through which the passenger booked the services with us.
- Eurotur will inform the group that was in contact with affected passenger and any other person who by our knowledge may have had contact with said passenger.

D. Specific Actions in case of a close contact case

Definition of Close contact case:

- Any person (including health care personnel) who has been in contact with a probable or confirmed case for at least 15 minutes during the previous 48 hours without social distance and/or without personal protective equipment (fever or any symptom).
- Any person who has remained at a distance < 1.5 metres, (e.g. housemates, visitors) with a probable or confirmed case while the case was showing symptoms and who has not used appropriate protective measures.
- Anyone who has worked with a confirmed case of COVID-19 in close proximity (distance < 1.5 meters).
- Any person who has shared the same classroom as a confirmed COVID-19 case (no specific exposure time has been determined).
- Passengers on a plane located in a two-seat radius around symptomatic cases during the flight and crew who have come into contact with such cases.
- Passengers on a ship/cruise that shared a ship/cruise trip with confirmed COVID-19 cases.

Taking into account the current information available it advisable that since the estimated incubation period is 1-14 days and the transmission would be by droplets and contact airway it is recommended:

- Home isolation for close contacts cases for a period of 14 days. The contact must have an email and telephone number of the jurisdictional reference to keep in touch.
- Use the Ministry of Health's close contact monitoring system. Health authorities should perform daily monitoring for 14 days for signs and symptoms (including fever, cough or difficulty in breathing), for all affected persons.
- Avoid situations where you might come into close contact with other people (face to face within 2 meters). Comply with current regulations, not leaving the house. If you have any problems that you cannot solve, please inform the contact follow-up team. You should not receive visitors in your home.
- Do not share dishes, glasses, silverware, towels, pillows, or other items with others in the house. After using these items, they should be washed thoroughly.
- Cover your mouth and nose with a tissue when you cough or sneeze, or use the bend of your elbow. Used tissues should be thrown away in a trashcan.

X. CONTINUITY AND INFORMATION

- Travel agencies must inform all involved individuals (employees, suppliers, customers and tourists) of the prevention measures in place. Each individual must sign the acceptance of compliance with the established protocol, which will be filed.
- Eurotur will have staff responsible for controlling the compliance by all suppliers.

- In case of subcontracting services, the agency must ensure that the same prevention measures are applied and respected.
- Information should be visible with preventive and hygienic measures implemented by the travel agency (posters, guide of how to use the facilities, etc.) and that the client must follow during the activity.

XI. USE OF TECNOLOGY

Objective:

- Avoid the handling of paper documents between the agency and the passengers.
- During passenger check in, the hotels have to request the Passport with the immigration stamp without touching them and ask for the virtual copy via email, photograph or Whatsapp.

XII. KEY CONTACT INFORMATION

Ministry of Health: Call 120, it is free from anywhere in the country and operates 24 hours a day

- The Ministry of Health adds two chats for you to find answers to the most frequently asked questions and receive prevention tips.
- **WhatsApp:** Write **Hola** (which means “Hello”) to the number +54 9 11 2256-0566 and start chatting.
- **Facebook Messenger:** on your cell phone, open the Messenger application and look for the account **msalnacion**. If you are on a computer go to <https://www.messenger.com/t/msalnacion> with your Facebook account.



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