



We know traveling has changed after the pandemic. These guidelines will help us take care of you as well as all the people who work with us and be part of your journey through Peru.

GENERAL POLICIES FROM PERUVIAN SOUL

- ✓ We follow the protocols for COVID-19 established by our Health Ministry, and we have received the authorization to operate.
- ✓ All our partners, including hotels, restaurants, and service providers on your trip, follow the national protocols COVID - 19.
- ✓ Each person providing a service for you will use a face mask and, depending on the case, a face shield or eyeglass protection, too.
- ✓ We will avoid handing in any documents or paper along your trip (e.g., entrance tickets, schedule sheets). We will share everything with you digitally when possible.

GENERAL RECOMMENDATIONS FOR TRAVELERS

- ✓ Travelers should consult with their doctors and get official advice on whether to travel or not.
- ✓ The safest way is traveling as an individual private trip (1 to 4 people) or small private groups (5 to 8 people) within the same household. In case of not sharing the same household, travelers need to let us know.

GENERAL PROTOCOLS TRAVELERS MUST FOLLOW

- ✓ Use your face mask in public places and during your tours.¹
- ✓ Use your face shield when traveling by flight, train, or bus.
- ✓ Disinfect your shoes before entering any place.

- ✓ Disinfect your items as much as possible (e.g. bags, mobile phones, luggage).
- ✓ Maintain the social distance 1.5 mt or 5ft, and follow floor signs if any.
- ✓ Try paying by credit card when possible.
- ✓ If possible do not travel yet in groups bigger than eight people.
- ✓ Provide a medical declaration when booking, including personal medical conditions, along with a self-declaration that you are free of COVID-19 symptoms 3 days before your departure.
- ✓ The curfew starts from 23:00 hrs to 4:00 am.
- ✓ Private vehicles cannot move on Sunday. Travelers can walk, cycle, or use public transport.

Notes

- 1 Our team will hand in a hygiene travel kit including a hand-sanitizer, a small bottle of alcohol, and a charming face mask elaborated by a Peruvian artisan. The face mask complies with all the requirements by our Health Ministry.

STEPS TO FOLLOW WHEN FLYING INTERNATIONALLY TO PERU

- ✓ Complete the "*Declaración Jurada de Compromiso para comunicar a la Autoridad de Salud*" form online 72 hours before the scheduled flight. It will generate a QR code which you must present in the country of origin and once in Peru (digital or printed)
- ✓ Present a negative RT-PCR test certificate (Molecular Test) or an antigen test for COVID-19 issued no more than 72 hours before your scheduled flight. Those under 12 years of age only need to present a good health certificate.
- ✓ If you already had COVID-19 you can present a medical and epidemiological released certificate. Besides these documents, travelers will need to present the initial diagnostic with over 14-day emission
- ✓ During the flight, it will be compulsory to wear a facemask and a face shield. Remember only traditional surgical facemasks are allowed. **It's forbidden to wear any other kind.**

STEPS TO FOLLOW WHEN FLYING IN PERU

- ✓ Wear a facemask and face shield.
- ✓ All travelers must fill a Health Affidavit form
- ✓ If you are over 65 years you'll need to fill an additional form - Additional Affidavit.

What to expect at the Lima Airport

Jorge Chavez International Airport has implemented a new system to provide the necessary information. Upon arrival, you will find signs, screens, voice announcements, stations to sanitize your hands, and disinfectants at the counters. In some cases, such as ATMs, there will be barriers or dividers between each machine.

Be sure all these measures help the personnel to keep everyone safe, and still provide exceptional service.

Arrival protocol

- ✓ There will be alcohol gel dispensers for hand sanitizing and containers for the disposal of face masks and gloves.
- ✓ We were used to welcoming our travelers at the international arrivals gate, moreover now our drivers and personnel who arrive at the airport are not allowed to wait there. Now, you will need to go outside to the parking lot, as soon as you go outside your driver or guide will be waiting for you.

Departing protocol (for domestic or international flights)

- ✓ Only passengers traveling can attend the airport. The vehicular access is only through the freeway. Therefore, our driver will leave you there; we won't be able to park and walk you to the entrance.
- ✓ It's necessary to show both your identity document and boarding pass or flight reservation to enter the airport.
- ✓ Luggage carts are only allowed to people who require special assistance.
- ✓ The entrance is exclusive for passengers whose flights depart within the next 3 hours.
- ✓ They will ask you to disinfect your footwear at the footbaths, and your hands, too.
- ✓ The personnel will measure your temperature at the terminal entrance. ⁽¹⁾
- ✓ In the case of queues, follow the implemented signs on the floor and keep the social distance.
- ✓ Luggage shall be manipulated only by the passenger. It will be disinfected, too.

Security checkpoints & Boarding lounge (2)

- ✓ You will not hand in your passport and boarding pass to the personnel, passing them through any scanner when you need it.
- ✓ Please, follow the signs placed on the seats, walls, and floor.
- ✓ Security agents will not be able to touch your luggage, so if they identify objects not allowed, they will ask you to look for them and remove them from your carry-on.
- ✓ When boarding, the passenger must follow the security protocols provided by the airline.

Notes

- 1 The passengers with a temperature equal to or higher than 38°C can't go inside. The airport will then take you to the medical station.
- 2 Airport security personnel use the necessary protective equipment: masks, face shields, gloves, and jumpsuits, according to the inspection activities they perform.

What to expect at hotels

We are aware that physical contact is not allowed but trust us when we say everyone will welcome you with a smile.¹

- ✓ At the entrance, the personnel will measure your temperature, and they will provide hand sanitizer or show you their hand sanitization station.
- ✓ At the reception, you will find floor signs to follow and maintain the social distance.
- ✓ Your luggage will be disinfected before taking it to your room.
- ✓ The personnel will walk you to your room with your luggage following the social distance.
- ✓ Please note that each hotel will provide you with the capacity of common areas and schedule if necessary.
- ✓ Once in your room, each of you will have space for your personal belongings. They will limit the souvenirs, graphic material, and any other not necessary object that was commonly placed as a decoration or as amenities.

Notes

- 1 Each hotel might add other protocols or restrictions according to internal policies.

What to expect at Restaurants

Don't leave the opportunity to enjoy our amazing Peruvian cuisine, especially if you are in Lima.

- ✓ You will need to bring your face mask with you, but of course, you are allowed to take it off at the table to enjoy your food.
- ✓ Ornaments and decorations are not allowed on the table either
- ✓ You can share a table within a group of a maximum of 8 people.
- ✓ The restaurant will not share the traditional menu, the way they do it will vary according to each restaurant.
- ✓ Once the travelers are ready to order, the waiter will set the table while you are there to decrease the time of exposure.
- ✓ We recommend using your credit card instead of passing cash

What to expect during our tours

We want our travelers to explore Peru the safest possible way, making sure we can still amaze you and spoil you a little bit, too.

- ✓ All the time, your guide and driver will use a facemask, and they will keep the social distance.
- ✓ The guide will carry the emergency contact information, a small Aid kit, hand sanitizer, and disinfectants.
- ✓ The guide will supervise that all our partners, including restaurants, transportation, and any other are following the national protocols of COVID-19.
- ✓ All your guides will have previously measured their temperature and will not present with any flu or allergies.
- ✓ In case we need to give you some printed documents, we will do it in a disinfectant bag.
- ✓ Your guide will manage any entrance or document needed during your tour.
- ✓ We will measure your temperature before and after your tour.
- ✓ Peruvian Soul will coordinate together with your guide the procedure to manage correctly any COVID-19 cases. *
- ✓ If you are traveling within a group of more than 8 people, we will split the group into two. This way, we can take care of our guides and avoid people agglomeration.

*** Peruvian Soul will try to help the traveler as much as possible, however, charges corresponding to new services are passed to the traveler.**

SAFETY IS OUR TOP PRIORITY

