





CLEAN, SAFE, AND READY TO HAVE YOU FLYING WITH US





We know that the world has changed dramatically this year. This is why at El Santuario Canopy Adventure we have taken our time to plan out and prioritize a customer experience with safety first. We want you to visit us and have a memorable experience without wondering whether or not you will be safe. Leave that to us and create long lasting memories. For your peace of mind we have created this infographic of the sanitary protocols we have adopted to operate during these unprecedented times.

MAKE YOUR TOUR PRIVATE - \$150 ADDITIONAL WITH TRANSPORTATION INCLUDED



TRANSPORTATION

-  At the time of entering the micro buses or private vehicles remember to apply hand sanitizer for disinfection.
-  Face Masks are required to ride in the transportation, whether masks are personal or provided by our staff.



MAIN ENTRANCE

-  If you encounter others please maintain a distance of 2 meters between people.
-  Pass shoes over disinfecting tray. When entering building or transport your temperature will be taken.
-  A health survey may be given to complete
-  Disinfection points will be explained.

CHECKING IN

-  Following guidelines given by the health ministry please try to pay with card.
-  Our staff, prioritizing your safety, will indicate where to wash hands and then they will provide you with the gear needed for the tour.


PERSONAL BELONGINGS

-  Before securing your personal items away we will ask if you prefer we spray disinfectant on them.
-  Personal items are stored in a secure trunk/box and the key is kept safely with your guide during your tour.




For extra security during the tour our guides will send social bubbles separate from others.

COMMON AREAS

-  Common areas will be cleaned and disinfected before each tour including: floors, tables, benches and chairs, railings and bathrooms.

GEAR



-  All gear, before use, will be disinfected in a space with an Ozone machine guaranteeing total asepsis of gloves, helmets, harnesses. Once the tour is completed, all gear used by clients will be disinfected and blocked from use until disinfection is completed.

FOOD SERVICE

Our food service is a la carte. The restaurant has adopted sanitary protocols;

- tables separated by 2 meters distance
- seating only with those in your social bubble.
- please wash hands for minimum of 20 seconds before taking a seat.
- staff will be continually disinfecting hands, tables, chairs before and after your visit.

DISINFECTION STATIONS

-  We have disinfection stations in our common areas. Please use these to sanitize your hands. In them you will find:
 - alcohol gel
 - disinfectant spray
-  Remember that cleaning your hands is the best defense against viruses.

SANITARY BASICS

Always maintain a safe distance  of 2 meters from others where possible.

Always avoid handshakes and close contact  with others.