

IN MAINLAND ECUADOR:



The passenger will be taken to the nearest healthcare center, following all adequate biosafety measures and the indications from the authorities.



Our customer care representative or our 24/7 person on duty will inform you about the situation immediately.



Every person that was in contact with the passenger during the last 14 days will have to remain quarantined in tourist accommodation establishments or private residences.



We will do our best endeavor to make sure other passengers get tested quickly so that they can continue with their program as soon as possible!

ABOARD AN EXPEDITION BOAT IN THE GALAPAGOS:

The captain of the boat will contact the authorities and head to port. All passengers will have to follow adequate biosafety measures. If the passenger is sharing the cabin with someone that does not show symptoms, both will be taken into separate cabins (if available).



There are strict protocols to arrive at the Galápagos. Together with dedicated cleaning and safety measures on board, the chances of contagion on board are minimal!

The boat will moor at the place indicated by the authorities and wait for the staff of the Ministry of Public Health to come aboard and check on the passengers and boat staff.



We will take all passengers and staff members with a case deemed as suspicious to the nearest healthcare center, following the indications from the authorities.



If only the case that was reported initially is found suspicious, the boat will be free to continue its itinerary.



CONTINUING ANY OF THE PREVIOUS CASES:



The Ministry of Public Health will report to the parties necessary to activate the embassy or diplomatic mission of the passengers' country of origin, who will take care of the situation. Also, we will always have the most updated information about the case.

OUR COMMITMENT TO YOU:



We will immediately report if we find any suspected cases.



We will report back to you daily to inform you of any updates about the case, as well as the status of the other passengers.



We will assist and follow your instructions in case the authorities require anything in your country.