



IMPLEMENTED PREVENTIVE MEASUREMENTS FOR COVID 19



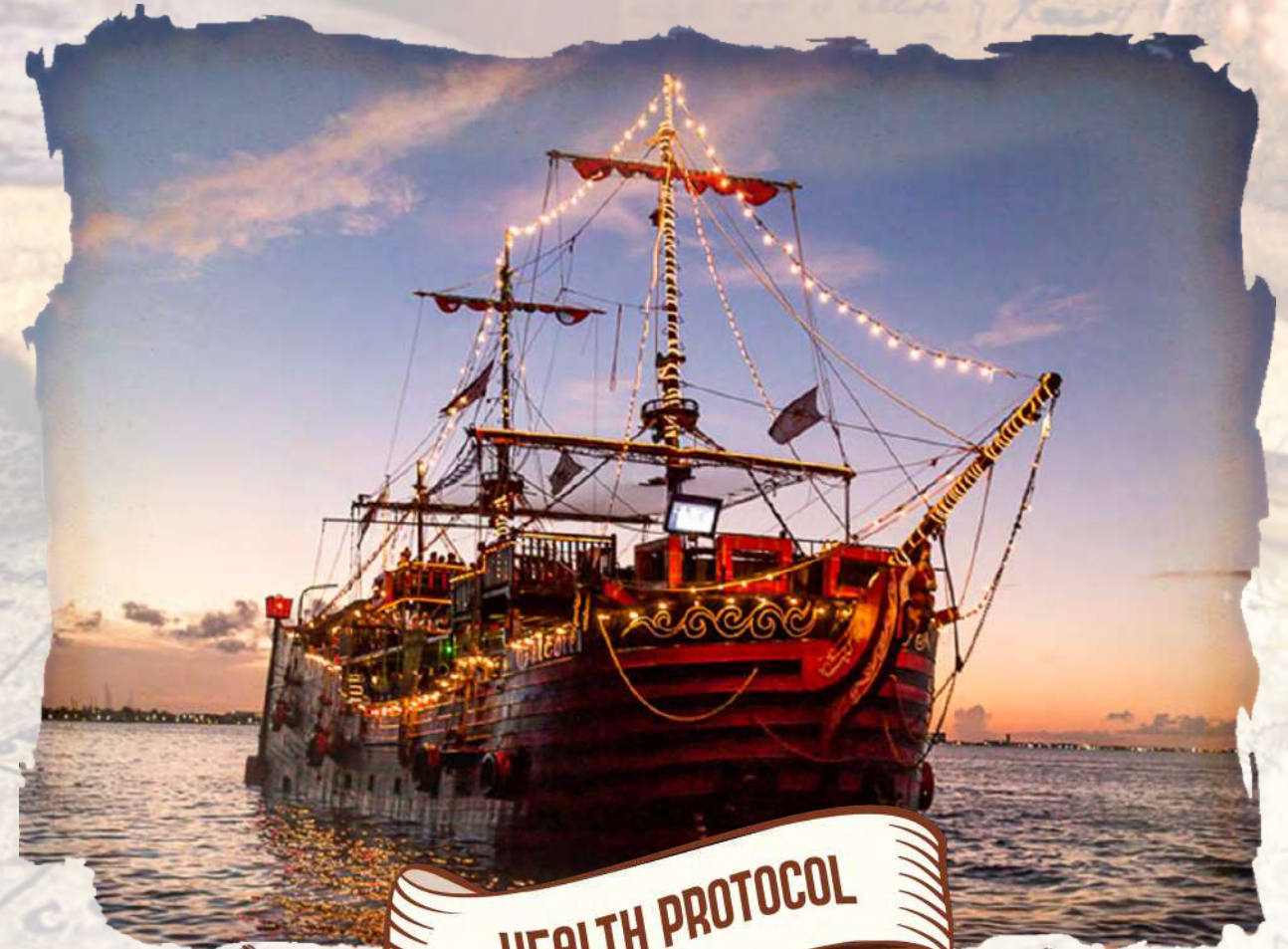
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Captain hook has always believed that the health and wellbeing of our visitors & employees is fundamental. We have followed continuously the health measurements and official information given by the World Health Organization (WHO), our Ministry of Tourism (SEDETUR) and Health Secretary (SESA) with the purpose of offering better security and trust to all our visitors.



Preventive Measurements



Disinfection and control measurements



• The ships, surfaces & equipment are disinfected frequently.



• Hand sanitizer stations are properly distributed and identified at every strategic point, as from your arrival to our check in offices and also on our ships.



• The health and wellbeing of all our visitors is our main priority. This is why we request the use of face masks during our tour and recommend to avoid physical contact.



• Upon arrival our staff will take your temperature with a digital thermometer. This should not exceed 37.5 °C.



• We have installed appropriate signs informing the different measurements of protection and prevention throughout our installations.



Preventive Measurements



Capacity and social distancing



• The capacity on our ships and different areas of service has been reduced during the first stage of reopening of our tour, to guarantee safe social distancing of 5 feet (1.5mts).

• During the check in we have implemented the following measurements:



1

Only the reservation holder will be allowed in the check in area. Other party members will be able to wait on the pier.

2

A staff member will guide each person to the pier making sure the safe distancing measurements are applied.



Preventive Measurements



Show and staff

- Our staff have been trained on the measurements of prevention and we have implemented a committee to supervise that all hygiene and prevention measurements are been followed during the show.
- Our show has been modified to follow the prevention measurements and bring safety to our clients and staff members.
- All staff members will wear face masks at all time during the tour and avoid physical contact as far as possible.
- All work items are disinfected before, during and after the show.
- The temperature will be taken to each of our staff members daily.
- The uniforms are disinfected & washed daily.



Preventive Measurements



Round trip transportation service

- The transportation service is shared (limiting the number of passengers) or private.
- The drivers will wear facemask or shields.
- The transportation vans will be disinfected between each trip.
- Captain Hook will monitor the transportation provider to guarantee that the sanitary measurements have been implemented as agreed.
- The use of facemasks is required inside the vans.



Preventive Measurements



Food and beverage

- The strictest sanitation measures have been implemented to receive the delivery and preparation all food and beverage.
- The buffet will be served by our staff to avoid clients having contact with the serving utensils.
- The cutlery will be delivered personally to each client to avoid the exposure and manipulation of third parties.



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For more information or questions, please contact us at the following email info@capitanhook.com, telephone numbers +52 (998) 849 49 31,33 or our social media accounts:



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Safe travels

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