

TourShop®



GLOBAL SAFETY PROTOCOLS



ARRAIAL DO CABO | CABO FRIO | BÚZIOS | RIO DAS OSTRAS | MACAÉ



GLOBAL PROTOCOLS

- Mandatory use of face mask
- Implemented processes focused on enhanced sanitation, disinfection and deep cleaning practices as well as increase the cleaning / disinfection frequency in high-traffic areas such as entry and key walkways; selected disinfecting products recommended by health authorities;
- All training should be informed by the latest advice from public health authorities and/or WHO;
- Regular monitoring of well-being of team members by leadership, encouraging them to following governmental and WHO guidelines;
- Revisited guidance to cleaning team with a specific focus on high-frequency touch points, including handrails, counters, light switches, door handles, cabinet handles, among others;
- Approved disinfecting products made available at entrance to employees and customers in the form of alcohol-based hand sanitiser as appropriate;
- Adapted frequency of waste disposal by venue;
- Implemented written procedures to be acknowledged by employees and customers, with protocols and guidelines regarding physical distancing and enhanced hygiene measures including hand washing and the use of masks.
- Implemented physical distancing protocols, using a riskbased approach, especially for queues, and where possible, marked to clearly communicate to customers.





PROTOCOLS TOURS

- Mandatory use of face mask
- Provided our tour guides and coach/drivers with the tools and information necessary regarding infection control, physical contact, sharing of food and utensils, appropriate attire and enhanced hygiene measures, the use of masks and gloves as recommended by local health authorities;
- Limited physical contact; safe distance of 1,5 m if possible;
- Provided personal protection equipment (PPE) to customer-facing staff such as masks and gloves;
- Share customers guidelines ahead of trip on the basis of advice from health authorities or local authorities which include the wearing of face masks or coverings, guidance on hand hygiene and avoiding physical contact;
- Established with suppliers and partners including restaurants, hotels, parks, that they follow likeminded health and hygiene protocols and guidelines;
- Identified realistic capacities for attractions based on queue length, waiting areas and adjust accordingly to allow for physical distancing in line ensuring its safety;
- Explored staggered timing when possible of access to venues, attractions and restaurants among others.



PROTOCOLS TRANSFERS

- Mandatory use of face mask
- Implemented processes focused on enhanced sanitation, disinfection and deep cleaning practices as well as increase the cleaning / disinfection frequency; Selected disinfecting products recommended by health authorities;
- Revisited guidance to cleaning team for the interior of the vehicle, with a specific focus on high-frequency touch points such as the keys, steering wheels, steering column, gear stick, seats, seat pockets, seat belts, door handles, gearboxes, gloveboxes, vents, key fobs, door interiors, areas between seats, dashboards, radio dials, center consoles, rear view and side mirrors, cup holders and other surfaces;
- Recommended disinfecting products made available at sanitation stations to clients in the form of alcohol- based hand sanitiser;
- Limited physical contact - safe distance of 1,5 m if possible; allocated seating plans with no rotation. Implement seat spacing;
- Provided personal protection equipment (PPE) to customer-facing staff such as masks and gloves;
- Implemented written procedures to be acknowledged by customers, with protocols and guidelines regarding physical distancing and enhanced hygiene measures including hand washing and the use of masks





PROTOCOLS BOAT TOURS

- Mandatory use of face mask
- Implemented processes focused on enhanced sanitation, disinfection and deep cleaning practices as well as increase the cleaning / disinfection frequency; Selected disinfecting products recommended by health authorities;
- Revisited guidance to cleaning team with a specific focus on high-frequency touch points, including handrails, common areas, washrooms and life-jackets among others, between every use if applicable. Enhance cleaning frequency as appropriate;
- Adapted frequency of waste disposal by venue;
- Provided personal protection equipment (PPE) to customer-facing staff such as masks and gloves;
- Share customers guidelines ahead of trip on the basis of advice from health authorities or local authorities which include the wearing of face masks or coverings, guidance on hand hygiene and avoiding physical contact;
- Approved disinfecting products at sanitation stations made available to clients and staff in the form of alcohol-based hand sanitiser as appropriate;
- Implemented written procedures to be acknowledged by customers, with protocols and guidelines regarding physical distancing and enhanced hygiene measures including hand washing and the use of masks.

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CONTACT US

reservas@tourshop.com.br

Orla Bardot, 550
Armação dos Búzios
Rio de Janeiro - Brasil



+55 (22) 2623-4733
+55 (22) 2623-0292



+55 (22) 98818-0397



Visite our website www.tourshop.com.br