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BIRDING IN SPAIN'S WILD WEST

CONTINGENCY PLAN AND HEALTH SAFETY PROTOCOL TO REDUCE THE RISK OF CONTAGION OF COVID-19 June 2020

Based on the directives and recommendations established by the ICTE: (Spanish Institute for Quality in Tourism) of the Ministry of Industry, Commerce and Tourism for the Ecotourism sector.

The following protocol will apply in order to avoid risk of contagion during our activities, using protective measures for our guides and clients. **Birding in Spain's Wild West** have identified and analysed the risks involved during our activities and have implemented improvements in our services.

The following plan takes into account the specific characteristics of Nature tourism, especially the birdwatching sector, both operational organisation (guiding) and the nature of the activity: outdoor routes, group tours, shared optics, hygiene and minimum distance between clients and staff etc.).

Our Contingency Plan incorporates a Health and Safety Protocol designed to avoid risk of the spread of COVID-19 between clients, as well as an Emergency Plan in the case of guides or clients showing symptoms compatible with the disease, following health authority instructions at every stage. This plan is temporary and may be altered according to possible restrictions or future flexibility in present laws concerning nature tourism.

Our activities will conform to Spanish and regional Government guidelines and any future modifications.

The health and safety conditions applied to our services are shown below.

RISK MANAGEMENT

Birding in Spain's Wild West is committed to risk management, and has adopted specific measures to reduce possible contagion by COVID-19. These measures will be applied at all stages, from booking the activity through to its completion, in order to protect the health of client and company.

Our company will apply the present protocol and will insist that its collaborators (hotels, restaurants) have their own protocols in place in order to protect the health of all concerned. It is also important that the clients collaborate and accept them. A failure to comply with the procedures would imply losing the right to our services.

BOOKING AND PURCHASING PROCESS

Booking will be by e-mail, and payment via bank transfer, so avoiding contact with paper money.

Before the activity the client will be asked to accept the Declaration of Conformity, (see below), which includes this Health Safety Protocol.

GETTING TO THE LOCATION OF THE ACTIVITY

It is preferable for clients to use their own vehicle during the activity. If this is not possible, the company will use its own vehicle, and all precautionary measures shall be taken according to health authority recommendations.

Use of masks covering nose and mouth will be obligatory and only two people will be able to sit on each row of seats, respecting distances between all the occupants. Clients should come with their own masks. Antiseptic hand gel will be available in the vehicle as well as latex or similar gloves. Plastic bags in which to keep bags and equipment will be available in the vehicle, as well as a container in which to discard all used material. The vehicle will be disinfected every day, using products recommended by the health authorities, with special attention to areas used by more than one user such as door handles, head and arm rests, window controls etc.

DURING THE ACTIVITY

All the activities will be in the open air. Our groups will be limited to a maximum of 8 participants. The company will avoid crowded areas, and coordinate with the authorities the safe use of public spaces.

AT THE START OF THE ACTIVITY

A minimum distance of 1,5m should be kept whilst awaiting instructions from the guide. Each client should bring their own facemask. From this moment on and during the initial welcome, detailing of the programme and explanation of the rules, both guides and clients should wear facemasks and glasses (transparent or sun glasses) which will be worn throughout the activity.

Greetings must not involve any physical contact.

Before the start of activities we will all wash our hands with antiseptic hand gel provided by the guide. This must also be used after going to the toilet and before eating, and should be applied frequently.

DURING THE ACTIVITY

The 1,5m distancing will be respected during the activity between guides and clients, and between clients who are not members of the same family unit.

We will avoid touching our eyes, nose or mouth.

Restrictions will apply to sharing equipment such as telescope, binoculars, guidebooks etc: these must be disinfected before and after each use. Birding in Spain's Wild West may lend binoculars to a client who has previously requested them: these will be disinfected prior to the route, are for personal use and must not be shared with another client.

The client commits to keep the equipment clean and in good condition, and not use abrasive materials which may damage lenses or outer shell. To avoid risk, the guides will not share their own binoculars with any client.

Water bottles, food, clothes, sun lotions, electronic devices etc., may not be shared outside of family units.

After touching equipment or coughing or sneezing, we will wash our hands.

Any used item of personal hygiene shall be placed in a plastic bag, and kept until it can be disposed of in the appropriate refuse bin. We shall not dispose of any refuse outdoors.

The guides will avoid going to places which are susceptible to crowding, such as hides and viewing platforms.

Birding in Spain's Wild West will inform clients of any possible limitations to our services as a result of the consequences of the pandemic.

Birding in Spain's Wild West will supervise all the above measures.

We urge clients to comply with the norms established in this Contingency Plan and Health Safety Protocol.

In the case of a guide or client not complying, **Birding in Spain's Wild West** reserves the right to prevent their participation in the activity, including if the activity has already commenced. If a client consistently refuses to comply, **Birding in Spain's Wild West** may deny their participation in programmed activities, both those taking place and future ones. The relevant authorities may also be notified of the situation, and legal action may be taken if the company's interests or reputation are deemed to have been damaged.

AFTER THE ACTIVITY

Physical contact will be avoided at departure.

The company will implement a cleaning and disinfection plan of all material and transport used during the activities with products authorized by the health authorities.

OTHER ACTIONS

The first aid kit will include a thermometer.

A disinfectant solution for handwashing and disinfection of material will be available.

EMERGENCY PLAN IN THE CASE OF SYMPTOMS COMPATIBLE WITH COVID-19

Birding in Spain's Wild West will identify the medical centres closest to the destination, in order to refer a possible COVID-19 case quickly and efficiently should this be necessary.

In the case of a guide or a client showing symptoms compatible with the illness, this will be immediately communicated to the person responsible in the company. The most common symptoms are: fever, fatigue, dry cough, breathing difficulty, loss of smell and difficulty in swallowing, amongst others.

Following the Health Authority directives, the emergency services will be contacted and their advice followed.



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The company will then adopt adequate measures in order to safeguard the integrity of all participants following standard procedures for those persons who have been in contact, and augmenting the safety distance and preventative measures. If the company deems it unwise to continue with the programmed activity because of sanitary causes, it will proceed to suspend the tour and return to base, due to causes of Force Majeure in the interests of health and safety.

ACTION IN CASE OF AN ACCIDENT

Preventative measures will be taken by the worker in relation to the injured client. The client shall be attended with disinfected gloves and disposable sterile material. All possibly contaminated surfaces will be disinfected and the resulting waste disposed of accordingly.

Birding in Spain's Wild West includes all the above measures in this Consent Form in order to participate in our activities, resulting in the below Declaration of Conformity on the part of the client, which should be signed, scanned and returned by email on booking and prior to the activity.

With this document, **Birding in Spain's Wild West** informs all agents (workers, providers and clients) of the preventative and safety measures put in place in its Contingency Plan and Health Safety Protocol to reduce the risk of contagion of COVID-19.

CLIENT DECLARATION OF CONFORMITY to be sent by email before the activity

Ms/Mr, adult with Passport number, declare that I agree with **Birding in Spain's Wild West's** Contingency Plan and Health Safety Protocol to reduce the risk of contagion of COVID-19.

I commit to follow recommendations and directions of the company staff, described in the Health Safety Protocol to reduce the risk of contagion of COVID-19, to wear facemask and glasses (transparent or sun) at all times during the activity and to wash my hands before and after touching any material lent by the company, frequently and after going to the toilet, coughing or sneezing.

In the case of noticing any symptoms compatible with COVID-19 I shall immediately inform the person in charge of reservations in order to cancel or postpone the activity.

Date..... place

Signed

