

CUSTOMER SERVICE REPRESENTATION IN RESORTS

- Representatives follow pre-established resort sanitary measures and the Amstar SAFE AND CLEAN program.
- All representatives will implement the waving "meet and greet" - **waving is the "new handshake."**
- Mandatory face mask, handwashing and use of hand sanitizer for staff.

IN OUR OFFICES

- All Amstar team members must comply with the following procedures:
 - Amstar offices will be open only for team members.
 - Mandatory temperature screening if required by local law, face mask use, handwashing and hand sanitizer use.
 - Meetings will be remote or online to avoid crowds.

EXCURSIONS

- Mandatory face mask for excursion staff.
- Social distance is requested during the excursion.
- Frequent surfaces cleaning and sanitizing of all areas.
- Hand sanitizer available for use during the excursion.



IN ALL DESTINATIONS AIRPORTS

- Social distancing "meet and greet" - **waving is the "new handshake."**
- Mandatory face mask, handwashing and use of hand sanitizer for staff.
- Hand sanitizer stations available at Amstar airport counters.

INCORPORATED INTERNATIONAL PROTOCOLS

- The SAFE AND CLEAN program incorporates International protocols from:
 - The World Health Organization (WHO)
 - The World Tourism Organization United Nations (UNWTO)
 - Centers for Disease Control and Prevention (CDC)
 - The World Travel & Tourism Council (WTTC)

IN OUR TRANSFERS

- Social distancing "meet and greet" - **waving is the "new handshake."**
- Mandatory face mask, handwashing and use of hand sanitizer for staff.
- Hand sanitizer will be available upon arrival, during and at the conclusion of the transfer.
- Welcome videos with updated information where available.
- All vehicles will be sanitized before, in between services and at the end of the day.

