



**Taste Belize Tours**  
Food & Culture Tours

Placencia, Belize  
[www.tastebelize.com](http://www.tastebelize.com)  
501-664-8699/629-5030

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# Taste Belize Tours

## COVID-19 Preparedness Plan

September 7, 2020

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## Introduction

Our COVID-19 Preparedness plan presents the requirements developed by the Belize Tourism Board and adopted by Taste Belize Tours to meet the new health and safety challenges of COVID-19.

This plan seeks to enhance health and safety standards for safety briefing, cleaning practices protocols on and off tour, Taste Belize Team and guest interactions, and standard operating procedures.

It aims to instill confidence in our guests of the cleanliness and safety of Taste Belize Tours while ensuring minimal impact on the guest experience.

## Gold Standard Program Manager

The COVID 19 Preparedness plan is administered and maintained by the Gold Standard Program Manager.

### Duties and Responsibilities of Program Manager:

- Develop and implement the health and safety plan for our tour operation.
- Ensure that all team members receive adequate training in carrying out the new protocols both at our tour shop and while on tour.
- Conduct regular spot checks at shop and on tour to ensure that protocols are being enforced
- Serve as the main point of contact for all health & safety issues, team member and guest complaints; document and investigate all complaints



### Program Manager & Alternate

<b>Lyra Spang</b>	Owner & Guide	664-8699	<a href="mailto:tastebelize@gmail.com">tastebelize@gmail.com</a>	Program Manager
<b>Peter Dacoff Jr.</b>	Maintenance Manager & Guide	630-5253	<a href="mailto:tastebelize@gmail.com">tastebelize@gmail.com</a>	Alternate

## Monitoring & Reporting

Taste Belize Tours has implemented a process to conduct non-invasive temperature checks, using an infrared thermometer, of all guests going on tour.



Temperature checks are conducted on guests when they are picked up for the tour, before entering the tour van; of all team members upon arrival at work and once during their shift; and of any vendors/suppliers upon arrival at our tour shop. Names, dates and temperatures of guests and guides are recorded in the **Tour Temperature Log** located in our tour vehicles, while names, dates and temperatures of office manager, vendors/suppliers and any customers that enter our shop are recorded in the **Shop Temperature Log**. Additionally, a **COVID-19 Symptomatic Log** will be maintained both at our tour shop and in each of our two tour vehicles. A **Daily Attendance Register** at our shop will record team member shifts. A **Reservations & Guest Log** will also be maintained at our tour shop, using the same guest data we use in our tour booking calendar.

The Shop temperature monitoring log is used to record temperatures of Taste Belize team members, customers and any vendors/suppliers as well as anyone else who enters our shop.

Shop Temperature Monitoring Log						
Date	Time	Name	Employee, Customer or Vendor?	Recorded Temperature	Screener Name	Comments

The Tour temperature monitoring log is used to record temperatures of guests and guides prior to departure of the tour and at least once during the tour.

Tour Temperature Monitoring Log							
Date	Time	Tour Name	Person Name	Guide or Guest?	Recorded Temperature	Screener Name	Comments

The reservations & Guest Log uses data from our booking calendar to keep track of all guests booked for tours with Taste Belize Tours.

## Reservations and Guest Log \*

\*Use data from booking calendar

Date	Guest Name	Email Address	Accommodation Name & Address	Tour Name
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The Daily Attendance Register is kept at our tour shop for registration of all Taste Belize Team work shifts.

Daily Attendance Register									
Date	Team Member Name	Time Arrived	Time Tour Began	Time Tour Ended	Time Left	Total Hours Worked	Team Member Signature	Program Manager Signature	

Covid 19 Symptomatic logs are used both at our tour shop and in our tour vans.

Covid 19 Symptomatic Log										
Date	Guest or Team Member Name	Email Address/Phone Number	Emergency Contact Information *	Gender	Age	List Symptoms	Time & Place Observed	Names of those in contact w/ symptomatic person	Action Taken *	

\*Get the name and contact information for an emergency contact person related to or close to the person showing symptoms.  
\*Contact MOH and local doctor immediately and update rest of Taste Belize Team as well as responsible hotel.

### Figures: Tour and Shop Temperature Logs, COVID-19 Symptomatic Log and Daily Attendance Register

Owner and employees are trained to observe and monitor the symptoms of potential cases.

Most Common Symptoms	Less Common Symptoms	Serious Symptoms
<ul style="list-style-type: none"> <li>• Fever</li> <li>• Dry cough</li> <li>• Tiredness</li> </ul>	<ul style="list-style-type: none"> <li>• Aches and pains</li> <li>• Sore throat</li> <li>• Diarrhea</li> <li>• Conjunctivitis</li> <li>• Headache</li> <li>• Loss of taste or smell</li> <li>• A rash on skin</li> <li>• Discoloration of fingers or toes</li> </ul>	<ul style="list-style-type: none"> <li>• Difficulty breathing or shortness of breath</li> <li>• Chest pain or pressure</li> <li>• Loss of speech or movement Individuals with any serious symptoms should seek immediate medical assistance.</li> </ul>

**The Ministry of Health Hotline (0-800-MOH-CARE)** is contacted for guidance before visiting a doctor or health facility. On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

Taste Belize Team Members, vendors, suppliers, and contractors with a temperature above 100.0°F will not be allowed entry to our shop or tour vehicles and will be directed towards appropriate medical care.

Guests being picked up for a tour displaying a temperature over 100.0°F or any other symptoms of COVID 19 will not be allowed to enter the vehicle and will be returned to their accommodation/hotel's private area for a secondary temporal temperature screening. Those confirmed to have a temperature over 100.0°F will be taken to their hotel/accommodation's temporary designated quarantine/isolation area until MOH officers arrive to conduct testing.

Guests who show a temperature or other COVID 19 symptoms on tour will be immediately transported to a designated public health clinic, hospital or ward, after consultation and upon instruction from MOH.

## **Social Distancing Protocols**

Taste Belize Tours adheres to the government imposed social distancing measures which require all individuals to observe six (6) feet between one another in all public spaces.

Signs and markings at our shop help to inform and remind guests of the need for social distancing. **Only 2 guests are allowed in our shop at a time and our shop manager is well versed on social distancing and sanitization requirements and able to enforce them in our shop.**

Guests are briefed when they are picked up for a tour on the social distancing protocols and mask wearing protocols and advised to adhere to these measures while on tour, especially when in public spaces and around other groups of people not traveling with them.

Because we are a small tour operation we are able to easily manage social distancing of guests and coordinate with Gold Standard Certified hotels and rentals to ensure that guests are healthy and well briefed at every step of their stay and while on tour.

We alert our guests to our social distancing measures in person when we pick them up at their Gold Standard Accommodation for tours and through signs and posters strategically placed at our tour shop and inside our tour vehicles. We coordinate with our Gold Standard Accommodation partners to ensure that all guests are briefed on COVID regulations and safety requirements both at their accommodation and while on tour with us.



*COVID 19 Safety signage about social distancing at Tour Shop entrance.*



*Photo of shop entrance showing sanitization station and COVID19 safety signage.*





*Figures: Signs alerting guests to wear a mask and sanitize, used at our shop and inside our tour vehicle.*

## Enhanced Cleaning & Sanitization Procedures

Taste Belize Tours has developed enhanced cleaning and sanitization procedures for our three key areas:

- Tour Vans
- Tour Shop
- Tour Shop Bathroom

Our staff is regularly briefed on the importance of infection control and good personal hygiene. We provide personal protective equipment (PPE) and instruct our staff on how to appropriately wear and dispose of it. Masks are required to be worn while engaged in duties and interacting with guests.

Taste Belize Tours has created detailed checklists and protocols for each area occupied by guests. Please see [Appendix A](#) for detail.

## Develop a Response Plan

Taste Belize Tours follows a rapid, clear plan of action to manage any employees or guests who are suspected of having COVID-19. Please refer to [Appendix B](#) for the detailed plan.

## Clear & Consistent Communication

Taste Belize Tours believes that clear, consistent, and frequent communication between team members, the community, and our guests is important in ensuring awareness and compliance with COVID 19 health and safety measures. To that end we use the following methods to effectively communicate with our guests & team while maintaining social distancing:

- Our Website (see [tastebelize.com/](http://tastebelize.com/))

- Booking Confirmation Email. (see Appendix C).
- Signs in our tour vehicles and at our shop (see photos in prior sections).
- COVID-19 updates on our Facebook Page (as needed).
- Online Taste Belize Team meetings via Facebook Group Chat.
- **Website:** We have published our COVID-19 Preparedness Plan on our website to give prospective guests a sense of security and comfort in their choice to tour with us. We advise guests of our enhanced health and safety protocols prior to the tour date, during the reservation/booking process.
- **Booking Confirmation Email:** We send a link to our Preparedness Plan along with our Booking Confirmation Email which also discusses pertinent details of our safety plan. Please see example in [Appendix C](#).
- **Signage:** We have placed signs strategically at our shop and inside our vans to create awareness of safety protocols, mask wearing, sanitizing and social distancing measures.
- **Facebook:** Apart from on-site and on-tour spot checks performed by the program manager, we regularly discuss program protocols, the importance of adhering to them and the consequences of noncompliance with our team members via our team Facebook Chat group. We also post COVID-19 updates as needed on our Taste Belize Facebook page as outreach to guests, community and team members.

We have eliminated all printed materials from our shop and vans. Our tour binders are made of laminated pages and plastic covers which are sanitized at the start of each day and in between each guest. In our shop a flat screen TV also shows photos of our tours. We have always encouraged guests to learn about our tours and book using our website [tastebelize.com/](http://tastebelize.com/) and email communication, and during this phase of reopening, that will be our only booking channel, via Gold Standard Certified Accommodations.

Taste  
**BELIZE**  
FOOD & CULTURE TOURS

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**Award Winning Adventures!**

Luxury Travel Guide  
GLOBAL AWARDS 2016



**WINNER**



CHOCOLATE  
COFFEE, RUM,  
CREOLE, MAYA  
GARIFUNA,  
COOKING, MAYA  
RUINS, WATER  
FALLS, JUNGLE  
HIKES, ZIPLINE,  
RIVER TUBING &  
MORE!





*Photos of our fully laminated and easily cleaned tour binder used at our shop & in our tour vans.*

**Sanitizing Stations**

At our Taste Belize Tour shop we have two sanitizing stations with hand sanitizer and laminated signs. One is at the entrance to the shop, with a sign requesting anyone entering to please sanitize their hands first and to wear a mask. The second is on our office counter inside the shop itself. We also have a hand washing station in our shop bathroom.





*Photos of hand sanitizing and hand washing stations at our tour shop & tour shop bathroom.*

Within each tour van we have a hand sanitizer station and laminated signs reminding guests to wear their masks and to sanitize their hands. The responsible Guide/Driver for the tour will take guests temperatures and ensure that all guests sanitize their hands PRIOR to entering the tour van.



*Photos of Tour Minivan signage and hand sanitizer station.*





*Photos of safety signage and hand sanitizer station in our Nissan tour van.*

## **Deploy Technology**

Taste Belize Tours handles reservations by email. We answer any questions and share tour information via our website ([tastebelize.com/](http://tastebelize.com/)), by email, phone and Whatsapp. All bookings through our partner Gold Standard Certified hotels are paid through the respective hotel payment system and deposited remotely into our bank account. There is no need for guests to come to our shop or interact with our team in person prior to the tour itself.

## **Implement a Training Plan**

Taste Belize Tours is a small operator that typically runs with only 3 full time and 1 part time team members, (at this time only 2 team members-one of them the owner- are on duty full time, 1 part time, due to the economic effects of COVID 19). We have created a training plan, requiring all 3 team members to take the webinars on sanitization and safety offered by the BTB and available on the BTB website. Our safety training program reviews health & safety workplace best practices, COVID-19 prevention, the importance of social distancing, the proper PPE usage and disposal, and proper cleaning methods. After administering training, we continue to discuss and enforce proper safety protocols via our team Facebook chat group, monitor and evaluate performance, and provide corrective guidance when necessary.

## Appendix A: Cleaning Protocol & Checklists

### Shop, Shop Bathroom and Tour Van Cleaning & Disinfecting Guidelines:

1. **Prepare** your equipment and get the space ready for cleaning
2. **Clean** each surface by removing dust and debris (dust and sweep)
3. **Sanitize** all high-touch areas: tour binders, countertops, vehicle door handles & seats, stair railing and shop doorway, credit card machine. (use antiviral cleaners)
4. **Check** that the space has been thoroughly cleaned and sanitized.
5. **Sign Off** in cleaning log.
6. **Report and restock** cleaning supplies as needed.
7. **Obtain** the Program Manager's sign-off once she has inspected the space

### List of Cleaning Products



Multi-purpose Cleaner



Bleach



Sanitizer



Bathroom Cleaner



Glass Cleaner



Air Freshener



Hand Soap



Hand Sanitizer



Microfiber Cloths

## Preparing to Clean

- Gather the right cleaning supplies, recommended by the Belize Tourism Board, such as multi-purpose disinfectant, bathroom cleaner, glass cleaner, floor cleaner, and tools such as disposable paper towels, sprayers, and brushes.
- Wash your hands for at least 20 seconds with soap and water
- Make sure doors and windows are open to ventilate shop, bathroom or vehicle before you clean.
- Review the safety guidelines for your chemicals to ensure proper use and effectiveness
- Put on protective equipment: disposable gloves and masks.

## Personal Protective Equipment



## Proper Use of Personal Protective Equipment

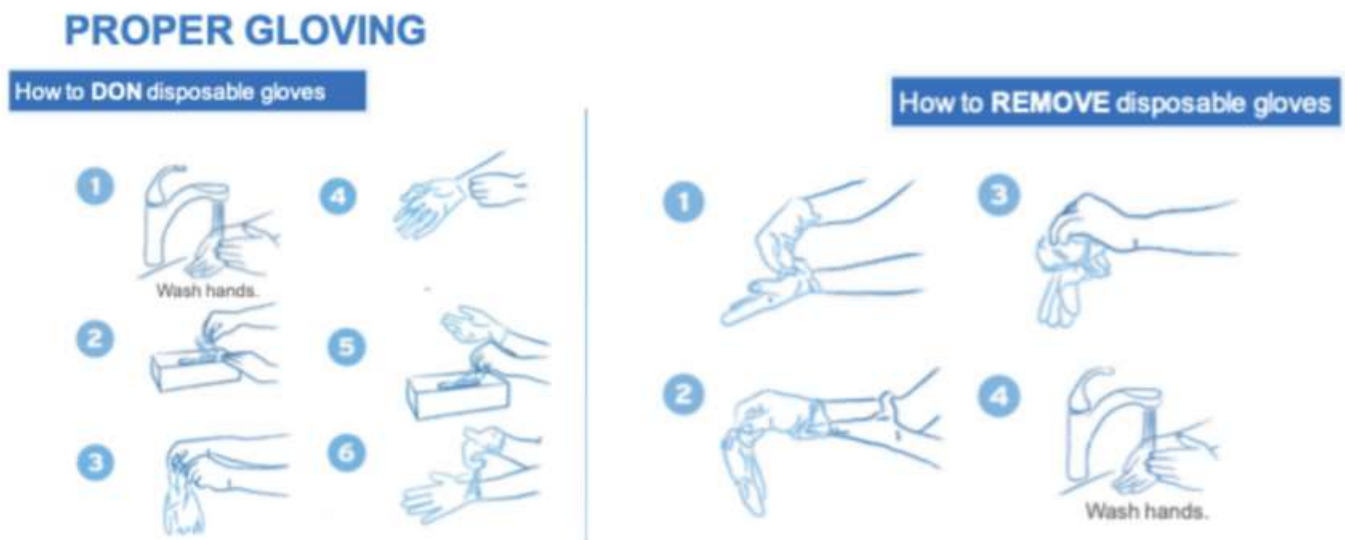


Figure: Procedure for donning and removing gloves.

# COVID-19 Safe ways of working

## A visual guide to safe PPE

The infographic is divided into two vertical panels. The left panel, titled 'General contact with confirmed or possible COVID-19 cases', features an illustration of a person in an orange apron and blue gloves. The right panel, titled 'Aerosol Generating Procedures or High Risk Areas', features an illustration of a person in a full blue protective suit and goggles. A central white box contains general safety instructions. At the bottom, a green banner provides a website link for more information.

**General contact with confirmed or possible COVID-19 cases**

- Eye protection to be worn on risk assessment
- Fluid resistant surgical mask
- Disposable apron
- Gloves

**Aerosol Generating Procedures or High Risk Areas**

- Eye protection eye shield, goggles or visor
- Filtering facepiece respirator
- Long sleeved fluid repellent gown
- Gloves

Clean your hands before and after patient contact and after removing some or all of your PPE

Clean all the equipment that you are using according to local policies

Use the appropriate PPE for the situation you are working in (General / AGPs or High Risk Areas)

Take off your PPE safely

Take breaks and hydrate yourself regularly

For more information on infection prevention and control of COVID-19 please visit:  
[www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control](http://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control)

*Recommended guidelines for Personal Protective Equipment as recommended by the BTB.*

## Tour Shop Cleaning Checklist

CLEAN			
<input type="checkbox"/> Put on a fresh pair of disposable gloves and be sure to wear a mask when cleaning.  Remove all garbage items, empty garbage cans and line empty cans with fresh garbage bags	<input type="checkbox"/> Use a duster to clean hard-to-reach areas such as high shelves.		
<input type="checkbox"/> Dust all surfaces with a microfiber cloth and a multi-surface cleaner	<input type="checkbox"/> Sweep all areas with a broom and dustpan, including behind counter		
<input type="checkbox"/> Wipe down electronics with a damp microfiber cloth	<input type="checkbox"/> Mop all areas, paying particular attention to corners and the area behind the doors		
SANITIZE	CHECK		RESET
<input type="checkbox"/> Use a multi-surface disinfectant and spray frequently-touched surfaces Be sure to sanitize: <ul style="list-style-type: none"> <li>• Credit Card Machine</li> <li>• Light and fan switches</li> <li>• Stair Rail</li> <li>• Counter Tops</li> <li>• Tour Binders</li> <li>• Shelves and Fridge door.</li> <li>• Door handles &amp; doorways.</li> </ul>	<input type="checkbox"/> Make sure you've completed all the tasks above.		After cleaning the shop, dispose of dirty gloves, wash hands thoroughly and return to regular shop duties. Check that the lights and electronics are working properly Check supplies, advise program manager and buy more cleaning supplies if needed.

## Shop Bathroom Cleaning Checklist

CLEAN			
<input type="checkbox"/>	Put on a fresh pair of disposable gloves and be sure to wear a mask when cleaning.	<input type="checkbox"/>	Clean the toilet brush canister by filling with warm, soapy water and letting it sit for a few minutes; then dump dirty water into the toilet and flush
<input type="checkbox"/>	Empty garbage cans and then line empty cans with fresh garbage bags	<input type="checkbox"/>	Clean all remaining bathroom surfaces using multi-surface cleaner and disposable paper towel.
<input type="checkbox"/>	Spray and clean the toilet, scrub the inside of toilet bowl, seat, and seat hinges. Spray the toilet backsplash.	<input type="checkbox"/>	Spray and clean the sink. Scrub basin, faucets, and backsplash. Wipe down faucets and backsplash
<input type="checkbox"/>		<input type="checkbox"/>	Sweep and mop floor to remove any debris
<input type="checkbox"/>	Clean toilet brush by pouring bleach over it and rinsing with clean water		
SANITIZE		CHECK	RESET
<input type="checkbox"/>	Use multi-surface disinfectant and spray frequently-touched surfaces Be sure to sanitize: <ul style="list-style-type: none"> <li>• Door handles and knobs</li> <li>• Light switches</li> <li>• Sink and shower faucets</li> <li>• Sink basin</li> </ul>	<input type="checkbox"/>	Make sure you've completed all the tasks above
		<input type="checkbox"/>	Wash your hands and put on a pair of clean gloves, then: <ul style="list-style-type: none"> <li>• Replace toilet rolls.</li> <li>• Switch off all lights</li> <li>• Close door behind you</li> </ul>

	<ul style="list-style-type: none"> <li>Toilet handle, seat, and surface</li> </ul>			
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### Van Cleaning Checklist

CLEAN					
<input type="checkbox"/>	Empty trash container, then line empty container with fresh garbage bags.	<input type="checkbox"/>	Remove all objects from the van and dust all surfaces. Sweep out van interior.	<input type="checkbox"/>	Spray down exterior of van with water, wash van exterior with detergent and water, wash and dry windows and windshields.
<input type="checkbox"/>	Use a water and detergent solution to wipe down inside walls, dash board and all hard surfaces.	<input type="checkbox"/>	Use Armorall to shine dashboard and other hard surfaces.		
SANITIZE		CHECK		RESET	
<input type="checkbox"/>	Use multi-surface disinfectant and spray frequently-touched surfaces: <ul style="list-style-type: none"> <li>Doors &amp; door handles.</li> <li>Seats</li> <li>AC controller knobs</li> <li>Keys</li> <li>Dashboard.</li> <li>Windows</li> </ul>	<input type="checkbox"/>	Make sure you've completed all the tasks above	<input type="checkbox"/>	Wash your hands and put on a pair of clean gloves, then: <ul style="list-style-type: none"> <li>Replace any objects that may have been moved</li> <li>Check First Aid kit and add supplies if/when needed.</li> <li>Check hand sanitizer &amp; refill if needed.</li> <li>Switch off all lights and devices</li> <li>Close and lock van</li> </ul>
		<input type="checkbox"/>	Dry off surfaces with microfiber cloths		
		<input type="checkbox"/>			



## Appendix B: Rapid Response Plan

### Gold Standard Program Manager

The Gold Standard Program Manager will serve as the link between the suspected case and the health authorities.



#### Program Manager for Taste Belize Tours

<b>Lyra Spang</b>	Owner	664-8699	tastebelize@gmail.com
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### Protocols for Addressing Sick Guests and Staff

The Gold Standard Program Manager, Office Manager and Guides will conduct visual COVID-19 symptoms checks and flu-like or respiratory symptoms and require a temperature test using an Infrared Thermometer, for all team members, anyone else entering our tour shop and any guests going on tour.

**AT OUR SHOP/PRIOR TO TOUR:** All guests will be tested with an infrared thermometer before entering our shop or tour van. If they have a fever above 100 Fahrenheit or display other COVID 19 symptoms, the hotel/accommodation will be alerted as well as MOH, so the guest can be isolated in a quarantine room and tested for COVID-19.



#### Local Contact

<b>Dr. Alexis Caballero</b>	Private Doctor	622-7648	Available 24 hours 7 days a week
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Any possible cases will also be reported to MoH by calling 0-800-MOH-CARE and to BTB contacts below.

# belize

## FOCAL POINT CONTACTS



0-800-MOH-CARE  
OFFICIAL FACEBOOK  
@BELIZEHEALTH  
@DHSBELIZE



### Team Member:

If a team member appears ill, he/she will be immediately relieved of duties and isolated in our isolation room until a medical advisor can be reached and can give advice on how to proceed. Our isolation room is our shop bathroom. After staff departs from the room per the advice from medical personnel, the area will be closed for 72 hours, then disinfected using an approved anti-viral disinfectant by a team member using PPEs in accordance with MOH recommendations.

### Provisions for Positive Cases

If a guest or team member is tested and identified as COVID-19 positive, Placencia's private clinic, operated by Dr. Alexis and one mile north of Placencia village, has two isolation units that can serve as a temporary facility while awaiting transfer to hospital, in extreme cases. One ambulance is available to transport the patient to closest hospitals, at his/her expense.

## **WHILE ON TOUR:**

If a guest or team member is suspected of having COVID-19 while on tour, the Program Manager will immediately contact the local medical advisor and MOH to determine next steps as well as alert the hotel/accommodation where they are staying. MOH will advise us on what action to take. If we are at a tour destination, the symptomatic guest or team member will be placed in a quarantine/isolation space at that location until MOH authorities arrive to administer COVID 19 tests, or if we are on the road, or as directed by MOH we may proceed immediately to the nearest testing facility so all passengers, both guests and guide/driver, can be tested for COVID-19. Exposed team members will be relieved of work duties and self-quarantined until test results come in.

### **Securing of Property**

If a COVID-19 case is confirmed as positive, the Program Manager will immediately alert the other guests and any employees or vendors as well as the hotel where the guest is staying and any other venues/tour destinations where the guest or team member may have come into contact with other people.

### **Contact Tracing**

Taste Belize Tours will assist in gathering and sharing data to support contact tracing of the infected guest or team member, as prescribed by the Ministry of Health.

### **Disinfection Processes**

If a case is identified as COVID-19 and the patient is moved from Taste Belize Tours' van, bathroom or shop, Taste Belize Tours will immediately lock off the shop and/or van (whichever the patient came into contact with) for at least 72 hours. After 72 hours, we activate our enhanced cleaning protocol to clean and sanitize the space (shop/vehicle). If a guest is suspected to have COVID- 19 our tour shop or van or any other areas pertaining to Taste Belize Tours that have been exposed to the guest will be thoroughly disinfected using an approved antiviral disinfectant following the recommendations of the MOH.

### **Containment Processes**

The shop/shop bathroom/tour van will not be returned to service or reopened until the case has been confirmed or cleared. In the event of a positive case, the shop/van will only be returned to service/reopened after undergoing a thorough sanitization and disinfection following the protocols recommended by MOH.



## Appendix C: Sample Tour Confirmation Email

Dear [Insert Guest Name],

We are delighted that you are joining us for a tour to explore our beautiful country! This email serves to confirm that you are booked for (Insert Name of Tour) for (Insert Date). Pick up time will be (insert pick up time) at (insert gold standard certified accommodation name). Please read below for important information regarding healthy and safety procedures in Belize.

### General Travel Advice

Belize is using travel guidelines developed by the Belize Ministry of Health, the World Health Organization (WHO) and the Centre for Disease Control (CDC).

- All passengers travelling to Belize are encouraged to show proof of negative COVID-19 PCR Test (PCR test, not an antibody test) taken within 72 hours prior to arrival into Belize. A certified negative result will put you in the fast track arrival lane at the airport.
- If you do not have a certified test prior to arrival, you will be required to take a rapid COVID-19 test at your own expense when you land at Belize International Airport. If you test positive on arrival, you will be required to enter a 14-day quarantine at an approved facility at your own expense.
- In addition, every visitor must pass through the electronic thermostat scanners on arrival.
- All visitors must register with the Belize Ministry of Health through its app. Check in will be required daily, during your stay.

Please check the details below to see the new airport protocol and communicate with your Gold Standard Accommodation regarding your private transport from the International Airport to your accommodation. Your Taste Belize Tour Van will pick you up directly from your Gold Standard Certified Accommodation on the date of your tour.



### Prior to your tour.

In order to make your vacation as enjoyable and safe as possible, Taste Belize Tours has earned the Gold Standard certificate from the Belize Tourism Board. For our Taste Belize team, your wellbeing is our top priority.

1. Taste Belize Tours has a designated “Gold Standard” Program Manager who has prepared a detailed health and safety plan for the tour company and our tours.

Your Program Manager is: Dr Lyra Spang. Contact details:

- Email: [tastebelize@gmail.com](mailto:tastebelize@gmail.com)
- Text/call: (501)664-8699
- What’s App/call: (501) 664-8699

Please make contact if you have any queries or concerns prior to your tour.

2. A non-contact temperature check is required of all guests going on tour. This will be recorded and logged. This will be a simple reading taken by holding an infra-red thermometer an inch from your forehead. Hand sanitization is also required before entering our tour van.

3. Social distancing (6 feet between guests) must be maintained in public spaces while on tour. Our tour van is the only exception to this rule. Your guide will brief you on safety procedures at the start of your tour and help you along the way!
4. A detailed Response Plan (available on request) has been developed in the instance of a suspected case of COVID-19 while on tour. If at any point during your tour you feel unwell (especially with symptoms of fever, dry cough or tiredness), you must immediately report these to your guide/driver who will then contact Ministry of Health representatives to conduct a COVID-19 test.
5. Belize's national health and safety protocol requires masks to be worn in public by all adults and children over the age of 6 years old. Please ensure that you have a mask on when we pick you up for tour. If for some reason you do not have a mask we have disposable masks available for only 2 Belize dollars each. We request all our guests to sanitize their hands prior to entering our tour van and sanitizer is available in the van throughout the tour.
6. Our Taste Belize Team stays up to date with national protocol changes through media channels in order to maintain their preparedness. You will see all our team members adhering to national requirements for mask wearing and also using disposable gloves when needed.

In these challenging times, we want you to feel confident that we are doing our utmost in keeping you safe so you can have a wonderful and unforgettable vacation in Belize!

Please do not hesitate to contact me if you have any concerns or if you want to discuss your tour preparations.

Cheers,  
Dr. Lyra Spang