We’re back

S E P T E M B E R 0 4 T H , 2 0 2 0 .

Ready for a new experience.

BUENA VISTA DEL RINCON
Eco Adventure Park - Hotel & Spa
COVID-19 will accompany us for a long time. Adapt to it is the key to offer wellness and safety. We offer a reborn tourism product where our guests’ wellness is key. We are an oasis where you can relax and feel protected. Reborn tourism, we are waiting for you!
AFTER THE PANDEMIC

The world has changed. The exact dimensions of the economic impact still not quantified due to persistent uncertainty in the evolution of a partially known virus, posing a major and evolving challenge to the world community and the tourism sector.

Buena Vista del Rincón offers a renewed tourism product adapted to the new global reality of Covid-19 based on ensuring health and safety of staff and guests. To this end, work has been done to establish procedures intended to reinforce cleaning, disinfection and hygiene measures to contain the spread of the virus and keep us covid-free.

We have incorporated added value to our tourism product to increase wellness while safeguarding health and safety.

We seek to add greater value to the experience, our team is ready with its internal goal; Buena Vista del Rincón Clean, Care & Wellness Eco Adventure Park.
REINVENTION
Restaurants, transportation, ecotourism, adventure, cultural and wellness activities. A new way of relating; comfortable private seating areas are enhanced to enjoy activities, and private food and drink service.

PRIVACY-WELLNESS
Avoid staying in enclosed spaces making the most of outdoor and open areas. 100% private logistics scheme. Forest, fresh air, peace and connection with nature and yourself.

NEW EXPERIENCE

PRIORITY: HEALTH & SAFETY
Constant and recurring sanitation and disinfection processes. Staff training is essential; this is our secret to success.

We want the guests to feel that everybody is concerned about its safety and hygiene, where every detail is thought about to generate positive emotions. The world stopped and a new lesson shocked us. It is time to breathe and enjoy leisurely! Our guests deserve the best vacation experience.
We have enhanced our broad and open infrastructure to offer services desired by new tourists; wellness, nature, adventure and culture. Keeping an excellent price-quality relation, under the dynamics of a 100% private operation of each one of the bubbles that visits us.

Our vision of an integrated farm used by us for several years now has been a pillar of resilience which has allowed us to expand our agriculture and livestock production, obtaining new products that are being currently commercialized and where time, training and dedication has been invested. Handmade products are also back. Cassava, corn and rice based breads and curd cheese, fresh cheese, cheese spread, yogurt and grazing eggs, among others. The result is high quality products that will self-supply us providing our guests with great gastronomic experiences.
**GASTRONOMY**

We are a roaster that ensures the quality of the golden bean that characterizes Costa Rica. Our Güipipía Coffee also has changed. National experts in roasting and tasting have trained our staff to improve each of the experiences that we offer at home.

New toasting profiles renew our product; our guest can taste and take home Tarrazu Specialty Coffee from Guanacaste (Monteverde).

We offer sustainable gastronomy from the garden to the table in a homely atmosphere served by our local human resource, enhancing Mother Earth’s goodness while you enjoy gastronomy with Guanacaste’s essence. A **five-course menu:**

- **First course:** appetizer
- **Second course:** cream soup
- **Third course:** salad
- **Fourth course:** white meat, red meat, pasta or vegetarian option
- **Fifth course:** dessert and Güipipía Specialty Coffee
Nature, culture, tradition and flavor; the best of our region!
Operational Logistics

**DAILY CAPACITY**

*Adventure Park*

The capacity in activities like canopy, water slide and horseback rides is determined by the equipment, because it can only be used once a day. The equipment will go through a disinfection process which requires drying time.

**LOGISTICS**

*Operation FOREST*

During the morning enjoy activities in the following order: canopy, hanging bridges, El Trapiche, coffee, water slide, trails and environment tour. Lunch at Restaurant La Montaña. After lunch, waterfall and hot springs. Horseback rides can be scheduled during the morning or to visit the hot springs. You can also visit the hot springs in a tractor-drawn carriage.

**LOGISTICS**

*Operation BIRD*

Enjoy the activities in the following order: waterfall and hot springs. Lunch at the Snack Bar or Restaurant La Roca. Horseback rides can be scheduled during the morning to visit the hot springs or when leaving the hot springs. The tractor-drawn carriage is also available. After lunch, canopy, hanging bridges, El Trapiche, coffee, water slide, trails, and, environment tour.
Operational Capacity

*Groups of 10 people maximum.*

Maximum capacity has been set per activity or service.

Capacity will start gradually as the sector reactivates until reaching a maximum of 100 guests.

The operational dynamics can vary depending on the evolution and containment of the pandemic.

<table>
<thead>
<tr>
<th>Activity</th>
<th>People capacity</th>
<th>Per day</th>
<th>Per hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canopy (both)</td>
<td>100</td>
<td>X</td>
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<tr>
<td>Water slide</td>
<td>100</td>
<td>X</td>
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<tr>
<td>Hanging bridges</td>
<td>10</td>
<td>X</td>
<td></td>
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<tr>
<td>Trails (5)</td>
<td>50</td>
<td></td>
<td>X</td>
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<tr>
<td>Waterfall</td>
<td>10</td>
<td></td>
<td>X</td>
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<tr>
<td>Horseback ride</td>
<td>100</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Tractor-drawn carriage</td>
<td>92</td>
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<td>X</td>
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<tr>
<td>Trapiche</td>
<td>20</td>
<td></td>
<td>X</td>
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<tr>
<td>Environmental tour</td>
<td>20</td>
<td></td>
<td>X</td>
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<tr>
<td>Coffee tour</td>
<td>20</td>
<td></td>
<td>X</td>
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<tr>
<td>Walk to the waterfall</td>
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<td>X</td>
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**Restaurant**

<table>
<thead>
<tr>
<th>Location</th>
<th>People capacity</th>
<th>Per day</th>
<th>Per hour</th>
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</thead>
<tbody>
<tr>
<td>La Montaña</td>
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<td></td>
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<tr>
<td>Terraza</td>
<td>30</td>
<td></td>
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<tr>
<td>Salón Malinche</td>
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<tr>
<td>Salón Cortez Amarillo</td>
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**Hot Springs**

<table>
<thead>
<tr>
<th>Location</th>
<th>People capacity</th>
<th>Per day</th>
<th>Per hour</th>
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</thead>
<tbody>
<tr>
<td>Snack Bar</td>
<td>35</td>
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<td>X</td>
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<tr>
<td>La Roca</td>
<td>25</td>
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### Table #1
**Operation**: FOREST

<table>
<thead>
<tr>
<th>Group 10 pax</th>
<th>In time</th>
<th>Hands</th>
<th>Canopy</th>
<th>Culture</th>
<th>Coffee Shop</th>
<th>Water slide</th>
<th>Lunch 1 hr</th>
<th>horse/tractor</th>
<th>Trail/bridge</th>
<th>Trails / waterfall</th>
<th>Spa</th>
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<tbody>
<tr>
<td>Rana</td>
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### Table #2
**Operation**: BIRD

<table>
<thead>
<tr>
<th>Group 10 pax</th>
<th>In time</th>
<th>Hands</th>
<th>horse/tractor</th>
<th>Trails / waterfall</th>
<th>Spa</th>
<th>Lunch 1 hr</th>
<th>Canopy</th>
<th>Culture</th>
<th>Coffee Shop</th>
<th>Water slide</th>
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<tr>
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Each group is integrated by:

1. Families or social bubbles.
2. Groups of more than 10 people of a same bubble: distributed in 10 people per activity.

**Type of service**: 100% private.
ARRIVAL/BASIC MEASURES

- Temperature will be taken at the front desk to guests spending the day, tourists, guides, and drivers.

- Hand washing is necessary to begin with scheduled activities.

- Only the tour guide will access the front desk for final instructions.

BASIC MEASURES

- Constantly wash your hands with soap and water. You will find washing stations and hand washing protocol throughout the park.

- Avoid touching your eyes, nose and mouth.

- Implement sneezing and cough protocol. You can guide yourself with printed instructions located in different points.

- Avoid sharing beverages, cigarettes and water bottles.

- Avoid touching surfaces.
BASIC MEASURES

- Keep a distance of 1.8mts from other guests or human resources. During provision of services it is mandatory to use personal protection equipment and full implementation of the internal health protocol.

- Xenophobic or discriminatory attitudes are not allowed with people that present or have presented symptoms of “flu” or “cold” or that have been diagnosed with Coronavirus (Covid-19).

- The people with risk factors can develop health complications in case of being diagnosed with Covid-19.

- If you or any of the people in your group have: diabetes, heart disease, high blood pressure, lung problems, cancer or any other disease that compromises your immune system or are elderly, we need to take special care. We appreciate you to inform us and count on our support.
THE JAGUAR

Indicates the areas where it is not permitted to sit.

JAGUAR FOOTPRINT

The jaguar’s footprints on the floor indicate the distance between one person and another which is mandatory.
GENERAL PROVISIONS

- All services shall be reserved. If it has been impossible to reserve in advance, please call us to coordinate details of the operational logistics of that day and avoid unexpected events upon arrival.

- Time and space are assets that have to be enhanced. It is necessary to comply with schedules detailed in the logistics of the day. Once each activity ends, it is proceeded to clean and disinfect the site to receive the following group.

- Each activity has hand washing stations, bathrooms, lockers, showers, swimming pools, etc. for each group; please respect privacy that must be ensured for all our guests.

- Company’s staff (guides and drivers) will be assigned private spaces to wait and have lunch where applicable. It will not be allowed to enter adventure, culture or wellness facilities outside your bubble.

- Please promote payment with credit card in all internal points of sale.
We appreciate being respectful and patient with internal measures in attention to the health of all; we will be taking care of each detail to offer you the best attention.
COVID-19 INTERNAL PROTOCOL

Base points according to the Ministry of Health and the Costa Rican Tourism Board.

1. Hygiene and disinfection with authorized products.
2. Increase in the frequency of cleaning processes.
3. Guarantee to provide the protection consumables recommended by the Health authorities.
4. Redistribution of the adventure eco-park areas adapted to new parameters.
5. Implementation of scheduled-based logistics in all park activities; Operations FOREST & BIRD: 100% private service and a five-course lunch.
6. Implementation of technological solution that reduce guest/employee physical interaction.
7. Staff training led by the Management Crisis Team.
8. New signage and conditions of common spaces.
9. Communication plan for the new operation.
10. Strengthened paramedical services for a better attention in relation to Covid-19.
GUESTS

- Use of mask is mandatory.
- Don’t go out if you are sick or have any symptom of “flu” or “cold”, temperature, etc.
- Please inform yourself from official resources and do not spread false information.
- Eat well and do not smoke.
- Do not spit on the ground.
- Implement the sneezing and coughing protocol.

REMEMBER

- After touching the cell phone, keys, money, etc.
- Using the toilet.
- Touching surfaces: rails, door knobs, etc.
- Before entering a restaurant and after undertaking any activity at the adventure park.
- After coughing and sneezing.

HAND WASHING

- Touching your eyes, nose and mouth.
- Share beverages, cigarettes and water bottles.
- Close contact with sick people.

AVOID

- Use the covered trash bins to dispose tissues, gloves and masks.
- Xenophobic or discriminatory attitudes are not allowed with people that have presented symptoms of “flu” or “cold” or that have diagnosed with Covid-19.

PLEASE
A & B: RESTAURANTS, CAFETERIAS, BARS, COFFEE SHOP AND LA FONDA

1. Cleaning and disinfection each hour of the main entrance rails, counters, furniture and electronics. Constant cleaning of surfaces including door knobs, touch screens, etc. Each time a guest uses tables and chairs.
2. Eliminate from the counter all objects and products that could be touched by guests (napkins, cups, glasses, bottles, sugar bags, etc).
3. All guests without exception must wash their hands before entering.

TOILETS, FRONT DESKS, RESTAURANTS, WATER SLIDE, CANOPY AND HOT SPRINGS

1. Cleaning and disinfection each time a group (Operation BIRD & FOREST) uses toilets during the assigned time. Special focus on surfaces door knobs, rails, counters, sinks, toilet handles, lockers, etc.
2. Changing garbage bags.
3. Deep cleaning of floor with quaternary ammonium.
HORSEBACK RIDES

1. When you arrive at the stable you will find on the table a packed clean helmet.
2. Each guest will get on the horse on its own through the chutes.
3. Saddles, hackamores, horse coats, and reins will be used once a day and will be disinfected.
4. Disinfection of all horseback riding stations and specially rails.

WATER SLIDE

1. Ten stations have been placed at 1.8mts of distance. Each guest will find its equipment and a clean towel packed in a bag.
2. Climbing the trail will be every 1.5 minutes or in your bubble.
3. Instructions are placed in the water slide house and at the entrance of the tour, please read them. The guide will reinforce the safety instructions using its personal protection equipment.
4. The pool exit, where to leave your equipment (pneumatic, helmet and leather diaper) and towel is signposted.
1. Once the guest exits the trail it will enter station 2 (old canopy house) where it will leave all its equipment in the assigned box. Here there is a **hand washing station**.

2. Once the tour has ended, the first station cannot be used so the toilets of the front desk are available respecting private space of another bubble that begins its activity.

3. It is proceeded to disinfect toilets, benches, lockers and floors, and picking up garbage.

**REGULAR & EXTREME CANOPY**

1. There are 2 stations: one to put on the equipment and one to take it off. 10 stations have been placed at 1.8mts of distance with the equipment packed in a bag.
2. A guide using personal protection equipment: face shield, mask, gloves will place and check the equipment.
3. The instructions are placed in the canopy house and will be transmitted on the screens. The guide will reinforce the safety instructions at the first platform using personal protection equipment.
4. The tour will be paused respecting the platform distances.
TRAILS & HANGING BRIDGES

Use printed map for safety.
Discard at the end of the tour.

1. Schedule from 6:00am to 4:00pm with prior reservation the trail is assigned.
2. 10 people maximum per group.
3. Social bubbles can go freely.
4. Groups shall keep 2mts of distance.

GÜIPIPIA COFFEE & SOUVENIR

1. Use of mask within facilities is mandatory.
2. Hand washing, application of alcohol and disinfection of shoes.
3. Keep a distance of 1.8mts marked by jaguar footprints.

TRAPICHE, HAND CRAFTS & LA FONDA

1. Use of mask within facilities is mandatory.
2. Washing hands, application of alcohol before entering.
3. Keep a distance of 1.8mts marked by jaguar footprints.

TRACTOR-DRAWN CARRIAGE

1. Maximum capacity of the tractor-drawn carriage is: 2 of 11 people and 2 of 12 people.
2. Disinfection of seats, metal bars and entering rails after each service delivery.
HOT SPRINGS

1. Hand washing to enter facilities is mandatory.
2. The following will be assigned for each group for exclusive use:
   - A hot springs pool.
   - 10 lockers, 10 packed towels (or accordingly).
   - A toilet.
   - Restaurant (Snack Bar or La Roca) for food and beverage service.
   - Area to stay (benches, chairs).

3. Use of sauna and mud station will be coordinated at the site to keep privacy and safety.
4. Once each group finishes, it will be proceeded to disinfect chairs, rails, pool edges, lockers, internal benches, sauna door, benches of the mud station, internal shower taps, etc.
ENVIRONMENTAL TOUR
1. Hand washing, disinfection of shoes and mask is mandatory to milk.
2. After each tour, metal bars, gates and knobs are disinfected.
3. The farm animals cannot be fed by guests.
4. Keep a distance of 1.8 mts when walking through trails.

COSMETICS LABORATORY
1. It is mandatory to use work shirt or apron, glasses, gloves and mask.
2. After each class it is proceeded to disinfect glasses, table and tools.
3. Deep cleaning of table, chair and entering doors.
4. Respect the capacity of the induction and preparation area.

COOKING CLASSES
1. Hand washing before starting. It is mandatory to use work shirt or apron, mask, gloves and hair net.
2. After each class, wash tables, chairs and tools with soap and water.
3. Each person will have its working material and handling of its recipe keeping a distance of 1.8 mts.
4. Each class will have a maximum of 10 participants.
Gerardo Ocampo
- Implements and monitors actions for the prevention and containment of Covid-19 in the company, ensuring the effective execution of the 10 general points of action.
- Reports the information required by health authorities based on official guidelines issued by the Ministry of Health.

Víctor García & Josué
- Ensure general cleaning and personal hygiene supplies, as well as special protection equipment.

Lisset Romero & Zelmira Díaz
- Identify interest groups with special needs incorporating their needs in the company and implementing response actions.
- Ensure health practices in the company given by the Ministry of Health.
- Support guests during a period of “isolation before a suspicious case”.

Betsabé Navarro & José Luis Bustos
- Inform the guests about protocol and facilities during their visit.
JONATAN COREA

- Enable the company’s staff to access health services if they present suspicious symptoms related to Covid-19.
- Coordinate paramedics service.
- Direct actions of attention before a suspicious case.
- Coordinate with the corresponding Health Governing Area of the Health Ministry.

AMALIA FERNÁNDEZ & AILEEN OCAMPO

- Collect information, update data and guidelines of sanitary authorities.
- Review and update protocol.
Suspicious Cases

Attended by trained paramedics

PROCEDURE

1. The person will be isolated at the nursing station or in a room for better convenience while it is coordinated with the authorities.
2. The Ebais (local clinic) in Cañas Dulces will be contacted and instructions given by the professional in charge will be undertaken.
3. According to the professional’s instructions, the person will be taken to the Ebais (local Clinic) or to the Hospital Enrique Baltodano.
4. The company will assign transportation or it will be coordinated with any other transportation service belonging to the health authorities.
Optimistic, waiting for you.

Perpetual optimism is a force multiplier - Colin Powell