



COVID-19 + POLICY

For more than 20 years, our guests and tour guides at GoFish Belize have entrusted us with their care and safety. We have two priorities. Ensuring your well-being and providing a spectacular fishing experience in beautiful Belize.

We have strived to set new benchmarks for excellence in our industry and today is no different. As we navigate through the coronavirus pandemic, we remain deeply committed to the well-being of anyone who invites GoFish Belize into their personal space.

Today, this means keeping you safe by preventing the spread of COVID-19. We have enhanced standards of safety, protocols, procedures and guidelines which will address our new reality. And though it is impossible to know what tomorrow holds, please be assured that we are looking ahead, through and past the pandemic. We have considered all the angles and want to realign your expectations as we navigate the unpredictability of COVID-19.

WHAT DOES THIS MEAN?

The Belize Tourism Board (BTB) has created a new Tourism Gold Standard (TGS) Recognition Program to reduce the risk of COVID-19. This program is made specifically for accommodations, restaurants and tour operators (that's us!) to enhance health and safety standards. By adapting these behaviors and procedures **GoFish Belize is certified as a Tourism Gold Standard tour operator**. That means we can welcome international guests to enjoy our charters.

It also means that all international guests have to book their accommodation at a Tourism Gold Standard certified property. We can help you find Tourism Gold Standard accommodation to fit your budget, just let us know how we can help.

Bottom line: You have to be booked at a Tourism Gold Standard accommodation and use Tourism Gold Standard tour operators. The BTB is working closely with the Government of Belize to ensure the laws and phased travel re-opening plan to international guests align with the new Tourism Gold Standard Recognition Program. This phased plan comes with varied restrictions so it is important you understand them before you book travel to Belize.

NOW, WHAT DOES THIS MEAN FOR YOU?

If you would like to book a charter with GoFish Belize you must have a reservation at an accommodation with Tourism Gold Standard certification. We've received our Tourism Gold Standard tour operator certification so together with your accommodation you're going to have safe and memorable adventure!

For us to receive our certification we've had to adopt enhanced protocols, procedures and guidelines that the BTB and the Ministry of Health (MOH) have put in place. If you've gone fishing with us before, be prepared for a few changes. If you are new to GoFish Belize, you're in good hands.

Before you do anything else visit: <http://www.travelbelize.org/health-safety>

Belize Tourism Board COVID-19 Update:

<https://www.belizetourismboard.org/news-and-gallery/belize-covid-19-update/>

For an approved list of Gold Standard accommodations:

<https://belizetourismboard.org/industry-sectors/gold-standard-approved/>

For an approved list of Gold Standard tour operators: <https://belizetourismboard.org/industry-sectors/tourism-gold-standard-tour-operators/>

<https://belizetourismboard.org/industry-sectors/tourism-gold-standard-tour-operators/>

BOOKING YOUR CHARTER

Book your private fishing charter directly with us online or by phone. You'll be asked at the time of booking what TGS accommodation you have reserved. You'll also need to know a little about each person in your private charter including their first and last name, mobile phone, email, emergency contact name and mobile phone, gender and age.

WHAT TO EXPECT

If you are staying at a TGS accommodation with a dock you will be picked up by your tour guide by boat at a scheduled time. If your TGS accommodation does not have a dock you will be brought to the GoFish Belize dock by the TGS accommodation or GoFish Belize vehicle.

You'll be asked to wear your face covering and practice 6ft physical distancing until your charter departs either dock.

To adhere to the TGS tour operator certification, we will complete a temperature and symptom check and ask for your Belize Travel Health app unique ID number to record in our Charter Health Log. This means you'll need to have your phone on hand. We'll offer hand sanitizer and sanitize your personal

belongings and gear with an eco-friendly spray. After a short briefing as to what to expect throughout the charter, including a review of our COVID-19 risk management policies, you'll be invited aboard and we'll and depart for a great day of fishing.

Snacks, lunch (unless you have a beach BBQ lunch booked) and alcoholic beverages are your responsibility and must be brought with you at the time of departure. Charters will be fuelled and ready to go and once departed are not permitted to stop anywhere other than the TGS accommodation dock, so all provisions must be with you once you leave the TGS accommodation or GoFish Belize dock.

At the conclusion of the charter you are returned to your TGS accommodation or GoFish Belize dock.

CHARTER POLICIES

The following policies are in effect from the time any person enters the GoFish Belize office, dock or vehicle:

- Face covering - mandatory for staff and guests at all times
- Physical distancing - 6ft is required and reinforced except:
 - in a vehicle
- Hand sanitization - required prior to entry and exit from the office, dock and vehicle

The following protocols are in effect during the charter:

- Face covering
 - mandatory for staff all times

- mandatory for guests upon arrival and departure from the TGS accommodation or GoFish Belize dock
- Physical distancing - 6ft is required between the staff and guest, except:
 - on the boat
- Hand sanitization - required prior to entry and exit from the boat and/or beach BBQ lunch

CHARTERS INCLUDE

All charters include the following:

- Pick-up and drop-off of guests to their TGS accommodation according to the transportation policy
- Equipment, fishing gear and bait
- Soda, water and ice
- Beach BBQ lunch when reserved as part of the charter
- Snorkelling gear when reserved as part of the charter (based on availability)

Snacks, lunch and alcoholic beverages are the responsibility of the guest. GoFish Belize can provide 6-pack Belikin beer (lighthouse lager or regular) \$15 USD or 2 gallons rum punch \$25 USD at request.

WHAT TO BRING

Space on the boat is limited but we do recommend the following:

- Face covering (mandatory)
- Polarized sunglasses (brown or amber lens for flats, grey lens for reef and deep-sea)
- Long sleeve light colored shirt
- Hat
- Eco-friendly sunscreen
- Mobile phone, camera (Belize Travel Health app unique ID number and notifications)
- Towel
- Light raincoat
- Snacks, lunch and alcoholic beverages (additional)
- Gratuity is appreciated, usually 20% (sealed in a Ziploc bag)

TRANSPORTATION

GoFish Belize offers pick-up and drop-off by boat on Ambergris Caye at TGS accommodations with a dock starting at five miles north (Matachica Resort) to the furthest point south on the beachfront (east side). If you are staying between five and seven miles north (beachfront) of San Pedro Town, there is a transportation fee of \$30 USD roundtrip per boat. If you are staying on the lagoon side or more than seven miles north, please contact us for pick-up options.

If you are at a TGS accommodation without a dock, transportation by a TGS accommodation vehicle must be arranged for drop-off and pick-up. GoFish Belize can offer vehicle (golf cart) pick-up and drop-off as far north as Matachica Resort and south as Victoria House Resort. Further north or south there is a \$20 USD roundtrip transportation fee.

SNORKELLING

Snorkel gear booked as part of your charter is included at no additional cost (pending availability). Our Barrier Reef has an abundance of local sites to explore. Hol Chan Marine Reserve/Shark and Ray Alley and Mexico Rocks have a park fee of \$10 USD and must be booked in advance. Snorkel gear is not to be shared and is assigned to you to help manage the spread of COVID-19.

MANAGING THE RISK OF COVID-19

Our tour guides have received enhanced training in new protocols, procedures and guidelines to help reduce the risk of COVID-19. Tour guides will have a temperature and symptom check recorded upon arrival to prepare for their charter at the GoFish Belize dock. They will disinfect and sanitize

the boat, equipment and fishing gear using EPA approved products adhering to the enhanced procedures developed by GoFish Belize upon the advice of the BTB and MOH prior to departure and upon their return.

Tour guides will prepare your private charter wearing a face covering and disposable gloves with equipment, fishing gear, soda, water and ice and any special requests, plus the beach BBQ lunch and snorkelling gear, if these are part of your booking.

Hand and gear sanitizer and a COVID-19 kit including a thermometer, N95 and surgical masks and disposable gloves are onboard. In the event of a symptomatic suspect COVID-19 case, we have developed a response plan for every scenario to ensure you are cared for immediately, following the advice of the MOH.

GoFish Belize will provide your tour guide with a charter manifest with all your booking information, including emergency contacts, received at the time of booking. It is your tour guide's responsibility to reinforce our COVID-19 policies and procedures throughout the charter to help everyone keep safe.

GEAR PROTOCOL

Each guest will have their own fishing and snorkelling gear (if needed) assigned so as to not share. Personal belongings and gear will be sanitized by your tour guide before brought aboard the boat.

FOOD + BEVERAGE PROTOCOL

Guests will have their own cooler assigned during the charter. A separate cooler will be assigned to the tour guide for their provisions. Your tour guide will provision the guest cooler with soda, water, ice; beer and/or rum punch if purchased. You are responsible for your own snacks, lunch (unless a beach BBQ lunch is booked) and alcoholic beverages, all of which can be stored in your dedicated cooler.

Tour guides are responsible for beach BBQ lunches booked as part of their charter. They will prepare fish, seasonal lobster/conch and sides on-site using disposable foil and containers. Lunch will be served using disposable plates, cutlery and cups.

All waste will be disposed of by the individual (this is a nice way of saying, please clean up after yourself), gathered and sealed on the boat and/or on-site and disposed of adhering to waste management protocol.

FILLETING PROTOCOL

If you'd like to take your catch with you, your tour guide will clean the catch at the TGS accommodation or GoFish Belize dock and give it to you in a Ziplock bag with some delicious recommendations on how to prepare it island-style.

WASTE MANAGEMENT PROTOCOL

A waste and recycling bin or bottle crate are on board each boat. All provisions, bins and/or crates will be disinfected where possible (ie: bottles, water bags). Empty bottles and/or bags and food waste and/or packaging are deposited individually (please clean up after yourself). Bins will be lined with a waste bag and discarded of at the end of every shift, charter or when full. Bottles in crates for return will be disinfected. In the event of a suspect COVID-19 case waste will be double bagged and recycling will be discarded.

DEPOSIT

A 20% deposit is paid securely online at the time of booking.

PAYMENT

Full payment is due online 30 days prior to arrival.

CANCELLATION

You can cancel your booking at any time provided that the cancellation is communicated to GoFish Belize in writing by email. Cancellation charges will be applied as shown below, calculated from the day GoFish Belize receives written notice.

- 30 days or more, full refund less \$50 USD service fee
- 14 days prior, 50% refund
- less than 14 days, non-refundable
- weather or fault of our own, reschedule or full refund

GoFish Belize reserves the right to augment the cancellation policy in the event of a COVID-19 situation.

CANCELLATION DUE TO WEATHER

No one can predict the weather, if GoFish Belize has to cancel due to weather or fault of their own they will try to reschedule the charter, otherwise there will be a full refund.

TERMS + CONDITIONS

Each person or parent/legal guardian on the charter will need to agree to the terms + conditions waiver that includes the contract and release of liability. Terms + conditions will be included in the booking confirmation and/or emailed to the person making the booking. The person making the booking is responsible for deposit, payment and cancellation (if necessary), and collecting signatures of all passengers on their private charter. The waiver must be returned via email to info@gofishbelize.com at least 24 hours prior to the scheduled departure.

This waiver will apply to all charters booked for the duration of your stay in Belize and/or up to one year from the date of signing as long as the passenger names listed remain the same. Waivers will not be available for in person signature on the day of the charter to help us manage the spread of COVID-19.

BEHAVIOR

It is your responsibility to ensure that you do not behave in a way which causes offence or a danger to others, including the spread of COVID-19, or which risks damage to property. In such circumstances GoFish Belize has the right to terminate the charter, in which GoFish Belize will not be liable for any refunds or reimbursement of expenses incurred as a result. Further, you will be liable to reimburse GoFish Belize for any expenses incurred as a result of such behaviour.

DISCLAIMER

Guests of GoFish Belize may be subject to temperature and symptom checks, self-isolation, quarantine, adhering to the Belize Travel Health app, cancellation fees, fines and/or penalties for not obeying the MOH and/or Government of Belize laws at an additional cost to the guest. GoFish Belize will not be held liable.