



# PERURAIL CARES ABOUT YOUR SAFETY AND THAT OF OUR PASSENGERS



## We provide a safe and unforgettable experience on your journey with us

To ensure you can enjoy our wonderful journeys and adventures with confidence, and in accordance with Ministerial Resolution No. 0578-2020 MTC/O1, we are implementing our Safety and Health procedures for the protection of all, meeting the highest standards of service and care and supported by more than 20 years of experience. This guide describes our new measures and protocols.



**Safe contact with staff:** Our staff follows a comprehensive training plan and a doctor will constantly monitor their health and temperature. They will also permanently use certified protective gear following a strict cleaning and disinfection protocol with the highest service standards.



**Constant cleaning and guaranteed disinfection** of our areas and train fleet with highly trained and specialized staff.



**Preventive and informative signs** for compliance with safety and health protocols throughout the travel experience.



**Safety aboard our trains:** We take care of our passengers by implementing informative announces and, to prevent the removal of the mask and face shield, consuming food on board is not allowed.



**To ensure social distancing** and for ease, boarding will be done exclusively by showing the digital Boarding Pass.

## We have designed a new PeruRail experience providing the highest safety at every stage of the journey

All passengers must complete a Symptomatology Form confirming that they, and their travel companions, do not have any COVID-19-related symptoms. They must submit this form as a Sworn Statement which must be properly completed and signed no more than 24 hours before the date of travel and presented at the station to board the trains. Find three types of Symptomatology Forms as required (the general sheet, the one for children under 14 years of age and for 65 years +).





## **ENTRY TO THE STATION AND WAITING LOUNGE:**

- 1 Capacity will be reduced in all areas to meet local requirements and best social distancing practices.
- 2 Each passenger must follow the signs keeping the minimum distance of 1 mt in order to enter the station and will be required to wear a mask and face shield properly and permanently at the station.
- 3 To ensure a safe environment for all, each passenger must undergo a temperature check upon arrival.
- 4 Enter the waiting lounge showing the boarding pass directly from a Smartphone and physical ID, without the need to hand it over.
- 5 Extensive communication will inform our passengers of the measures to be followed inside the station and waiting lounge prior to boarding.

## **PRIOR TO BOARDING:**

- 1 Passengers must have their boarding pass ready directly from a Smartphone and show their ID, without handing it over. They must also submit the symptomatology form as a sworn statement which must be properly completed and signed.
- 2 All passengers must wear a mask and face shield correctly and permanently .
- 3 A variety of audiovisual communication will inform our passengers about the measures to be taken in the boarding process observing social distancing of at least 1 meter marked on the floor.

## **ON BOARD OUR TRAINS:**

- 1 Our on-board service staff will give passengers a warm welcome while observing and complying with all protective measures and maintaining the necessary physical distance.
- 2 To continue with the established controls, each passenger must again undergo a temperature

check before entering the train and disinfection of their personal items and luggage.

- 3 The capacity of our wagons has been reduced by 50%, in order to meet the physical distance required.
- 4 Each passenger must carry his/her carry-on baggage with a weight of up to 5kg/11lb.
- 5 Passengers must not forget to wear their masks and face shields properly and permanently throughout the trip, and occupy the assigned seat.
- 6 Onboard communication is very important for our passengers in order to have a comfortable and safe journey.
- 7 Passengers must remain in their seats and avoid moving inside the train for safety.
- 8 Bringing and consuming food and beverages on board is not allowed to prevent the removal of the mask and face shield.
- 9 It is very important to follow hygiene recommendations such as avoiding speaking very loudly, and when sneezing or coughing, doing it into the elbow or in disposable tissue paper.

## **DISEMBARKING:**

- 1 Pay attention to informational audios and indications from on-board service staff for an orderly disembarking while maintaining the proper physical distance.
- 2 Our staff will inform passengers when to get off the train, following the signs and keeping physical distance when leaving the station.
- 3 To continue with the established controls, each passenger must again undergo a temperature check and follow instructions for disinfection of his/her personal items and luggage.
- 4 Passengers must exit the arrival station as soon as possible to avoid crowds and start their expected adventure towards the Machu Picchu wonder.

**We are ready to ride through the wonderful together!**

**For more information on Safety and Health protocols, please click [HERE](#)**