



The 90-guest Santa Cruz is ideally-designed and outfitted for exploring the Galápagos Islands.

She's versatile...

with three decks, from Master Suites to Standard Cabins, offering a **wide range of accommodation** – with the same high standards of comfort – as well as options for family travel.

She's flexible...

with her guests able to choose from **alternative activities** on Santa Cruz Island, including hiking, biking, kayaking, snorkelling or relaxing on a beach.

She's fun...

with a **convivial atmosphere**, informality and relaxation that guests come to love and cherish.
with an **extra Underwater Naturalist** as part of the ship's crew, who leads guests by the hand during swimming and snorkelling activities.
with her commitment to providing the best environment and activities for **families** to share, explore, learn and have fun together.

Combine these qualities with the crew's deep sense of service built up over many years aboard, their pride, their dedication and their passion, and we believe the Santa Cruz to be the finest ship in its class to sail the archipelago today.

OVERALL HIGHLIGHTS

- A 90-guest ship means there is a better likelihood of making up **groups of non-English-speaking guests** with a common language; and MT can provide, upon request, guides for these language groups (which most other boats don't do), including Russian.
- Offers **more flexibility in making groups** – depending on physical abilities and/or personal interests (e.g. shorter walks for older guests; children's panga (dinghy) rides).
- Larger vessels (vs. small yachts/catamarans) minimize the possibility of **sea sickness**
- Larger vessels offer **ample deck space** and **additional amenities** such as a natural history library, gift shop, lecture programmes and more.



- **Natural History Library** with a wide selection of books, DVDs, games.
- Buffet breakfast and lunch with pre-established menu options for dinner on all vessels
- International-style cuisine with a great focus on Ecuadorian flavours, recipes and traditional food, all of which enhance cultural values. Plus, special once-weekly **Ecuadorian menu**.
- 24-hour free **coffee and tea station**.
- Satellite phone.
- **3 shared computers with internet; WiFi in social areas**. Note connections are low-bandwidth and intermittent, and a charge applies.
- **Gift shop**

YACHT AND PASSENGER SAFETY

- Permanent **doctor (MD Officer) on board**, giving free consultations.
- Latest generation **GPS navigational and nautical safety systems** on all vessels.
- Closed-circuit television.

Our vessels undergo a number of strict internal and external control inspections. They comply with both international and Ecuadorian regulations, ranging from the International Maritime Organization (IMO), the International Safety Management Code (ISM), the International Convention for Safety of Life at Sea (SOLAS 74), the Ecuadorian Merchant Marine Office (DIRNEA), among others.

On all of Metropolitan Touring's operations, the competence of crew members is verified, the quality and state of vessels' equipment and materials checked, periodic maintenance and training performed, and safety procedures and equipment constantly monitored.

In 2013, all our Galápagos operations staff members have received (additional) training in first aid from qualified personnel.

OUR COMPANY

- Pioneers:
 - o **60 years** of operations in Ecuador and **40 years' operating in Galápagos Islands**
 - o **MT** created the visiting format for guests alongside the National Park beginning in 1969.
 - 24/7 on-site **operational support**
 - General life, health and liability **insurance**



- Extremely **loyal, experienced and dedicated crew**, who, in some cases, have worked aboard for over three decades. This creates a wonderfully-relaxed and homely feel.
- **Transfers on shared basis included at no extra cost** from main hotels on mainland to/from Galápagos flights.

EXPEDITION HIGHLIGHTS

- We have an excellent guest-to-guide ratio, lower than many other vessels – i.e. less than the 16 guests per guide (the National Park maximum).
- We have an **extra Naturalist Guide** on board specifically to **assist guests** who are not as confident in the water so that **everyone can enjoy snorkelling activities**.
- **Glass-bottomed boat** for people who don't want to snorkel (only very few other operators have them).
- Guests have more options to choose from the following activities on the island of Santa Cruz: trekking, biking, kayaking, snorkelling or simply enjoying some down-time.
- Free use of **snorkelling equipment** (mask, fins, snorkel, snorkelling vest, and mesh bag).
- **Wetsuits** available for rent.
- **Pirates Aboard programme** for children.
- **Galápagos Natural History lectures** and **stargazing talks** (weather depending).
- **Photo show** at the end of every expedition, and all photos are uploaded to **websites** for future viewing and sharing.

CABIN HIGHLIGHTS

- **Ample selection of cabin accommodations** distributed over three decks allowing for a wide range of rates.
- Some **triple cabins** available for young children to share with parents.
- **Speakers** for connecting **mobile music devices** in cabins.
- Central **air-conditioning** with individual controls in each cabin/room.
- In-room safety **deposit box**.

BOAT PLUSES

- **Jacuzzi**.
- **Sun deck & bar**.
- Well-stocked **bar; lounge**.



- Every quarter, the whole Galápagos operation is analysed by our **Quality Control Management Committee**, which includes our CEO, Sales, Operations and Marketing Vice-Presidents, Nautical Affairs Vice-President, Acquisitions Manager, Captains, Hotel Managers, Head of Expedition, Expedition Leaders, Naturalist Guides, the Innovation and Quality Department, and Human Resources. This guarantees a **positive feedback loop** from clients' comment cards and personal communications.
- We have extensive knowledge and experience operating tours in mainland Ecuador.
- Our holding group owns Casa Gangotena and Mashpi Lodge, making for great combinations.
- We also have regional offices in Colombia, Peru, Chile and Argentina, making it straightforward for us to combine Ecuador with these countries: a one-stop shop.

OUR STAFF

- Our **Expedition Leaders** on board are selected Naturalist Guides who have been raised to the same hierarchical level as the yacht's Hotel Manager. This means the expedition experience is given the same relevance and importance as other aspects of the expedition cruise (e.g. hospitality).
- We have an on-going focus on **training of all our staff and guides** – e.g. every time a yacht goes to dry dock, they go back to school.
- **Naturalist guides and lecture services in English/Spanish** (guiding in other languages upon request for larger groups: German, French, Italian).

OUR OPERATION

- All itineraries cover the **highlights of the archipelago in a balanced way**, designed with natural history interpretation very much in mind during the 2012 itinerary changes.
- **Ground operation office** in Puerto Ayora for logistic, maintenance, storage and operational support, with extra support in San Cristóbal.
- Our company operates **the leading cargo ship** which, along with our logistical support in Guayaquil and our purchases within the archipelago, guarantees our yachts are supplied with goods and food-stuffs in a timely way.
- Our cargo ship operates under strict environmental controls for minimizing the risk of invasive species.
- We use and take advantage of the **two airports** in Galápagos for more efficient logistical management of itineraries and resupplying of ships.



OUR FLEET'S ENVIRONMENTAL COMMITMENT

We firmly believe in treading lightly in the pristine environment of the Galápagos Islands and have pioneered various social responsibility projects in the archipelago since the 1960s.

We created the **Fundación Galápagos-Ecuador** in 1998 – see www.fundaciongalapagos.org. The Foundation has achieved great results over the years, and effectively applies the philosophies of global sustainable tourism criteria. Its programs focus on the following areas:

- Coastal clean-up operations with local fishermen and local volunteers.
- Solid-waste recycling initiatives
- Educational programmes with local schoolchildren.
- Support for the RELUSAN initiative, which sends burnt oil and used oil filters to the Ecuadorian mainland for appropriate disposal.
- Working closely on joint initiatives with the Galápagos National Park and local Municipal and Provincial governments.

On board our vessels, we have implemented the following best practices:

SHIP

- Electronically-controlled injection electricity generators.
- Water-treatment plant for sewage water.
- 4-stroke outboard motors.
- Special outdoor deck lights to decrease inter-island insect dispersal.
- Solid waste & inorganic refuse classification and recycling.
- Burned oils and by-products: shipped back to the mainland aboard on our own cargo ship.
- Maintenance: preventive environmental action as opposed to corrective environmental action.
- Hull paint: we use environmentally-friendly tin-free paints.

SERVICE (hotel operations)

- Food & Beverage
- Organic Refuse & Garbage: we carefully separate organic refuse from other materials and then liquefy all these organic materials and dispose of just liquids in National Park-designated areas.

- **Local Purchases:** we support local production in the islands by purchasing various types of vegetables, fruits, meats and other supplies. This business practice supports local farmers and eliminates the need of shipping fresh produce from the mainland, while effectively decreasing the risk of accidental introductions of harmful species in to the Galápagos' environment.
 - **Water Bottles:** for our guests' consumption of water, we encourage guests to use our refill stations in public areas. The use of fewer water bottles produces less solid waste. In La Pinta, we provide guests with custom refillable water bottles.
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- **Housekeeping Department / Cabins / Public Areas**
 - **Towels & Linen:** onboard campaign for reduction of towel use and linen change, without sacrificing upscale standards.
 - **Amenity products** include biodegradable toiletries, and environmentally-friendly components.
 - **Cleaning Agents:** all our cleaning products will be either biodegradable or will include environmentally-friendly components.
 - All empty containers will be either reused or recycled.
 - **Faucet Fixtures:** fixtures include built-in aerators for efficiency in water consumption.
 - **Indoor Lighting:** energy efficient lighting systems are used throughout our vessels.
 - **Outdoor lighting:** use of light bulbs which preclude unwanted insect dispersal.
 - **Anti-insect film** installed on all windows on all vessels.