

The Dolphin[®] Company



The Dolphin Company march - august 2020 | Cancun, Mexico No. 45

DISCOVER THE NEWS



DOLPHIN CARES

COMPREHENSIVE PROGRAM OF PROTOCOLS
AND COMMUNICATION STRATEGY
OF THE DOLPHIN COMPANY

Dolphin Cares is a comprehensive program developed by experts in safety, hygiene and communication, and it is being implemented by The Dolphin Company in compliance with the recommendations of authorities and official health organizations, at the local and federal level, as well as the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO).

It is focused on prevention, protection and communication with our clients, associates, business allies and the community in each of the cities in which we operate. Of course, our program also includes all the animal species that are part of our great family.

The 31 Parks and Habitats that belong to **The Dolphin Company** family around the world, are applying the measures established in the comprehensive program "Dolphin Cares" as they reopen. The entire team of professionals working for the company is trained to implement the necessary actions and the facilities are ready for the restart of operations, according to the established reopening calendar, considering the circumstances of each destination in which we operate.

For more information see:

www.thedolphinco.com/es-dolphin-cares



Scan the QR code to see
our protocol video

Please help us to make this newsletter more interesting for you.
send your suggestions and comments to rpublicas@thedolphinco.com

THE DOLPHIN COMPANY RECEIVES THE SAFE TRAVELS BADGE

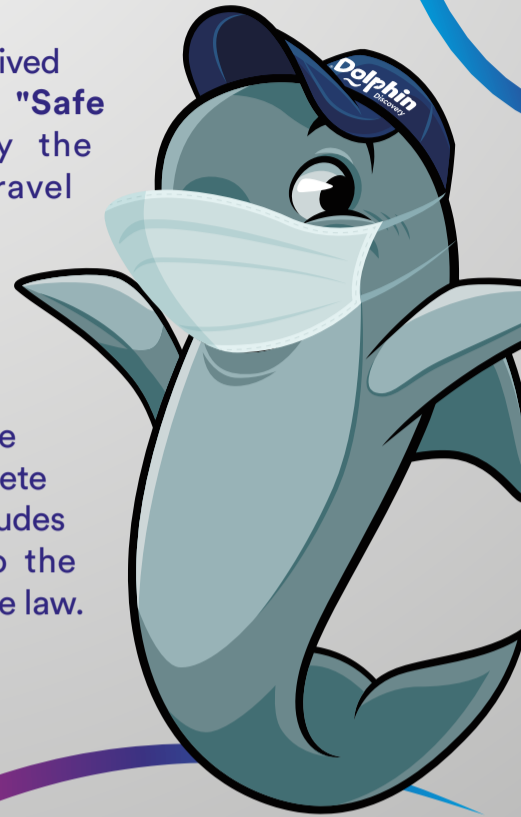
Safe travels

approved by



Dolphin Company received the important badge "Safe Travels" awarded by the World Tourism and Travel Council (WTTC).

We are committed to the health and safety of our guests and business allies, therefore we designed a complete action plan that includes additional measures to the hygiene protocols of the law.



WE CONTINUE TO PROVIDE THE EXPERIENCE OF A LIFETIME!

With great joy we announce the Parks around the world that have reopened their doors to receive our visitors and share unforgettable experiences with them. All of them adhere to our Dolphin Cares program to ensure the well-being of our guests, associates, business allies and animals in our care.

- Gulf World** May 20th
- Dolphin Discovery Isla Mujeres** June 23rd
- Dolphin Discovery Puerto Aventuras** June 23rd
- Dolphin Connection** June 2nd
- Columbus** June 23rd
- Dolphin Discovery Los Cabos** July 6th
- Marineland** May 23rd
- Speed Boat** June 23rd
- Zoomarine** June 20th
- Isla Mujeres Pleasure** June 23rd
- Aquaventuras** August 21st
- Garrafon** July 1st
- Aquafelix** June 13th
- Acquajoss** June 20th

25 YEARS
of being the Home of
the Most Loved Dolphins



ANIMAL WELFARE DURING THE CONTINGENCY

During the time frame in which our **Dolphin Habitats** were closed due to the COVID-19 pandemic, all of our species received the proper care from **Marine Mammal Specialists and Veterinarians**. Various work teams were formed to provide optimum care in such a way that, if any member of the teams became ill, the entire group would remain in quarantine without affecting the other groups, who would remain in the care of the animals.



Marine Mammal Specialists, dedicated their time to provide adequate preventive medical care and sessions of environmental enrichment.

This was key during the contingency as the **Dolphins** are used to interacting with our Guests and missed the approach, so the mental and physical stimulation was provided through a greater number of enrichment sessions.

We have more plans and projects that we will share with you in this same way.
Stay informed through us.

PUERTO AVENTURAS

MEETS STANDARDS OF QUALITY AND ANIMAL WELFARE

In our Habitat in Puerto Aventuras, due to the heat of summer, an algae grows in the water and detaches from the bottom, floating in the surface. Although it does not represent any threat to the health of our animals, it may not be very pleasant to the eye and it produces a bad smell when it decomposes, therefore our team performs removal tasks every day.

At the end of July, we received 2 inspections from the Federal Attorney for Environmental Protection (PROFEPA) in which the inspectors registered the processes and protocols that we carry out to comply with the Official Standard.

During their visit, they were given the corresponding documentation, made a photographic examination, a written technical report and evaluate the results of various water quality analysis which are taken every week through out the year by protocol in all our Habitats.

After the inspection, the authorities concluded that our Habitat fully complies with the corresponding environmental regulations.



HARD DATA OF THE WORK OF ALGAE CLEANING

+500 MAN HOURS
MONTHLY DEDICATED TO CLEANING
ALGAE IN PUERTO AVENTURAS

INVESTMENT OF
+\$160,000 MXN
MONTHLY IN CLEANING

3 PUMPS
REPRESENTING

35% OF ENERGY
consumption of the Habitat

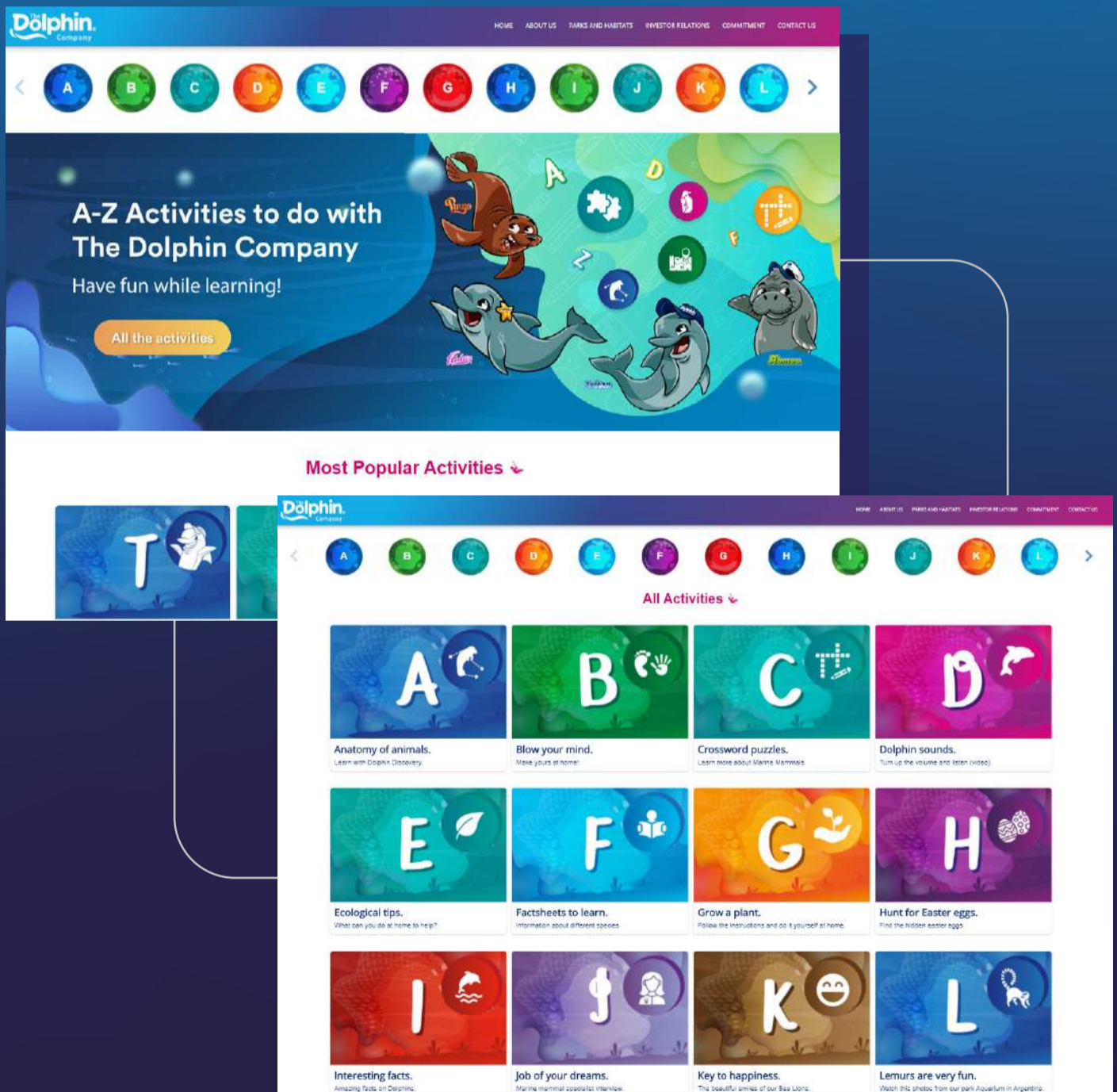
The Experience
of a Lifetime
SINCE **1994**

Dolphin
Discovery

25
Años | Dolphin
Discovery

Our ambassadors Triton, Frida, Pingo and Romeo, present a new section on our website where we offer multiple activities for children so that they can entertain themselves from home and learn about animals and caring for nature. The activities include crafts, videos, printables and downloadables for the little ones to have educational and entertaining resources for the new normal.

Visit our page: <https://www.thedolphinco.com/education-and-entertainment>



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Important rescues during the pandemic

Since the beginning of the pandemic caused by COVID-19, our Biologists, Veterinarians and Marine Mammal Specialists remained dedicated to the care and welfare of animals, as well as alert to marine animals that appeared stranded in the coasts or in dangerous situations.

The Marine Fauna Rehabilitation Center of Aquarium was particularly active during this period of health contingency.

In recent months, they came to the aid of various species, including:



Leopard Seal
(*Hydrurga leptonyx*)

Species typical of Antarctica which was totally outside its range. After some examinations and treatment administration, it was reinserted into the sea.



Two Haired Sea Lion
(*Hydrurga leptonyx*)

2 Sea Lions were attended, one of which was rehabilitated and reinserted into the sea while the other, in very poor condition, continues to be treated with reserved forecast.



Green Sea Turtle
(*Chelonia mydas*)

In hypothermia, it no he was also admitted to the Rehabilitation Center (CRFM). It is currently in treatment and it was observed that, beyond the pathology it was admitted for, it has a large amount of garbage in the stomach, which is being released little by little. The total rehabilitation process of this turtle is anticipated as very long.



Peguin
(*Spheniscus demersus*)

A pair of penguins were also rescued, one of which in juvenile age was affected by severe parasitism and could not be saved. The second one was covered in oil and evolved satisfactorily. It is waiting for a minimum of penguins to be recovered to be reinserted into the sea with a full group.

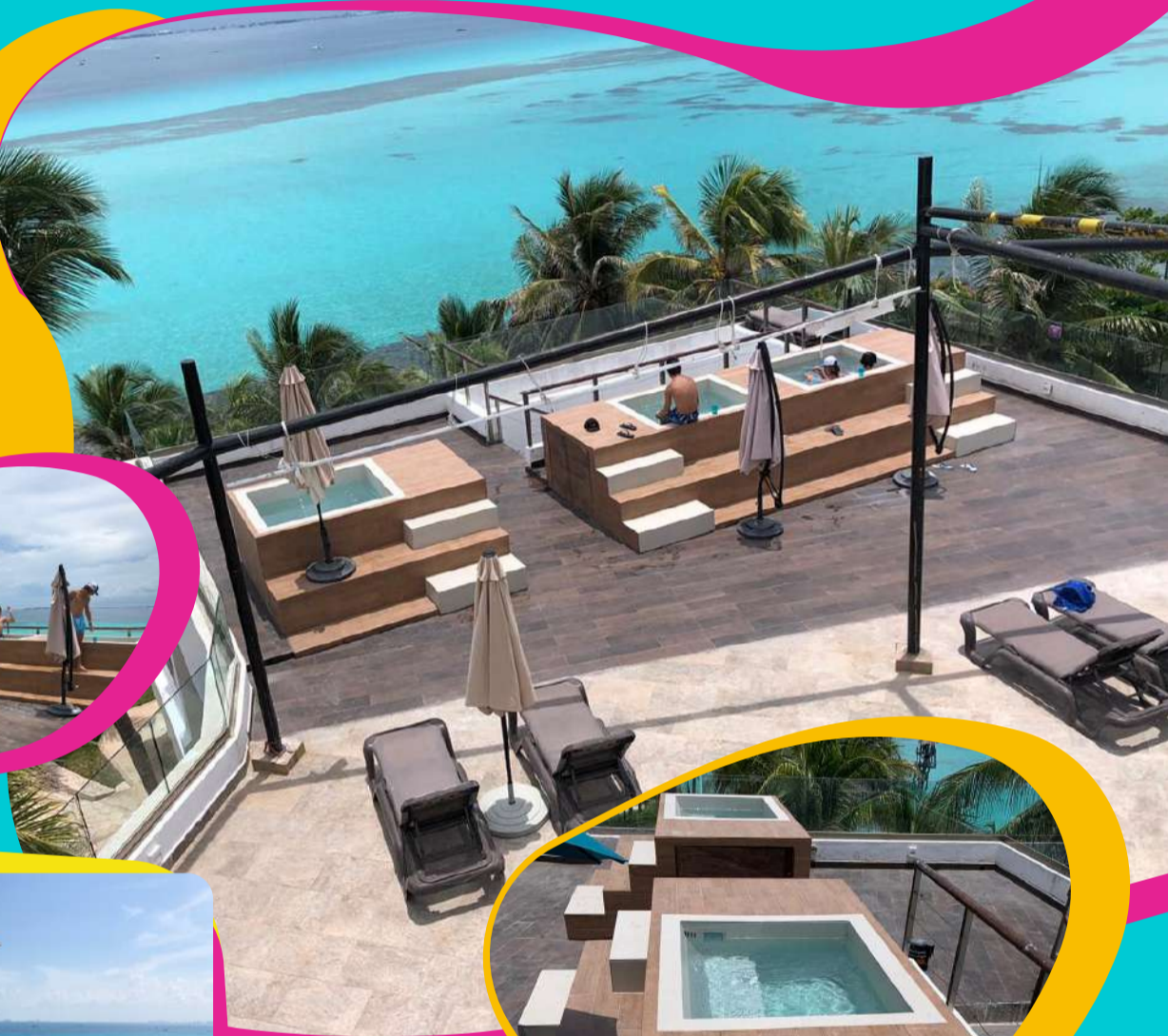
These rescue, rehabilitation and reintegration actions require human resources, energy, food, medicines and logistics. Thanks to the knowledge that our Specialists and Veterinarians have, we can help wild animals who are sick and in danger

To retrieve only a penguin with a medium degree of oiling and a stay of 45 days in the Rehabilitation Center (CRFM), an amount of approximately \$150 dollars is required. The rehabilitation of Sea Lions and turtles, always depending on pathologies, would be above these values.

Let's take care of the environment!

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THE VIP AREA OF GARRAFÓN PARK IS REMODELED



Garrafón Park in Isla Mujeres renovated the second floor of THE VIP area.

It now has new Jacuzzis with space for 6 people. Visit us and let us pamper you in this exclusive space where, in addition to the jacuzzis, you can swim in a pool with an incredible view of the Caribbean Sea, you can also enjoy a delicious gourmet buffet and premium open bar.

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Our associates, our best value

The sound of the buggies and the good smell of Jerk chicken brought me a great sense of hope today upon returning to work.

The splash, laughters and excitement that the Guests brought along with their deep appreciation made today a success. Being away for four months was one of the most difficult things, since I was separated from my work family and being at home was not easy.

Today is a start as we recover and continue to be the best adventure and culture park in Jamaica.

#YaamanAdventurePark

TRAVOE BROWN

GENERAL MANAGER - YAAMAN ADVENTURE PARK, JAMAICA

On March 21, we temporarily stopped receiving Guests at Dolphin Discovery Isla Mujeres due to the pandemic caused by COVID-19. It was a sad day, since for many years it has always been a great satisfaction to see the happy and amazed faces of all the people who come to fulfill their dream of meeting the Dolphins up close. However, it was an act of responsibility, since the safety and health of our Guests, our entire team and our Marine Mammals are above all.

Finally, after a night that lasted three months, on June 23rd we reopened our doors and welcomed the first Guests in this new stage in which with greater dedication than ever, we ensure the safety and health of all who want to be near these wonderful ambassadors of the ocean to live the experience of a lifetime. Along with them, we enjoyed seeing their expressions of joy again. We are back and very happy about it!

MAURICIO CORTEZ

GENERAL MANAGER - DOLPHIN DISCOVERY ISLA MUJERES

The sad reality of COVID-19 changed our lives. The closure of the Habitat in March due to the pandemic, represented uncertainties, as I highly value my work. Hearing that there were possibilities to reopen the Habitat gave me great joy; since it was a new hope I felt that I had my life again! I would join my family (Dolphin Cove), which I love and long to be a part of again.

Sharing today this unforgettable experience with our first Guests; to see their joy and the memories that created, it made me happy to be back at work. I believe that great possibilities are coming in the future, and that the experience of life we share awaits many more Guests, who will be happy to share my joy in being proudly part of Dolphin Cove

ANNAKAY BROWN

BOUTIQUE SUPERVISOR - DOLPHIN COVE MOON PALACE, JAMAICA

Since Dolphin Discovery St Kitts closed, I have felt in a surreal story, the total closure of the island has been a strong experience. During this time, the team of Marine Mammal Specialists and Veterinarians have continued to take care of the Dolphins, the sessions have been very different and enriching for both them and us.

Reopening to the local market means we can share this experience and we can show them what we did during closing. I hope the reopening to tourism is soon, because we will return to the new normal where we will reflect what we learned during the past 5 months, hoping we will become a better humanity.

MARÍA VENCES

VETERINARY, DOLPHIN DISCOVERY ST. KITTS

We adhere to government regulations to help lessen the curve of COVID-19. I truly thought it was just going to be a 2-3 week period.

It was rough knowing we were losing our spring break time which is our season to make up some of winter and get to summer.

Preparing for our Habitat reopening was exciting. Now we are ready to bring people back to see our Dolphins and learn all about The Dolphin Company.

FELICIA COOK

GERENTE GENERAL - MARINELAND, FLORIDA USA

We have more plans and projects that we will share with you in this same way.
Stay informed through us.

FOLLOW OUR FACEBOOK LIVES

• EVERY **TUESDAY** 10 AM •



@DolphinDiscovery

GET CLOSER TO OUR WORLD



LIVE CHATS
SEPT 2020



f @DolphinDiscovery

1

How much do you know
about these reptiles?

Gulf World, USA

8

Celebrating the Manatees

Dolphin Discovery Puerto Aventura
Cozumel, Mexico

15

Camels & Dromedaries.
Do you know the difference?

Dolphin Discovery Los Cabos, Mexico

22

Fun facts about Stingrays

Aquarium, Argentina

29

Sharks, Oceans in balance

Dolphin Cove Ocho Rios, Jamaica

Join us every **Tuesday**

10 AM / CDMX

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