

TRAVEL RECOMMENDATIONS GUIDE  
**ECUADOR**  
A SAFE DESTINATION





**WRITING AND FORMULATION OF CONTENTS**

Direction for the Protection of Users of Tourist Services  
Direction for Information and Digital Media Department



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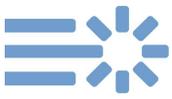
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“La Merced” church  
Quito Historic Center, Pichincha province



“Carmen Alto” church  
Quito Historic Center, Pichincha province



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## **TRAVEL RECOMMENDATIONS GUIDE "ECUADOR SAFE DESTINATION"**

The present guide puts together a series of recommendations that tourists can consider while visiting Ecuador, so that they have a pleasant and unforgettable experience.

*We invite you to travel around our wonderful country!*

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## GENERAL RECOMMENDATIONS



### Required travel documents:

#### Ecuadoreans

- Valid identification document (cédula de ciudadanía/ID) which confirms the Ecuadorean nationality.

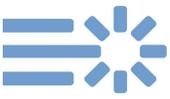
#### Extranjeros o residentes

- Valid passport with minimum 6 months validity and the corresponding visa (visas apply to nationals from certain countries)
- CAN and MERCOSUR: valid passport and with minimum 6 months validity or and ID document.
- "Tarjeta Andina"



### Nationals who require a tourist visa to enter Ecuador:

- Afghanistan
- Angola
- Bangladesh
- China
- Cuba
- Eritrea
- Ethiopia
- Gambia
- Ghana
- Guinea
- India
- Irak
- Kenya
- Libya
- Nepal
- Nigeria
- Pakistan
- Democratic Republic of Congo
- Democratic People's Republic of Korea
- Senegal



- Syria
- Somalia
- Sri Lanka
- Venezuela

Keep in mind that the Ecuadorean Immigration officers can request a return ticket to confirm you do not overstay the permitted 90 days as a tourist.



## Vaccines

For your security it is necessary to have had the yellow fever vaccine. This vaccine can be applied in the Ministry of Health centres, it is recommended you get this vaccine 10 days before travelling to high-risk areas, such as the Amazon. One dose offers immunity for life.



## Medical Insurance

We recommend you have health insurance which can be used during your stay in the country, this will give you reassurance while travelling around Ecuador.



## 0% VAT rate

The services offered by tourist accommodation establishments to foreign tourists will have a 0% VAT rate, as long as the establishment:

1. Is registered in the National Tourism Registry
2. Has the 'Annual Sole Operation Licence' (Licencia Única Anual de Funcionamiento - LUAF)

A foreign tourist is considered to be any person from another country who stays in Ecuador for less than 90 days and who does not have

temporary residence or permanence in the country.

For the application of the 0% VAT rate, tourist establishments must verify that, between the date of the service being provided and the last entry into the country, no more than 90 calendar days have elapsed.

For more information visit:

<https://www.sri.gob.ec/beneficios-tributarios-para-el-sector-turistico>



## Asset Entry Control

In compliance with the provisions of the "Organic Law on the Prevention, Detection and Eradication of the Crime of Money Laundering and Financing of Crimes", the traveller must detail in the Customs Registration Form (Formulario de Registro Aduanero), if he or she is carrying cash for an amount equal to or greater than ten thousand dollars of the United States of America (USD 10,000.00) or its equivalent in other currencies.



## Contracting of formal services:

When making use of a tourist service, use those that are formally registered with the tourism competent authority. You can review this information by accessing the following link: <https://servicios.turismo.gob.ec/catastro-turistico/>



## Air Freight Services

Users of air transport services in Ecuador can access the Guide of Users and Air Transport Operators, through which their rights and obligations are established, as well



as the duties of air operators, according to Resolution No. 009-2024 issued by the National Civil Aviation Council. You can access this guide through the following link: <https://www.aviacioncivil.gob.ec/wp-content/uploads/downloads/2024/07/Guia-de-Usuarios-y-Operadores-del-Transporte-Aereo.pdf>



Dancer from Pujilí, Cotopaxi Province



Galápagos

Esmeraldas

Manabí

Santo Domingo de los Tsáchilas

Coto

Los Ríos

Bolívar

Santa Elena

Guayas

Chim

Caña

Azuay

El Oro

Loja

Zamora Chinch



# Map ECUADOR

Cotopaxi volcano, Cotopaxi Province





### For emergencies:

- Remember that the emergency phoneline is 9-1-1. If you are traveling with a smartphone, install the free ECU 9-1-1 Integrated Security Service app to be attended to immediately. Dial 911 and report any emergencies or if you witness any wrongdoing.
- System for receiving reports of robberies and thefts: <http://www.fiscalia.gob.ec/index.php/servicios/denuncias-online-para-turistas>

### National Community Police and Tourism Unit

The National Community and Tourism Police Unit, develops operational and prevention activities for the benefit of national and foreign tourists, and the community in general.

Police from this Unit are distributed in the following provinces:

- Carchi
- Esmeraldas
- Imbabura
- Napo
- Tungurahua
- Pastaza
- Chimborazo
- Manabí
- Galápagos
- Santa Elena
- Azuay
- Loja
- Distrito Metropolitano de Quito.

- Distrito Metropolitano de Guayaquil



### Transport safety:

Ecuador has vehicles that provide public and private services. In the case of tourism, they are identified with a special permit issued by the National Transit Agency.

Remember, if you use the roads around Ecuador, you have free medical coverage in the case of a traffic accident.

If you are accessing the interprovincial public transport, we suggest going to the corresponding terminal to buy the ticket and access the transport.



### Recommendations for taking a taxi:

- Request a taxi service at your accommodation or restaurant

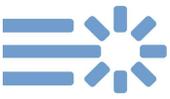
If you are going to take a taxi on the street you should consider the following:

- The taxi must be yellow with an orange license plate
- It must display the registration number on the doors
- It must have a fare meter (taximeter). Ask the driver to activate it



### Recommendations for bus trips:

- For interprovincial or inter-cantonal trips, take the transport



only at the official terminals of each city and points authorized by the competent authority

- If you send your luggage in the holds (below the bus), make sure you receive a ticket for it and when you arrive at your destination, always check that everything you brought is inside your luggage
- Before boarding the bus, check that the people who are going to provide you with the service are properly identified
- Always keep your valuables, wallet, cell phone and passport with you



### Recomendación para viajar en auto rentado:

- Remember that the maximum speed limits in Ecuador are:  
**50 km per hour within the city**  
**90 km per hour on perimeter roads and,**  
 100 km per hour on highways

Avoid penalties and fines if you exceed these limits.



### Banks, ATMs, cash:

- If you need to exchange money, you must do so exclusively in banks and authorized exchange houses
- If you go to the bank or ATM, if possible, go accompanied
- Use ATMs in public, well-lit places
- Do not accept help or company from unknown people
- Keep an eye on your personal

documents and cards when making a payment



### In protected natural areas:

- All Natural Protected Areas of Ecuador are free of charge, with the exception of the Galapagos National Park, USD 30 (thirty US dollars) for nationals and USD 200 (two hundred US dollars) for foreigners.
- To visit the Protected Areas, you must do so through a Travel Agency and/or Tour Operator, which has guides accredited by the competent authorities

### Other recommendations:

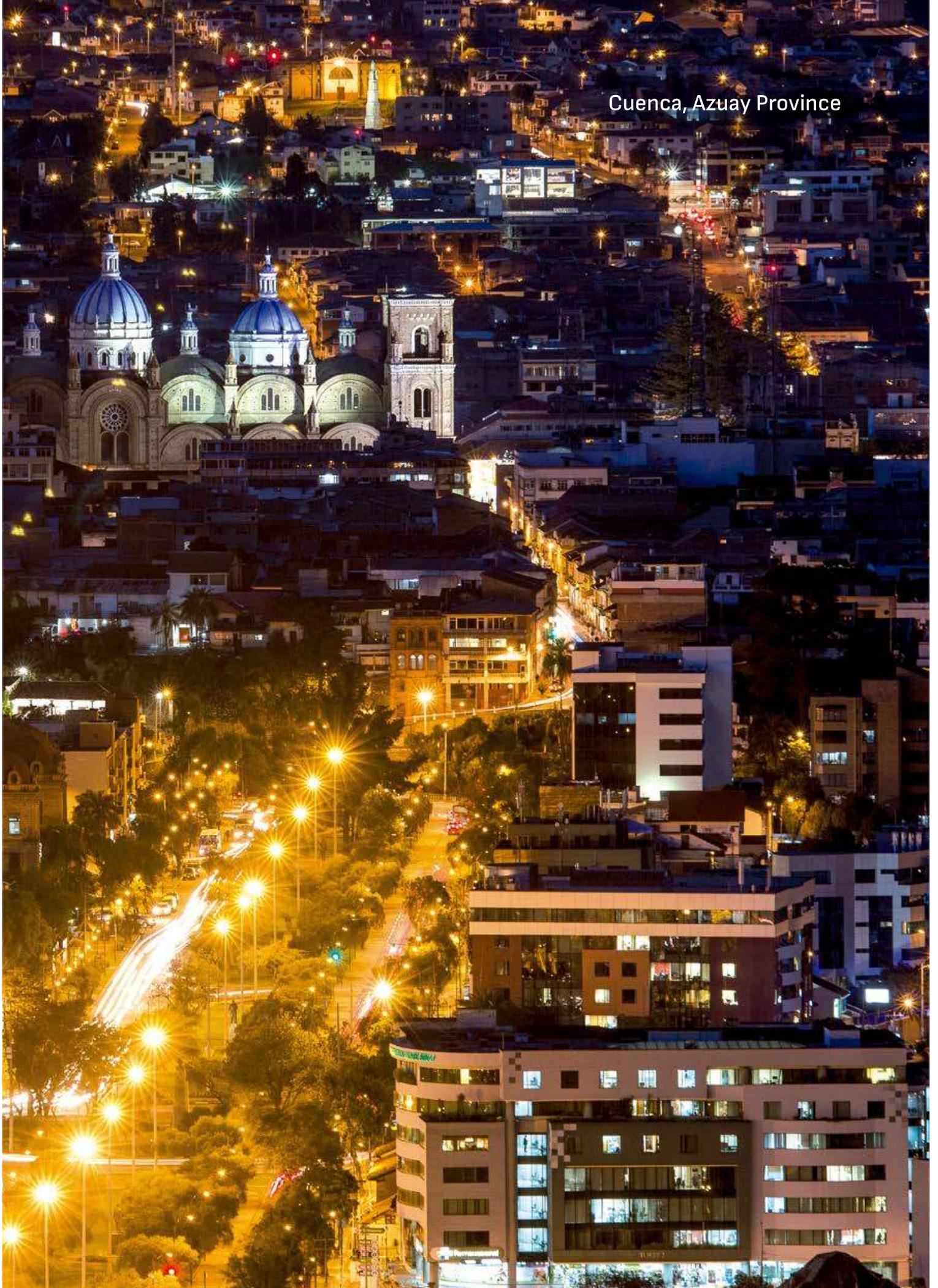
- Maintain frequent communication with your family and friends
- Always leave valuables in the hotel safe
- Be cautious when visiting crowded places or when going to bars or nightclubs; do not accept drinks from strangers or lose sight of your drinks
- If you require information, preferably request it at the hotel reception or from official tour operators or friends who reside at the destination you are visiting.

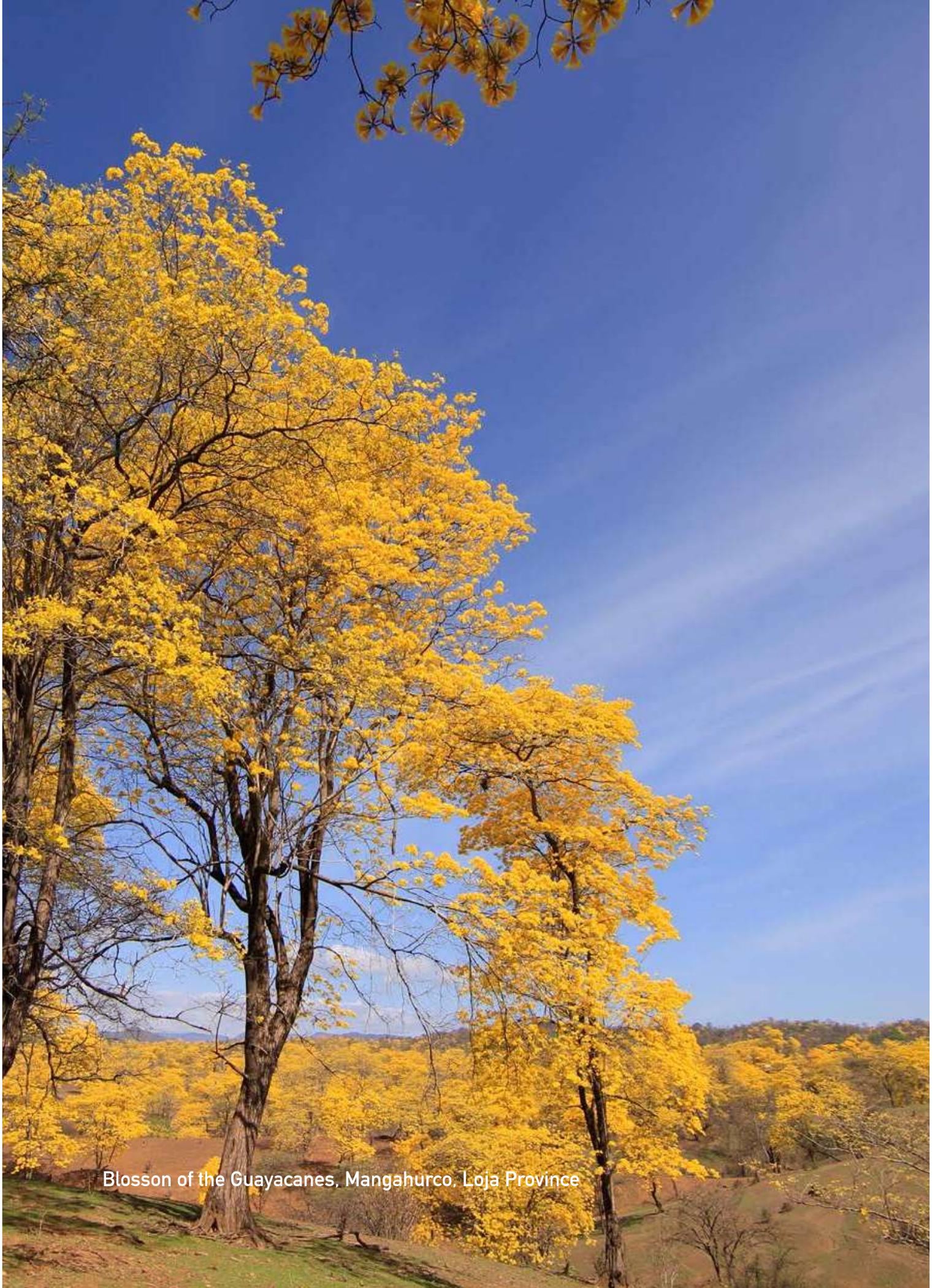


### Recommendation for water sports:

- If you like water sports, whether at sea or in rivers, do it with the support of a travel agency and/or tour operator, who has valid operating permits and authorizations

Cuenca, Azuay Province





Blossom of the Guayacanes, Mangahurco, Loja Province



## RISK MANAGEMENT



The Secretariat of Risk Management works towards a culture of prevention that allows mitigating and reducing the risks to which citizens and tourists are exposed, likewise, it allows entities at national level to be prepared to face any adverse events.

It is important that, during your trip in Ecuador, you are always informed through official channels about natural or anthropic risks. The following links of interest are available to you:

### **THREAT MONITORING:**

<https://alertasecuador.gob.ec/>

### **GEOPHYSICAL INSTITUTE:**

<https://www.igepn.edu.ec/>

## Recommendations in case of the occurrence of an adverse event:



### **EARTHQUAKE:**

#### **What to do before an earthquake?**

- Consult your tourism service provider about evacuation routes and safety meeting points

#### **What to do during an earthquake?**

##### **If it is inside a building:**

- Stay calm
- Don't run
- Protect yourself by locating yourself under a table, desk, or bench. Another option to consider is under a door frame next to a solid column

- Stay away from exterior walls and windows

##### **If you're outside or in an outdoor space:**

##### **Walking:**

- Stay away from buildings, trees, posts, power and telephone lines, because they can fall and cause damage

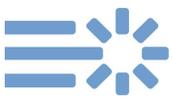
##### **Driving:**

- Drive away from bridges or elevated roads
- Park your vehicle in an area out of harm's way
- Stay in your vehicle until the movement has passed

#### **What to do after an earthquake?**

##### **Before returning to the tourist accommodation establishment:**

- Check and confirm with those responsible for the tourist establishment that there is no damage to the structure of the building before entering
- Check for injured people and, if necessary, seek medical help
- Do not use elevators, be cautious with stairs
- Avoid stepping on or touching any dropped or loose cords
- Do not light matches, candles, open flame or electric appliances, until it is confirmed that there are no leaks or problems in the electrical or gas installation



### **Within the tourist accommodation establishment:**

- Use the phone only to report an emergency
- If you have a radio, turn it on to stay informed and receive guidance
- When opening shelves or closets, do so carefully, because objects can fall out



### **VOLCANIC ERUPTION:**

#### **What to do before a volcanic eruption?**

- Identify if the community you are going to visit is exposed to volcanic threats. Learn about the risks you may be exposed to
- Consult your tourism service provider about evacuation routes and safety meeting points

#### **What to do during a volcanic eruption?**

- Inquire from official sources about any alert changes

- In the event of a volcanic eruption, do not approach the volcano as lava flows or lahars may occur
- Close all doors and windows. Make sure you are not near them in case they break
- Go to the safety meeting points identified in the emergency plan provided by the authorities or the tourist establishment.
- Protect your eyes and mouth to prevent them from affecting your health due to the ash expelled from the volcano.
- Once you are in the safe place, contact your relatives to inform them of your health and those who accompany you
- Stay informed and only return to your accommodation establishment when the danger has passed or until authorities confirm that it is safe to do so





### What to do after a volcanic eruption?

- Do not return to the accommodation establishment if the authorities have not declared the end of the emergency
- Avoid driving, it causes the ash to rise and affects the respiratory tract
- Abide by the safety rules set by the staff of the establishment



### LANDSLIDES:

#### What to do before a landslide (mass movements)?

- If you are in a mountainous area, do not locate yourself near a ravine
- If you must evacuate, do so to the places that the authorities have defined as safe zones, if there are no defined areas, stay away from the course of rivers, estuaries and streams
- If the landslide is approaching and you cannot evacuate to a safe area, try to seek protection in the upper part of a building (upper floors of houses, roofs and buildings)
- If you are driving and you reach an area affected by the landslide, avoid crossing it and move away from the scene
- Stay away from the area affected by the landslide
- Find out from official sources about areas susceptible to landslides

### What to do during a landslide (mass movements)?

- Stay calm
- DO NOT carry your belongings. You could lose valuable time to save your life and the lives of your loved ones
- In intense and prolonged rainy seasons, do not walk through the area that is set in motion, as it can unexpectedly collapse and wipe out everything
- Find out about the status of roads and alternate roads through the following link: <https://www.ecu911.gob.ec/consulta-de-vias/>



### FLOODS

#### What to do during a flood?

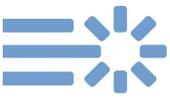
- If possible, keep your belongings safe. However, remember that some floods come suddenly. In these cases, the most important thing is to protect your life, moving immediately to the safety zones
- Avoid crossing bridges where the level of the rivers has risen or travelling through flooded areas



### WILDFIRE:

#### What to do during a wildfire?

- If you see fire or smoke in vegetation areas, please call 9-1-1.
- Act calmly and follow the instructions of the authorities and rescue teams



- Try to cover your mouth and nose with a damp cloth so you don't inhale the smoke
- Do not return to a fire area until the authority orders it; the fire can be reactivated



## TSUNAMI

### ¿Qué hacer antes de un tsunami?

- Find out if your destination is in tsunami risk areas
- Inform and familiarize yourself with the evacuation routes to reach the safety zone easily and in the shortest time. Choose routes with moderate slopes, which allow you to gain height quickly.

### What to do during a tsunami?

- If you are on the beach and feel a very strong tremor that prevents you from standing, move quickly to a previously identified safe place
- When there are no high places to protect yourself, look for a lush forest or the high floors of a building, as alternate safety sites
- A tsunami can penetrate a river or estuary several kilometres inland. Therefore, you should move away from rivers and estuaries and look for a high place
- Remember that, if the event is of close origin, the first wave can reach land in a few minutes.



## WAVE LEVEL

### Meaning of the flags



**You can enter  
the sea without fear**



**Take precaution  
if entering the sea**



**Do not enter the sea**



Puyo, Pastaza Province



Atacames, Esmeraldas Province



To fully enjoy your trip, keep these recommendations in mind:

- If you suffer from any illness, take any medication you will need during your trip
- The Public Health Service in the country is activated. In case of an emergency, or if you need personalised attention, you can go to the nearest Health Centre.
- On the Geosalud Web portal, the State Medical Network is available in a georeferenced way, look for the nearest one: <https://geosalud.msp.gob.ec/>
- If you have symptoms of respiratory diseases, wear a mask, especially in crowded places

To avoid other types of diseases, follow these recommendations:

- Wear protective clothing: long sleeves, long pants, especially at dusk and dawn to avoid mosquito bites
- In places with a high density of mosquitos, use mosquito nets or window screens
- Use mosquito repellent for your skin type
- Use sunscreen



Kayak, Puyo river, Pastaza Province



## ADVENTURE TOURISM OPERATION/ ADVENTURE TOURISM



Ecuador has an adequate regulatory framework for Adventure Tourism. According to the Adventure Tourism Operational Regulations, adventure tourism modalities are classified based on the natural element in which they take place (land, water, and air).

**It is recommended to hire operating agencies that have the valid tourism registry to carry out that specific activity. You can check if your agency is registered at the following link:**

<https://servicios.turismo.gob.ec/catastro-turistico/>



### Land

- Horse-riding
- Canopy
- Cycling tourism
- Climbing
- Cave exploration
- Mountaineering
- Hiking



### Water

- Recreational modalities with the use of motorised boats (buoy, banana, parasailing and water-skiing),
- Scuba diving
- Sea/lake kayaking
- River kayaking
- Kite surfing
- Rafting
- Snorkelling
- Surfing

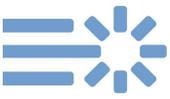


### Air

- Hang Gliders
- Canopy
- Paragliding

**In order to carry out each of these modalities, the following indications must be taken into account:**

- Recognise if you have the necessary physical capacity for each of the adventure modalities
- Hire a tour operator that has the tourism registry
- Require the use of adequate safety equipment
- The consumption of narcotic substances and alcohol is prohibited
- Use repellent and sunscreen in tropical and warm areas
- Wear the appropriate clothing for each type of adventure
- Bring hydrating drinks and other types of materials when the modality requires it, whenever requested in the tourist program to be carried out
- Inform the operator and the guides of allergies or pre-existing diseases
- Confirm that the guide has a first aid kit to attend to any emergency
- Always follow the instructions given by the professional
- Check with the tour operator, the schedules, climatic and geographical conditions, mandatory equipment, minimum age, number of guides or instructors necessary to carry out each type of adventure



- Consider the complexity of rivers in Ecuador, those of grade IV and V (4 and 5) are intended for professionals only
- Know in detail the contracted services, scope, coverage, terms and means of payment, exceptions, compensations, etc.

## Institutional services section.

### Links of interest:

**1. Complaints around poor provision or non-compliance with tourist services:**

<https://www.turismo.gob.ec/gestion-denuncias/>

**2. Tourist Registry, to check if an establishment is formal:**

<https://servicios.turismo.gob.ec/catastro-turistico/>

**3. Migration link, to check details of the entry requirements to the country:**

<https://servicio.migracion.gob.ec>

**4. SPAAT link, coverage of traffic accidents in the country:**

<https://linktr.ee/sppat.ec>

**5. Clean Bathrooms:**

There are identifiers with QR codes, at service stations nationwide, which allow users to register and send through a "SURVEYS" platform, comments around the conditions of the sanitary batteries in petrol service stations nationwide.

**6. Direct assistance channels for tourists**

Email: [ayuda.turistas@turismo.gob.ec](mailto:ayuda.turistas@turismo.gob.ec)



## MINISTRY OF TOURISM OFFICES AT NATIONAL LEVEL



### **Quito**

Calle Briceño E1-24 y Av. Gran Colombia, Edificio. La Filantrópica  
Telephone: (02) 3 999-333

### **Zonal Directorate 1**



### **Esmeraldas office**

Av. Del Pacifico – Malecón de Playa Las Palmas  
Telephone number: (06) 2 011-446



### **Carchi office**

Guayaquil N 39-008 y Av. Manabí, 2nd floor  
Telephone: (06) 2 960-046



### **Ibarra office**

Sucre 14-72 and Av. Teodoro Gómez, 2nd Floor  
Telephone: (06) 2 958-547 or (06) 2 958-759



### **Sucumbios office**

C.A.C. Av. Aguarico and Av. Circunvalación, Office number 18, 1st floor.  
Telephone number: (06) 2 991-914



### **Orellana office**

Napo and Enrique Castillo, Edificio Amarillo, 2nd floor  
Phone number: (06) 2 881-583



### **Napo office**

Rocafuerte and Juan Montalvo Local 1, Bajos Joya de la Selva Hotel  
Telephone number: (06) 2 886-536



### **Pichincha office**

Clara Meza Avenue – Nápoles Shopping Centre  
Telephone: (02) 2 185-249

### **Zonal Directorate 6**



### **El Oro office**

Rocafuerte Av. between Junín and Tarquí 07-22  
Edificio de la Gobernación, ground floor  
Telephone (07) 2968 480



### **Cotopaxi office**

Márquez de Maenza y Quito, s/n CAC Latacunga Building  
Telephone: (03) 2245 700



### **Tungurahua office**

Guayaquil and Rocafuerte Street 01-18  
Hotel Ambato, 1st floor  
Telephone: (03) 2821 800



### **Chimborazo office**

First Constituent Assembly and Carabobo  
Provincial Decentralized Autonomous Government Building of Chimborazo  
Phone: (03) 2946 682



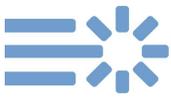
### **Cañar Office**

Av. 16 de Abril Calle Babahoyo SN – 2nd Floor  
CAC Azogues Building  
Phone (07) 3706 016



### **Azuay Office**

Mexico Avenue between Av. Of Las Americas and Unidad Nacional SN – Main Bloc  
Zonal Government Building 6  
Phone (07) 2887 255



### **Loja Office**

Sucre y Quito 191-31, Corner  
INPC Building  
Phone: (07) 2572 964



### **Pastaza Office**

Remigio Crespo and Salvador  
Allende, SN - Las Palmas  
Neighbourhood  
Phone: (03) 2793 340



### **Morona Santiago Office**

Antonio Samaniego, between Mayo  
and Soasti, s/n  
Phone: (07)2701 480



### **Zamora Chinchipe Office**

José Luis Tamayo Diego De Vaca SN  
- 1st Floor  
Zamora Chinchipe Government  
Building  
Phone (07) 2606 466

## **Zonal Address 8**



### **Manabí Office**

Los Nardos Street and 15 de Abril  
Avenue  
Citizen Service Centre Building, 3rd  
floor  
Phone: (05) 3 043-734



### **Guayaquil Office**

Av. Francisco de Orellana and  
Justino Cornejo,  
Guayaquil Zonal Government  
Building, 8th floor  
Phone: (04) 2 068-556



### **Santa Elena Office**

Av. Carlos Espinoza Larrea, fifth  
street,  
Citizen Service Centre Building, 2nd  
floor  
Telephone: (04) 3 728 904



### **Los Ríos Office**

Malecón between 27 de Mayo and  
Calderón  
Faitong Building, Mezzanine  
Phone: (05) 2 739-322



### **Bolívar Office**

García Moreno and Sucre Streets  
Government Building, ground floor  
Phone: (039 2 983-231



### **Santo Domingo Office**

Av. Esmeralda and Monsignor Emilio  
Lorenzo Stehle  
Santo Domingo Plaza Building,  
businesses and shops  
Office 301, 3rd Floor  
Phone: (02) 2 745-726

## **Insular Zonal Directorate**



### **Santa Cruz Office**

Charles Darwin Avenue and 12 de  
Febrero  
Phone: (05) 2 527-137



### **San Cristóbal Office**

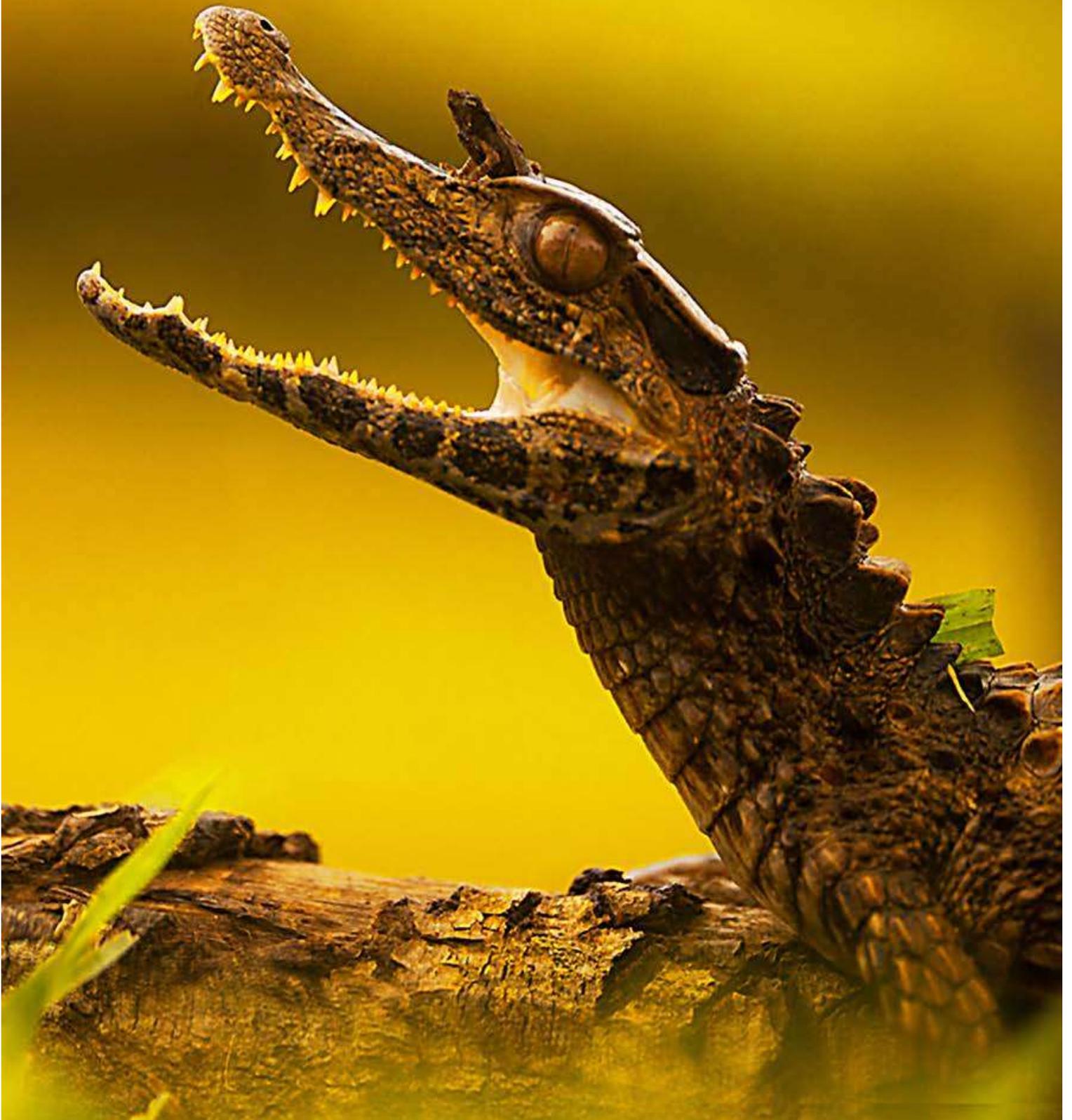
Av. Alsacio Northia and 12 de  
Febrero  
Phone: (05) 2 520-704



### **Isabela Technical Office**

Tero Real and Gaviotín  
Phone: (05) 2 529-132

Yasuní, Orellana Province





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