

# COVID-19 MANAGEMENT PROTOCOL

Update: 29.05.2020

**All listed measures are to be permanently updated in accordance with changing relevant regulations. Modification without prior notice is possible.**

## A. ONBOARD ACTIVITY

### 1. Protective Measures for Guests

#### Basic Regulations

- Physical Distancing - As a general rule, between people distance of at least 1.50 meters is maintained. Body contact can take place only exceptionally, in a well-protected manner. Shaking hands and other physical greeting rituals are to be strictly avoided.
- Visible instructions - On board, instructions with pictograms are clearly visible before every access to public spaces that indicate how to protect yourself.
- Hygiene - Ships already have standards that have already been tried and tested - for example when dealing with the Norovirus. This hygiene standard will be used as base and enhanced.

#### Passenger Health

- The passengers are tested regularly with a contactless clinical thermometer.
- Routes for guests movement have to be clearly marked, in order to avoid close contact between the passengers. One-way movements at a time will be implemented along corridors for the main moments (meals, excursions).

#### Hygiene on Board

- Increased regular cleaning and disinfecting will be implemented.
- Housekeeping crew acts always strictly according to HACCP regulations in order to prevent cross contamination.
- Items shared by passengers (umbrellas, magazines, games, books) are to be removed.
- Passengers are recommended to wear masks outside their cabins. The crew is obliged to do this.

### 2. Crew for hotel and nautical operations

- Each crew member will arrive with a completed health questionnaire or medical certificate as per government requirements.
- The employees are tested once a day with a contactless clinical thermometer.

- The crew will be trained in handling personal protective equipment and hygiene measures upon arrival. The training courses are going to be documented.
- All employees in contact with guests who are not protected by a partition must wear suitable personal protective equipment appropriate to the situation. Sufficient PPE utensils will be provided to the crew.

### **3. Suspected case reporting guideline**

In suspect of illness with a crew member or a passenger, the following process applies:

- The person is immediately isolated.
- The person is immediately equipped with protective equipment.
- Crew member / passenger agrees in writing to remain in self-isolation until the doctor / authority arrives and to avoid contact with other people. This applies until the medical condition of specialists is clearly established.
- Medical authorities and the local government take over the further procedure up to quarantine.

### **4. Hygiene Measurements by Departments**

#### **Reception & Luggage handing**

- Only crew wearing suitable personal protective equipment will perform the luggage loading.
- Luggage handles will be disinfected before proceeding.
- When entering the ship, a fever measurement will be carried out with a contactless clinical thermometer.
- Passengers must always disinfect their hands when entering the ship. Hotel or nautical crew member will be always at the entrance to show the guests how to use the disinfection unit.
- There will be a distance mark on the floor in front of the reception.
- The check-in at the reception takes place at a corresponding distance from the other passengers.
- Check-in time spent and interaction at the reception will be shortened to a minimum needed. All information material, non-essential documentation, will be placed in the cabin.
- Key and boarding passes are regularly disinfected after each delivery.
- The ship lobby is not a meeting point for excursions or other activities.
- Payments are going to be organized in a way that not a lot of guests are waiting at the reception, and that a distance of 1,5 m can be guaranteed.
- All shop items including post cards and river maps are to be behind glass and only receptionist will be allowed to sell the items to the guests.
- Questionnaires are going to be handed out as usual together with the tip money envelope. Questioners and tip money box is going to be disinfected sprayed by the receptionist after each guest approach.

## **Galley**

- The cleaning is carried out in strict compliance with the highest hygiene measures, analogous to the hygiene standard for suspected norovirus.
- The crew wears the appropriate personal protective equipment in the food, storage / processing area and in the guest area.
- Kitchen area is not allowed to be entered by any other crew members which are not part of the restaurant or galley team.
- Food carried out of the kitchen will be covered with appropriate covers.

## **Restaurant**

- All crew members in contact with utensils during work in the restaurant
- wears disposable gloves and face masks.
- After clearing the tables, the employees wash and disinfect their hands.
- Depending on the occupancy, if the distances in the restaurant cannot be implemented and there is no other area available, two table times apply to all meals.
- Distance of 1.50 meters must be kept between the guests' groups. If there is a separating element between the guest groups, the minimum distance is not applicable.
- The breakfast buffet self-service is not permitted. The crew serves from the buffet or a la carte from the kitchen, because when serving from the buffet, depending on the restaurant layout, there is a risk that groups will form because people want to choose their dishes.
- Lunch and dinner are served, based on selected choice Menus (no self-service).
- Residents of the same cabin sit together. Small groups (up to size of the table) can sit together, but without changing seats during the entire cruise.

## **Bar / Lounge / Sundeck**

- Formation of groups in public areas is to be avoided.
- Seating options at the bar counter are blocked or removed.
- Drinks are only served (no pickup by guests). Orders are taken only at the tables, not at the bar.
- Live entertainment is possible if the minimum distance is observed.
- Board games are not provided.
- The library remains closed.
- The briefings in the lounge by the captain and the cruise director take place in compliance with the applicable physical distancing and hygiene rules, if not possible than via TV channel or PA.
- Late night snack going to be served directly to the guests by the waiters according to hygiene standards on individual plates.

- Afternoon coffee and cake is going to be served by the waiters at the guests table, buffet or self-service will not be organized.
- Sundeck use will be encouraged, and bar service will be provided there regularly.

### **Housekeeping - rooms and public areas**

- Each cabin must be cleaned in such a way that cross-contamination is avoided. Daily disinfection of door handles, remote controls, telephone, etc. in the cabins.
- Guest rooms and public areas are going to be ventilated whenever possible, guest rooms with the guests approval. Natural ventilation will be provided for the prevention of general airborne contagion.
- Public areas are to be cleaned and disinfected on every hour, one person from housekeeping will be appointed to this task.
- Printed information (such as welcome letters, menus, menu orders, etc.) remains with the guest or is disposed of after use.

## **B. SHORE ACTIVITIES: transfers, excursions**

As a general remark, local rules will need to be implemented. They are different and change constantly.

Safety distancing will be applied **during transfers and coach excursions**:

- Front door is to be used by driver and guide only.
- Front row will be left empty.
- Bus toilet will be unavailable.
- Seating in the bus for the guests will be organized as follows: couples sit together; empty rows in between couples; no shoulder-to-shoulder aisle sitting (alternative use left-right).
- Depending on local regulations, number of guests in each bus will be adjusted and can vary.

**Wearing masks** inside the coaches is highly recommended.

**The duration of use for coaches will be reduced** to minimize the contamination risk – sightseeing tours can be adjusted accordingly.

### **Walking tours**

- Safety distancing will be implemented.
- Group size will be reduced / adjusted as per local requirements.
- The use of audio devices is compulsory, ensuring the safety distancing.