



HEALTH PROTOCOL

DESIGNATION OF A HEALTH MANAGER ON EACH SHIP:

CroisiEurope has designated the ship steward as the “health protocol officer” who will ensure updates to the rules and compliance with the proper procedures on each ship, such as:

- Procuring and managing protective gear and cleaning products (masks, gloves, hydro-alcoholic gel, disinfectants, soap dispensers, Baccide, etc.) for all passengers and all personnel.
- Making sure the procedures for cleaning all workplace and equipment surfaces are followed.
- Making sure passengers and crew members follow the preventative and social distancing measures in place.
- Ensuring the health and safety of passengers and the crew members, and make sure the health protocol is followed fully.
- Ensuring the health protocol is followed for anyone showing symptoms or who is at risk of contamination.

ON BOARD:

Equipment:

- Each passenger will have their temperature taken when embarking. Any passenger whose temperature is above 100.4° F (38°C) will not be allowed on board. Each ship is equipped with an infrared thermometer.
- Hydro-alcoholic gel will always be available in the entryway, restaurant, and each cabin.
- Masks and gloves will be available systematically.
- Aniospray products (quick-dry surface disinfectants) will be available on all the ships.

Restaurant and service:

- Two service times will be set up for breakfast, lunch, and dinner so that passengers will have a distance of one meter between them in the restaurant. Families and parties traveling together will be allowed to sit closer together, but only as groups of eight people.
- Passengers will have the same, reserved seat for the entire cruise.
- Optimization of disinfectant products and hygiene checks.
- Table service will replace buffets for lunches and dinners.
- Breakfast choices will be reduced and waitstaff will be available to curtail use of utensils by passengers.
- Hygiene rules will be reinforced during deliveries.
- Hygiene rules for crew member meals will be reinforced.
- The kitchen will be fogged.

Bar :

- Napkins and fingerbowls will no longer be placed on tables.
- Fruit, cookies, cocktail snacks, and appetizers will be served individually and on request.
- Passengers will no longer be able to borrow books, magazines, and board games.
- Hygiene rules concerning crew-member meals will be reinforced.

ACCOMMODATION SERVICES:

- Social distancing measures will be indicated on the floor as markings in each waiting area (gangway, reception hall, bar, restrooms, activity areas).
- Common areas will be set up so that there will be at least one meter between each person.
- Colored bracelets will help manage groups in the restaurant, lounge and bar, and during excursions.
- We recommend passengers wear masks in the common areas.
- Passenger traffic on the ship will be directed to avoid crossings.
- Preventative measures will be displayed on onboard signs.
- Contactless payment will be encouraged, with disinfection of the payment terminal after each use.

An increase in cleaning of customer areas and cabins:

- Housekeeping staff to wear gloves and mask for the service. Gloves to be changed between each cabin.
- Daily spraying of disinfectant.
- Disinfection of common interior surfaces several times a day (door handles, buttons for automatic doors, etc.).
- Subcontractors who are not wearing masks will be refused access. Preventative measures must be followed.

Laundry:

- Bed sheets, towels, uniforms, and other clothes will be washed at a temperature high enough to kill the Covid-19 virus (60°C).

NAVIGATION :

- The pool and spa baths will be closed.
- Daily disinfection of the common outside areas (external digicode pad, gangway, etc.).

EXCURSIONS :

- Distribution of masks, gloves, and gel before departure of each excursion.
- Social distancing measures will be set up in the coach transport and during visits.
- Masks are recommended.

GENERAL PROCEDURES FOR CREW:

- Crew member health will be checked before returning to the ships using specific questionnaires and by taking temperatures.

Crew members will be made aware of the current hygiene rules:

- Person-to-person greetings are prohibited (hugging, kissing, shaking hands).
- Hands must be washed several times a day with soap and water or with hydro-alcoholic products.
- Cough or sneeze into the elbow and not the hand.
- Throw paper tissues into the trash bin and wash hands.
- Avoid off-ship recreational outings during the epidemic.
- Observe one-meter social distancing.
- Everyone must wear a mask.
- Preventive measures, including the wearing of masks, will be displayed on signs in the area reserved for crew members.

