



# Voyage Well

**US Manual**

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# NAVIGATION



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## A Letter from the CEO

Ahoy!

Virgin Voyages got into cruising with an aim to deliver brilliant vacations at sea, and even though things are different now, we're still committed to creating an epic sea change, while keeping people happy and healthy.

Focused on protecting the well-being of our Sailors, Crew and Partners, our Voyage Well plan outlines our ambitious goals for redefining safety at sea.

Take a look at our ['Ahoy' blog post](#) for the full plan of what to expect before, during, and after a voyage. The plan details the procedures and policies we have developed to mitigate health concerns on board.

In a nutshell, we are committed to taking the wind out of COVID-19's sails by:

- Testing all Sailors before boarding, and on an ongoing basis for Crew
- Implementing specific Covid prevention training for all our Crew
- Capping the numbers of Sailors on board
- Investing in state-of-the-art, virus-killing air treatment systems like AtmosAir
- Using virtual queues, so Sailors don't need to stand in lines
- Fulfilling our promise of no buffets or large dining halls
- Providing contactless payments and cabin food delivery options
- Carrying out deep cleaning and continuous sanitization for every voyage
- Increasing our medical facilities capabilities
- Partnering with ports to have dedicated shore medical support whenever needed

With all of this, and much more, we're almost ready to set sail. As always, thank you for your continued patience and support as we navigate these uncharted waters together.

These measures are fluid and may change by the time we set sail. We'll be updating our practices and procedures as science and technology evolve, and we will continue to keep you posted as we evolve right along with it.

I hope to sea you soon.

Cheers,

Tom

# Voyage Well

The safety, health and well-being of our Crew and Sailors is always front and center. As such, we are committed to fostering an array of trainings, processes, and measures, to create an environment in which everybody thrives.

Our Voyage Well strategy guides our onboard efforts to protect our Crew and Sailors, while ensuring we are continuously providing RockStar Service. Operating smoothly sets the foundation for delivering epic experiences at sea. And when we get it right, our Sailors and Crew feel safe and secure, and confident that they can rely on and trust Virgin Voyages.

We have assembled the Voyage Well Advisory team to help us fulfil this strategy by working with us to develop enhanced protocols and health screenings, and implement new technologies on board. This team is composed of our partners at AtmosAir, EcoLab, Dr. Heymann at Vikand, and Global Public Health Services; in close collaboration with the Centers of Disease Control (CDC), the European Centers of Disease Control (ECDC), and World Health Organization (WHO) best practices and guidelines.

Our goals of The Voyage Well Advisory are to:

- Train our Crew on the most up-to-date public health and sanitation protocols and procedures to welcome our Sailors on board.
- Work with medical testing developers to reliable, quick, and simple tests that will enable us to ensure only those who test negative for COVID-19 step foot on board.
- Notify our Close Contact Sailors and Crew within 14 days of leaving the ship if they've come in contact with anyone who has tested positive for the virus on land or at sea.

Every space on our ladyship is unique, so we've created a detailed plan outlining how we'll improve health and safety standards across our decks — all of which is covered in this manual. These policies are in addition to our existing standard operating procedures designed to meet and exceed all operational guidelines provided by authorities in all waters we operate.

As science and technology continue to evolve, we will adapt our plan and processes according to the latest expert advice available.

# On the Ship

## A breath of (literal) fresh air'

- We have taken it a step further by installing the latest technology from AtmosAir Solutions — an air purification system that disinfects air on board. Leveraging bi-polar ionization technology, this air purification system has been shown to kill 99.9% of viruses — making us the first in our industry to treat 100% of the air on board with this technology.
- Our sea terrace ratio is one of the highest in the industry — allowing plenty of access to (salt-infused) fresh air.

## Keeping it Social (But Distant)

- Manage personal space by significantly reducing our overall ship capacity.
- For mask etiquette, we will follow the same guidelines as is recommended on land — so if people are advised to wear masks there, we will do so at sea.
- Sailors moving around indoor public spaces will be recommended to wear masks.
- We don't have buffets or large dining rooms by design, purposely creating smaller eateries to limit large crowds. And there's no communal food sharing — food is only prepared when it's ordered and delivered directly to you.
- ShipEats, our food delivery service on board is contactless by design, offering contactless drop-off and pick up.
- Leveraging our already-digital onboard experience to limit contact; The Band (for contactless payment), Service Chat (for assistance digitally), and our Virtual Queues (for getting in lines for onboard experiences without actually getting in physical lines).

## **Mask Wearing**

- Mask wearing indoors is strongly encouraged for all Crew and Sailors.
- Crew are required to wear masks in all areas accessible to Sailors where physical distancing is not practical, such as front of house service staff.



# Crew Guidelines

At Virgin Voyages, we are committed to providing an epic experience for our Sailors. We've reviewed and updated our safety standards, keeping the health and wellbeing of our Crew and Sailors a top priority. With that, we've implemented additional operational guidelines.

## Boarding

- Health Questionnaires are completed prior to boarding.
- All Crew are tested for COVID-19 (PCR) at sign-on and periodically during their contract.
- All Crew quarantine for 7-days after sign-on regardless of vaccination status.

## Training

- Crew receive a COVID-19 Awareness Training when initiating their contract, and an updated COVID/OPRP (Outbreak Prevention and Response Plan) training and assessments are implemented.
- Crew are trained to deliver additional cleaning and sanitation protocols in their specific roles.
- The safe handling of chemical training will be updated based on new and additional chemicals that may be introduced.
- All training is logged and tracked in our Learning Management System.

## Public Health, Cleaning and Sanitizing

- Crew wash their hands frequently.
- Crew wear appropriate PPE (mask, gloves, any other role specific required PPE) in line with Public Health (PH) regulations.

- Crew sanitize frequently touched workstations and devices as required by our established protocols at the start and end of shift.
- Electrostatic fogging will take place during the night shifts and when venues are closed.
- Any of our Sailors and Crew members who become unwell are isolated in their cabins to protect others.
- Anyone who tests positive will be isolated in designated Sailor cabins to protect others, they will be cared for by our medical team.
- Anyone who has come into close contact with a confirmed case will be evaluated by our medical team and will be tested for COVID-19 and may be asked to quarantine based on the test results, possible symptoms and vaccination status.

### **Physical Distancing**

- Sailors are recommended to practice physical distancing by standing 6ft (2m) away from anyone outside their travel party.
- Crew practice physical distancing by standing 6ft (2m) away from other Crew and Sailors where possible.

### **Crew Covid-19 Vaccines**

- Our policy is to have fully vaccinated Crew onboard.
- Virgin Voyages have committed to vaccinating all Crew with approved FDA/WHO vaccines.
- Crew are advised to get vaccinated with FDA/WHO recognized vaccines prior to joining the ship.
- For countries where these vaccinations are not available, Crew will be vaccinated onboard and/or in port before joining.
- Influenza vaccine programs are run seasonally by our medical team onboard as new vaccines are made available.





# Restaurant Operations

## All Restaurants

You won't go hungry when you're at sea. There's something for all tastes, including our six signature restaurants. Below are the policies and procedures we'll implement to ensure the health of our Crew and Sailors.

### **Physical Distancing Measures**

- Reservations are limited to parties of (6) or less.
- Parties larger than (6) Sailors will have separated tables empty between to comply with physical distancing. (ex: Party of 10 =, table of 6 and 4)
- Communal dining is not permitted in our restaurants. If communal tables are used, there are physical distancing precautions in place of 6ft (2m) and no parties larger than (6) Sailors.
- A virtual queue is implemented to avoid queuing in front of the restaurants and wait times.

### **Public Health, Cleaning and Sanitizing Procedures**

- All Food & Beverage staff, the front and back of the house is required to wear masks and follow physical distancing protocols.
- Restaurant menus are accessible through the Sailor App and by QR Code, and physical menus are available upon special request and adequately sanitized after each use.
- All frequently touched surfaces are sanitized after each use These Frequently touched surfaces include, but are not limited to: beverage trays, beverage counters, service counters, bussing stations, sneeze guards, control panels, magnetic menus, food labels, hostess stands, door handles, tables & chairs, table decorations, and public telephones.



- The automatic hand sanitizer dispensers at each entrance are refilled before each meal period and as needed.

## **Kitchen Table**

We care and love our Crew as much as our Sailors. Here's what we'll do to ensure the health of our Crew at the Kitchen Table —our Crew restaurant.

### **Public Health, Cleaning and Sanitizing Procedures**

- Crew are directed to wash their hands before entering the self-serve area.
- If Crew members leave their table for more food or beverage, they are required to repeat the process of handwashing.
- Self-serve beverage stations are continuously monitored and sanitized by a dedicated Crew member.
- Dining tables are sanitized after each use.
- Sanitizing spray and wipes are available for Crew to sanitize their dining tables after eating.
- Frequently touched surfaces are cleaned and sanitized and these include: : beverage service equipment and counters, bussing stations, sneeze guards, control panels, magnetic menu signage and food labels. This process will be logged by the On Duty Manager and posted in the back of the house (BOH) service areas.
- Soiled service trolleys are sanitized immediately after dropping dirty items in the utility area.
- Food service tongs are changed during service and/or when food service vessels are replenished.

### **Physical Distancing**

- The Kitchen Table is used for dining purposes only.
- Stanchions are placed on lines directing Crew (in/out) flow.

## **The Galley/ Quick Service**

With unique spaces and diverse options, we've ditched the one-big-dining-hall experience and said goodbye to buffets. The Galley is our floating fresh-food market and the ideal fast-casual Grab-and-Go. No place is like the other! That's why we'll be implementing additional policies and procedures to ensure the health and safety of our Crew and Sailors.

### **Public Health, Cleaning and Sanitizing Procedures**

- The service welcomes Sailors and ensures they use hand sanitizer before entering The Galley.
- The hand sanitizers sanitizer sprayer by the entrance are refilled every meal period and as needed. The Galley will go from counter/self-service to full service with our service Crew ordering via Crew Device and MXP Waiter Order.
- Serving utensils are changed when food service vessels are replenished.
- Sanitizing wipes are available for any self-serve station (i.e., Quickeze).

### **Physical Distancing**

- Restaurant Managers control Sailor (in/out) traffic flow by the entrance, beverage stations, and quick service food stalls to avoid queueing.
- Overall capacity is monitored at the entrances of The Galley. Once we have reached the capacity limit, Sailors are guided to wait until the seating area becomes available.

## **ShipEats**

ShipEats is our onboard food delivery service. Just a few taps, and it's on the way. Its cleverly designed dinnerware is guaranteed to keep your nom-noms warm and fresh. Here's how we'll keep our operation safe and smooth.

### **Public Health, Cleaning and Sanitizing Procedures**

- Crew involved in preparing food orders are required to wear a mask, use proper hand hygiene, and wear gloves when appropriate.
- Ship Eats deliveries are left hanging on the front of the Sailors cabin door.
- When finished, Sailors are asked to put the dirty dishes back into the ShipEats bag, close it and either leave in front of their door or leave in their cabin for housekeeping to pick up. They may also contact us if they would like immediate pick up via the Sailor App.
- All ShipEats bags are washed in the main laundry between each use.

### **For Quarantine and Isolated Cabins**

- Service Crew assigned to service these areas will be pre-checked to ensure they are not on the list of vulnerable Crew and are fully vaccinated.
- All service Crew assigned for delivery service in the isolation areas will follow the "Red" and "Orange" Zone protocols. This includes at minimum:
  - Only trained Crew to enter any isolation zone.
  - Strict PPE donning and doffing procedures followed.
  - Disposable eatery utensils and containers will be used.
- Instead of the ShipEats Bag, these special food deliveries for the Red Zone are done via paper delivery bags, and all food & beverages are packaged in disposable containers. The used delivery paper with the used disposables will be collected by designated Crew, treated as bio-hazard and incinerated.
- Single-use condiments packet will be used for all Isolation deliveries.

## **Culinary**

Our Culinary team are the creators of our incredible dining experiences. More than 20+ distinctive and delicious specialty eateries bring fresh ingredients and made to order cooking together to crush any craving. We follow the Vessel Sanitation Program. Below are the additional actions we are taking to ensure a safe and smooth operation:

- All culinary staff are required to wear face masks and follow physical distancing protocols.
- All prep areas, galleys, and pantries will continue to be cleaned/sanitized between each meal service and ongoing cleaning and sanitization.
- All frequently touched surfaces are sanitized on a clean-as-you-go basis, and sanitizing trolleys continue to be set up for each workstation by the Sanitation Team.
- Frequently touched surfaces include, but are not limited to: prep counters, door handles, computer screens, telephones, touch screens, ERP work stations, Ticket Printers, and equipment control panels.
- The sanitation team continue to support the culinary team in the cleaning efforts throughout service by:
  - Providing extra tongs, serving utensils, and prepping equipment.
  - Rotating the sanitizing buckets with fresh solution and cleaning cloth.
  - Replenish all PPE par levels at the end of each service (disposable masks, gloves, and alcohol wipes for thermometers).
- The Culinary team does not come into contact with items that have entered into the front of the house areas.

## **Galley Receiving**

- All food is received in sealed containers to Galleys.
- The stores' pick-up Galley Crew are limited to no more than two Crew per location.
- Galley Crew will ensure that all food products have been properly sanitized before entering into any food storage locations when possible.
- The Provisions Crew must PPE wear gloves and face masks while handling products.

# Beverage Operations

From poolside bottles of rosé to Champagne at your beck and call, you will never go thirsty on a Virgin Voyages sailing. With more than fifteen beverage outlets on board and a slew of entertainment and specialty drink programs, we are committed to ensuring the utmost safety for all Sailors exploring our venues. Here's how we'll keep our operation safe and smooth.

## Physical Distancing Measures

- All food and beverage items are placed on the counter surface and not directly handed to Sailors.
- Bars and cocktail pick up areas are not waiting areas for Sailors to place orders or congregate.

## Public Health, Cleaning and Sanitizing Procedures

- All Beverage Crew are required to wear masks front and back of the house and follow physical distancing protocols.
- Beverage Crew in food service assembly frequently wash their hands, wear single-use gloves, and dispose of them after use.
- Beverage menus are accessible through the Sailor App and by QR Code, and physical menus can be available upon request and adequately sanitized after each use.
- Bar tops and all frequently touched surfaces are sanitized after each use as well as following the “clean as you go” process during service. Frequently touched surfaces include, but are not limited to: beverage trays, beverage counters, service counters, food contact service areas, sneeze guards, control panels, tables & chairs, shared POS terminals, door handles, smoking areas, table decorations, public telephones, sink faucets, light switches, ice scoops, and cleaning tools.
- All bar areas are fogged every night after the venues close.

## **Additional Measures**

- For the closing of Sailor folios, we only request signatures for bills above \$150 for all bar, restaurants (including Bimini Beach Club).
- Wrapped paper straws are available upon Sailor request.
- Bar food items are served per individual Sailor and not shared by the table.

## **Pool Operations**



## **Public Health, Cleaning and Sanitizing Procedures**

- All frequently touched surfaces are sanitized at the beginning and end of the work shift or more frequently depending on use patterns. Frequently touched surfaces include, but are not limited to: sun loungers, beach chairs, strandkorbs, entrance and exit doors/gates, clean towel areas, towel collection areas, towel transport cages, door handles, equipment handles, push pads, and smoking areas.
- Cabana Sailor contact surfaces are sanitized after each use.
- Floaties and games are cleaned and sanitized after each use.

## **Additional Measures**

- Crew have sanitizing wipes for any electronic devices and Sailors as needed.
- Cabana food delivery will be stored in ShipEats containers and bags.
- Aquatic Club towel stations are serviced by the assigned Crew.

# Retail Operations

Treat yourself! Our shops are a bold and refreshingly different curated collection of items at sea set to provide the perfect shoppertainment for Sailors who love to indulge in retail therapy. Here's how we'll keep our operation safe and smooth.

## Public Health, Cleaning and Sanitizing Procedures

- All frequently touched surfaces are sanitized at the beginning and end of each shift and frequently throughout the day.
- Hand sanitizer and dispensers are available next to each door and in communal retail locations.
- Any Crew's personal device used by Sailors to sign or insert pins for bills over \$100 are sanitized immediately after use.
- Fragrance testers are replaced with pre-sprayed paper blotters and disposed of after each use.
- Make-up testers are removed from display and replaced with demonstration cards to showcase colors.
- Liquor tasting samples are disposed of immediately and the counter is sanitized after every use.
- Hand sanitizer are available for Sailors interested in trying on a watch or piece of jewelry. Sailors are asked to sanitize first.
- The watch or piece of jewelry is sanitized before returning to the display unit.
- Returns are only accepted on products that are unworn/used with the seals intact. Products that cannot be returned include makeup, skincare, toiletries, food or perishables, and earrings.

# Spa Operations

We've created the ultimate form of self-care for all Sailors, featuring our "Redemption Spa" a haven of tranquility and self-preservation, the exclusive mani and pedi at "The Tune Up", and our barber shop "Stubble and Groom". Sweet spot's throughout the ship where Sailors can bliss out and get Scarlet Night ready! Here's how we'll keep our operation safe and smooth.

## Public Health, Cleaning and Sanitization Procedures

- All treatment rooms and salon stations are sanitized before and after sailor appointments.
- All other Spa areas and equipment are sanitized prior to and after each Sailor use.
- Appropriate PPE is worn by each Crew member including masks and face shields where needed.

## Physical Distancing

- When on duty, the Wellness Crew at the Spa & Beauty will wear face masks and follow VV sanitization procedures.
- Limited availability for thermal day pass options are available to manage capacity levels.
- Occupancy levels are controlled via reservations, appointment-only, and access control.
- Masks are required for Crew when physical distancing and prolonged close contact cannot be maintained (e.g. massage and manicures).
- Crew wash their hands and/or sanitize their hands between Sailors.

# Wellness Operations

Sweat, relax or just be still and breathe — it's up to you. Our wellness and fitness spaces on board provide a proper dose of Vitamin Sea to leave you totally revitalized and ready for anything and everything. Here's how we'll keep our operation safe and smooth.

## **Public Health, Cleaning and Sanitization Procedures**

- Frequently touched surfaces are sanitized at the beginning and end of every shift and throughout the day.
- Sanitizer wipes are available for the Sailor to wipe down Gym Equipment after each use.

# Squid Ink

Our sailors are looking to make lifelong memories, and we think there's no better way to commemorate their first voyage with us than with a souvenir they'll never lose track of.

To create the first-ever onboard tattoo parlor, Virgin Voyages teamed up with "NYC's hottest tattoo shop" Soho, Ink. Squid Ink it's a very Virgin spot where you can get both tattooed and pierced — with gorgeous views of the horizon all around.

From the start, we carefully developed our cleaning and sanitation measures at Squid Ink and now enhanced operational protocols to ensure a safe and memorable Sailor experience.

## **Public Health, Cleaning and Sanitization Procedures**

- All frequently touched surfaces are sanitized at the beginning and end of every shift and frequently throughout the day.
- Artists sanitize at the start and end shift and between each appointment.
- Artists wear appropriate PPE including face mask and/or shields and gloves, which will be changed after completing each individual task.

## **Physical Distancing**

- Walk-in is allowed with up to 3 sailors in the booking area at any one time.
- Companions are not allowed during the tattoo/piercing process.

# Casino

More than just your typical Casino, the HSK designed, retro-cool space reminiscent of the 1960s Las Vegas is where you come to ante-up while sipping on a shaken, extra-dry Martini. Here's how we'll keep our operation safe and smooth.

## **Public Health, Cleaning and Sanitizing Procedures**

- All frequently touched surfaces are sanitized at the beginning and end of each shift and frequently throughout the day.
- Hand sanitizer are available at the ATM and each of the entries.
- Hand sanitizer stations are located at the entry of the casino, at the cash desk, and outside The Manor.
- Hand sanitizer is available at the casino tables.

## **Slot Operations**

### **Public Health, Cleaning and Sanitizing Procedures**

- Slots are sanitized at the beginning and end of every shift and at least once every hour.
- On the gaming floor, hand sanitizing stations are placed at every slot section:
  - Wipes have been placed throughout the slot floor to remind Sailors they can request for the machine to be sanitized, or they can personally sanitize the slot machines before use.

# **Table Game Operations**

## **Public Health, Cleaning and Sanitizing Procedures**

- Hand sanitizer stations are located throughout the casino
- When a new dealer enters the game, the roulette wheel head, ball and dolly are sanitized.
- Pit Podiums are sanitized by Pit Administrator every hour, including phones, computers, Veridocs, hard surfaces, and cabinetry.
- Visual Limits and LCD units are sanitized every time a new supervisor enters the pit.
- All chips are sanitized with the approved disinfectants on closing.
- All chips that are redeemed at the cash desks are sanitized.
- Sailors will be asked to sanitize their hands before the start of the play.

## **Physical Distancing**

- Discourage unrelated Sailors from congregating behind players.
- Dealers verbally give breaks instead of “tapping in” to maintain the appropriate distance.

## **Crew Consideration**

- Supervisors sanitize table game rails and each chair after each Sailor leaves a game.
- Dealers sanitize dice for each new shooter.
- Dealers sanitize the on/off button when entering a game.

- Dealers sanitize the card shoe's exterior when entering a game and the interior of the card shoe when the game goes dead.
- Supervisors sanitize the outside of shufflers after use
- Dealers sanitize the money paddle when arriving at the game.
- Supervisors sanitize the Baccarat discard pile and BJ discard holders.
- Dealers sanitize token boxes when entering a game.
- Casino Technicians sanitize hard surfaces at the beginning and end of each shift.



# Housekeeping

Our Housekeeping Crew is responsible for keeping our ladyship cabins and public areas sparkly clean. Here's how we'll keep our operation safe and smooth.

## Public Health, Cleaning and Sanitizing Procedures

- Hand sanitizers are located all over the ship in both Crew and Sailor areas.
- The Housekeeping Crew will clean and sanitize frequently touched surfaces at least twice a day.
- Service carts, trolleys, and all other equipment are sanitized before and after use.
- Restroom frequently touched areas are sanitized frequently throughout the day.

## Physical Distancing

- Offices, workshops, conference rooms, computer and tech rooms, and any other space designed to perform work duties, may only be used for work purposes.
- For mask etiquette, we follow the same guidelines as is recommended on land — so if people are advised to wear masks there, we will do so at sea.
- Housekeeping Crew meetings are held in suitable locations to follow physical distancing measures.
- Vacuums' with HEPA filters are used.
- Vacuum cleaners are not used in cabins or small spaces when a Sailor is present.

## Crew Mask Mandates

- Crew wear masks whenever in public or in presence of other Sailors. Virgin Voyages provides masks to all Crew members.

## **General Guidelines for Cleaning and Sanitizing:**

- Fogging must be done for all isolation and/or quarantine cabins.
- Cabins are cleaned and sanitized in between occupancies and as per operational requirement for daily Rockstar service in Sailor cabins.
- Crew cabins are cleaned and sanitized by occupants and by rotation schedule as well as in between occupancies.
- Crew sanitize frequently touched workstations and devices as required by our established protocols at the start and end of shift.
- All drinking glasses and water carafes are washed, rinsed, and sanitized every service.
- Dirty linen is handled accordingly:
  - Dirty linen is handled as little as possible, no shake/fluff.
  - All dirty linen is collected in separate bags in the trolley, then transported to a linen chute or laundry.
  - If leakage is expected or suspected, contain linen in a liquid-resistant bag or bin.
  - Cabin Host are required to use PPE (gloves, mask) appropriate for the situation and in-line with USPH guidelines.
  - Crew wash hands frequently.
- After vacuuming, surfaces must be sanitized.
- Physical distancing protocols are followed when using a vacuum cleaner in large areas.
- Frequently touched areas in the bathrooms are properly sanitized: stall door handles, locks, toilet tissue holders, seat cover dispenser, toilet seats, flush button, toilet brush handle, sinks, faucets, soap and paper towel dispensers, mirrors, and entrance door.

- Clean and sanitize corridors' frequently touched surfaces (complete walls, handrails, doorknobs & handles, electronic screens, and public phones) before cabin service; this is continuous throughout the service period and after cabin service is complete.
- Cabin Hosts minimize contact with Sailors while cleaning cabins or working in the corridors.
- If a Sailor returns to their cabin while it's being serviced, the Cabin Hosts will offer to return at an alternative time.

## **Isolation Cabin Cleaning**

- All "high-touch" surfaces in the sick person's room must be cleaned and sanitized with approved disinfectant.
- Appropriate PPE required for the work tasks must be worn during cleaning activities.
- During cleaning of cabins, balcony doors are recommended to be opened to allow fresh air to circulate.
- If visible contamination is present (for example, blood, respiratory secretions, or other body fluids), use the process for biohazardous material handling.
  - Remove any bulk spill matter, cleaning the site, and disinfecting the site.
  - When cleaning is completed, collect soiled textiles and linens in sturdy leak-proof dissolvable bags to deliver to the laundry operation to be washed in dedicated laundry equipment.
  - All PPE must be removed and placed with other disposable items in sturdy, leak-proof biohazard plastic bags that are tied shut and not reopened and to be incinerated on board.
  - During isolation Sailors/Crew will be given all necessary materials and chemicals during their isolation to clean and sanitize their cabins.

- Dirty linens and towels will be placed in their cabins sturdy leak-proof dissolvable bags and then placed outside of their cabin doors to be delivered to laundry operation, to be washed in dedicated laundry equipment.
- Clean linen and towels will be delivered to their cabins and placed in front of the cabin door to avoid direct contact. These actions minimize the direct contact and exposure to service crew.

## **Cabin Cleaning After Isolation**

- After the Sailors/Crew is released from isolation the cabin must remain unoccupied for at least 24 hours before beginning cleaning and disinfecting.
- Soiled linens and towels collected from cabins occupied by isolated or quarantined persons will be laundered in dedicated washing machines set at the appropriate water setting for the items, and dry items completely in dedicated dryers.
- Pathways are identified to minimize risk of respiratory transmission when Crew are required to move in and out of isolation and quarantine corridors and during the transport of waste and soiled linens generated by isolated or quarantined crew members.
- Designated trolleys/carts will be used for the transportation of waste and soiled linens from isolated or quarantined cabins are to be cleaned and disinfected with an effective disinfectant after each use.

## **Mini Bar**

### **Public Health, Cleaning and Sanitizing Procedures**

- Clean and sanitize all standard cabin mini bar refrigerators.
- Clean and sanitize all glassware and bar tools on turnaround days.

## **Cabin Service Pantries**

### **Public Health, Cleaning and Sanitizing Procedures**

- The pantry is inspected and documented in a log after each morning and evening service.
- Warewashing machines are checked before service, and the temperature is documented in a log.

## **Main Laundry Operations**

### **Public Health, Cleaning and Sanitizing Procedures**

- Dirty carts are to be placed in a designated area for overflow. The area is to be close to the designated "dirty" laundry elevator.
- Handling Dirty Linen
  - Handle dirty linen as little as possible, and do not shake/fluff.
  - If leakage is expected or suspected, contain linen in a liquid-resistant bag or bin.
  - Cabin Host will be required to use PPE (gloves, mask) appropriate for the situation
  - Frequent handwashing.
- Clean linen is kept in designated, color-coded bins to ensure no cross-contamination with dirty linen.
- Trolley carts, bins with direct contact to dirty linen must be cleaned and sanitized after each shift.
- Linen bags received from the linen chute are washed with high temperature described below before being placed back in service.

- Only EPA approved chemicals with G-List disinfectant claims are used for red bag linen.
- Machine temperatures to be calibrated and/or verified at least once per voyage.
- All the main laundry is fogged daily.

### **Isolation & Quarantine Laundry Cleaning Protocols**

- Designated washer and dryer are assigned for isolation/quarantine laundry.
- Log to be maintained for temperature verification (at least twice daily) when used.
- Soiled and clean trolleys to be clearly designated and marked.
- Soiled area for isolation linen/laundry will be separate from regular laundry receiving.
- Crew assigned to work with these items are trained in the handling of these items and follow PPE.

### **Physical Distancing**

- The laundry Crew wear masks and gloves when handling dirty linen.

## **Public Areas**

### **Public Health, Cleaning and Sanitizing Procedures**

- Elevators and stairwells are frequently sanitized throughout the day.
- Alcohol based hand sanitizer has been positioned in all lobbies and outside the public restrooms and are refilled daily.

## **Restroom Cleaning**

### **Public Health, Cleaning and Sanitizing Procedures**

- Cleaning and sanitizing of restrooms is performed by designated and trained staff. The frequency of cleaning is tracked and monitored by the Public Area Manager.
- All public restrooms are fitted with paper towels.
- For cleaning and sanitizing, disposable gloves have to be worn by Crew and changed after cleaning.
- Frequently touched surfaces are sanitized 3 times a day at minimum.

# Sailor Services

To ensure all our Sailors feel like Rockstar's on board, our Sailor Services Crew will help them navigate and answer any questions. Here's how we'll keep our operation safe and smooth.

## **Public Health, Cleaning and Sanitizing Procedures**

- Help desk podiums and Chart Room table will be sanitized after each Sailor using the approved chemical for all surfaces.
- Clean and sanitize frequently touched surfaces: tablets, phones, ATM, podium counters, door handles & knobs, pens, other tools, and supplies that might be passed back and forward with Sailor.

## **Physical Distancing**

- Sailor Services only help one Sailor per Help Desk/podium at a time.
- A Help Desk Associate is assigned as a greeter and positioned at the greeter podium to control Sailor flow and queueing.
- Sailors are advised to utilize the virtual queue where possible.
- Sailors are advised to utilize the Sailor app chat functions for any inquiries where possible.
- Discontinue the use of self-service tablets at the Help Desk and Chart Room.

## **Ship Clearance**

### **Public Health, Cleaning and Sanitizing Procedures**

- Handling of collected passports is done using appropriate PPE.



## **Physical Distancing**

- The Clearance Officer will wear appropriate PPE.
- Minimize the number of Crew and leaders involved in the clearance process.

## **Lost & Found**

### **Public Health, Cleaning and Sanitizing Procedures**

- All items turned into Sailor Services are sanitized before logging and storing.
- All unclaimed lost and found items are sanitized prior to being offloaded from the ship and handed to the terminal staff.

### **Physical Distancing**

- Crew handling lost and found items to Sailors wear a mask if the physical distance cannot be maintained.
- Crew will sanitize tablets after e-signatures.

## **Cabin Changes**

### **Physical Distancing**

- Sailors to be brought off the ship last are inspected by CBP in an orderly fashion to avoid crowding or gathering.

# Entertainment

We're swapping classic Broadway cruise productions for never-before-seen-at-sea, immersive and modern entertainment. Here's how we'll keep our operation safe and smooth.

## **Across all Entertainment Areas:**

- All high touch theatrical pieces (props, costumes, etc.) are sanitized daily, before, in between, and after each performance.
- Technical Consoles are sanitized before every show.
- Railings of stairs leading to stage and house seating are sanitized between and after every show.
- Handles and edges of UNTITLED DANCE SHOW PARTYTHING platforms and the edge of the stage are sanitized before and between shows.
- Tokens are sanitized after every use in the deck 6 pantry.
- During Box Office Hours, the Box Office Crew use individual computers for booking reservations. These computers are wiped down with an approved sanitizer before and after their shifts.
- The clean-as-you-go system is implemented during Box Office Hours.

## **The Red Room**

### **Loading, Unloading and Seating**

- Displayed on the app or through a physical ticket or token, Sailors are assigned a time of arrival to each performance they reserved.
- Sailors will only use The Red Room's main entrance located on Deck 6, with the exception of Sailors requiring accessible ADA seating and their party.
- Sailors who arrive late to the show are escorted to seating, if available.

## **The Box Office**

### **Performance Token/Ticket Reservation Pick-up**

- Performance Tokens (ie, tickets) are used as Sailors' tickets for entrance to shows.
- Each token displays the show's name with a color indicating the day and time of the performance. A circled double letter indicates the time for sailors to arrive at the venue to take their seats. Sailors who have booked their show pre-voyage via the Sailor app or by calling.
- Sailor Services receive their Performance Tokens in their cabin on arrival.
- The tokens are accompanied with instructions explaining the day and time they should arrive at the venue when attending the performance(s).
- The tokens are collected upon each Sailor's entry into the venue via a collection box.
- The Performance Tokens are sanitized after each use.
- Sailors who book using the Sailor App or have been booked by a Crew member onboard through the ARS Booking Mgmt. App are directed to the Box Office or Sailor Services desk to pick up their Performance Tokens.
- Sailors who choose to book in person with a Box Office Crew member are issued their Performance Token(s) at the time of booking. Box Office hours vary during the voyage.
- A virtual queue system is used to control access to The Manor during Box Office hours.

### **Loading, Unloading and Seating**

- Once the tables are cleared, technicians and the F&B team will first sanitize, then remove the tables and set the room for Nightclub mode.

## **Happenings**

### **Public Health, Cleaning and Sanitizing Procedures**

- Microphones for cast members are sanitized before, during, and after each use. Sailors, who need to use a microphone for an event are picked up by a boom or area microphone.

## **The Groupie**

### **Public Health, Cleaning and Sanitizing Procedures**

- Each room is cleaned and high touch surfaces (including remote controls, touch screens, and gaming controllers) are sanitized between room reservations.
- Crew members handle all gaming console disks. Sailors are presented with game options by the Entertainment Crew.
- Hand sanitizer is available at the check-in desk and in each room.
- Sailors sanitize their hands before entering The Groupie.
- Sailors need to pre-reserve (for a fee, where the booking includes a beverage offering) rooms via the Sailor App or The Box Office.
- For tracking and tracing purposes, the names of all Sailors attending the session are included in the reservation.

## **Live Music**

### **Public Health, Cleaning and Sanitizing Procedures**

- Backline and technical equipment are sanitized by LES technicians after each use.
- Technicians wash their hands after each set-up and takedown of all events.
- Microphone sanitization will follow the regular process of cleaning and sanitizing between users

- Sharing of instruments between band members without sanitization is discouraged.
- DJs are required to wear a mask during each set.
- Sailors are not permitted to use band equipment or microphones until further notice.

## **Crew Engagement**

We are known for making hard work fun! Our Experience Crew is responsible for creating unique and exclusive Crew engagement activities. Here's how we'll keep our operation safe and smooth.

### **Public Health, Cleaning and Sanitizing Procedures**

- Table tennis and foosball tables are included in our Frequently Touched Surface list and sanitized after each use.
- During table gaming, paddles, handles, and balls are sanitized after each game and/or before being used by the next player.
- Gaming consoles and controllers are sanitized before and after each use.
- Crew gym equipment is sanitized before and after being used by Crew

### **Use of Sailor Spaces for Crew Events**

- When using Sailor spaces for Crew events, Crew will adhere to the same public health and physical distancing protocols in place for Sailors.

# Terminal & Transportation Services

Our Terminal and Transportation Crew ensures that our epic Virgin Voyages experience extends beyond our Lady ships, providing a RockStar welcome and farewell during our pre- and post-voyage operations. Here's how we'll keep our operation safe and smooth.

## Embarkation

### **Before we set sail**

- We follow the recommended CDC guidelines and work closely with the Voyage Well Expert Advisory Group to inform and update our processes and procedures in real-time.
- Implement additional and frequent pre-boarding health checks and screenings for both our Crew and Sailors.
- Pre-registration for arrival vaccination checks and registration for Covid-19 testing.
- Terminal Crew temperatures are checked before their shift.

### **Sailor Arrival**

- Sailors must arrive at their scheduled arrival time to the terminal. If we cannot accommodate them, they may be turned away and advised to return at their scheduled time.
- All Sailors have the opportunity to select their check-in time when completing their ready-to-sail, however, all Sailors will be checked-in as they arrive and will be able to board the vessel shortly after. Testing and screening is required and will be done on site.
- Masks are available for Sailors that need a replacement.
- Sanitizers are available throughout the terminal.
- Sailors entering the terminal will be directed to the check-in queuing line by the Terminal Angels.

- Terminal Angels control and direct the flow of Sailors.
- Sailors will complete a Voyage Well Acknowledgement and a Health Questionnaire via the Sailor app. In the event it's not completed before boarding, it will be completed on-site using their device.
- Sailors' temperatures are checked by Thermal Imaging Technology.
- Sailors with elevated temperature are taken aside for medical evaluation and directed to immediate COVID-19 Testing.
- Vaccination verification will be completed by VV Crew or a Third-party vendor. The COVID-19 test will be conducted by a Third-party vendor.
- Any Sailors, Day Visitors, Contractors with any symptoms of flagged answers will undergo a secondary screening process.
- Once the sample is collected, all Sailors will wait in our seating area following the physical distancing measures. Terminal Angels will monitor this area at all times.
- All Sailors must follow the guidelines outlined by the port as it pertains to the wearing of masks within the terminal.
- All sailors will be tested prior to check-in, and once receiving their negative result, will be able to continue on with the check-in process.
- In the event where a Positive Covid-19 test has been discovered, assistance will be provided by our Sailor team with collecting luggage and any cancellation protocols including the Denied Boarding Letter.

### **Security Screening**

- Sailors will be prompted to place any loose items in their bag/luggage, then place them on the conveyor belt to be x-rayed.
- Security screeners sanitize the conveyor belt frequently throughout the day.
- Sailors may use the sanitizing station after security screening.

## **Vessel Boarding**

- Sailors are asked to keep their mask on and maintain physical distance while en route to the vessel.
- When boarding the ship Sailors may be asked by the Security Crew to remove their mask or facial covering for facial identification. Once their identity is validated Sailors will be asked to wear their mask again.

## **Transfers**

- All operators/drivers must wear masks.
- Sanitize all vehicles and luggage areas after each use.

## **Disembarkation**

### **Process**

- Prior to disembarkation, Sailors are prompted to select a disembarkation time slot.
- During disembarkation, up to two gangways are used to avoid queues and crowding of passengers.
- Wheelchairs are available in the terminal for those that may need assistance.
- The disembarkation journey is controlled by Terminal Angels to ensure mask wearing and physical distancing is maintained.

## **Vessel Debarking**

- Vessel disembarkation is controlled to comply with physical distancing measures and with Sailor capacity in the disembarkation hall.
- Sailors are required to wear masks for disembarkation following US guidelines and protocols.



- Sailor luggage is laid out in the luggage hall by porters wearing appropriate PPE.

### **Transfers**

- All operators/drivers must wear masks.
- Vehicles and luggage areas are sanitized after each use.

## **Vessel Loading & Offloading**

### **Luggage Offloads**

- Luggage will be offloaded from the vessel and laid down in the luggage hall by porters wearing appropriate PPE.
- Stevedores must wear masks inside the terminal.

### **Luggage & Provision Loading**

- Garrison Sloan Handler will use a mask when loading provisions.

## **Third-Party Vendors**

### **Protocol**

- Comply with all recommended CDC requirements for their industry, as it relates to cruise operations.
- Complete the health questionnaire.
- Complete a temperature check following CDC guidelines and obtain a wristband once complete.
- Vendors with elevated temperature checks may be given a second check, and if still elevated, the vendor will be turned away.

- Third-party vendors must always wear appropriate PPE, including but not limited to the following Partners: SMS Florida, Stevedoring Porters Florida, Stevedoring Forklift Operators, TSS (Security), and Garrison Sloan Handler.

## **Port of Miami**

- Establish “no-touch” sanitizing stations throughout the terminal.
- The terminal will be sanitized after each voyage operation per POM.

### **Visitors & Contractors**

- Visitors and contractors follow the same requirements as arriving Sailors (including virus testing).

## **Pilot Boarding Operations**

- Pilot health screening is completed ashore by port authorities before the pilot's arrival onboard. No written health advisory is needed.
- The bridge is fully sanitized prior to the pilot's arrival onboard.
- Physical distance to be maintained from pilot ladder to the bridge and from the bridge to disembarkation point.
- A one-person escort will bring the Pilot to/from the bridge.
- Ship's Crew will operate the elevators and open any doors.
- Only the pilot and the escort should be in the elevator to/from the bridge.
- Pilots are advised to use the hand sanitizer provided.
- Pilots are provided with appropriate PPE. Upon request, a Tyvek is also available.
- Bridge officers will wear masks during the pilot's presence on board.
- The pilot is not asked to sign any documentation.

## **Post Sanitation**

- All surfaces will be sanitized, and the Bridge will be fogged after pilot departure, and maneuvering is completed.

## **Disembarkation Procedures**

- Prior to disembarkation, Sailors are prompted to select the time slot.
- During disembarkation, up to two gangways are used to avoid queues and crowding of passengers.
- Wheelchairs are available in the terminal for those that may need assistance.
- The disembarkation journey is controlled by Terminal Angels to ensure mask wearing and physical distancing is maintained.

## Shore Things

There are bucket list experiences you dream about, and there are those things you didn't realize you wanted to do... until you do them. Our Shore Things are the perfect balance of both. Here's how we'll keep our operation safe and smooth.

### **Due to local regulations and/or Operator requirements, Sailors may be required to:**

- A. Submit to temperature screening prior to dispatch on Shore Thing.
- B. Wear a mask during transport to and from Shore Things.
- C. Follow physical distancing measures in specific venues.

### **Public Health, Cleaning and Sanitizing Procedures**

- For all our Shore Things and at The Beach Club at Bimini, we have sought-out operators and services that fully embrace and agree to our Voyage Well standards.
- We will share our extensive cleaning processes with our Shore Things providers.
- Guides must be vaccinated (with CDC approved vaccines) or non-vaccinated guides will provide negative PCR test 48-hours prior to Shore excursions departure or a negative Antigen Test the morning of departure.
  - Documentation of vaccinations, and negative test results must be kept on file for at least 18 months.
- Guides will wear proper PPE and pass safety regulations and temperature checks.
- Guides will carry hand sanitizer.
- Vehicles will be sanitized prior to every use.
- Sanitation between the use of equipment (i.e., helmets, gloves, jet skis, etc.).
- Snorkel mouthpieces will be inclusive to the purchase of Shore Things.

## **Physical Distancing**

- The arrival and disembarkation of Sailors and Crew will be managed to ensure physical distancing measures.
- Dispatch and meeting locations will be staggered.
- Implement ticketless check-in with the use of digital waivers where possible.
- Limit buffet-style eating in local venues where possible.
- Follow local regulations as advised by our Shore Excursions Operators.

# Beach Club at Bimini

The Beach Club at Bimini is our private, resort-like experience for when Sailors are not out exploring the islands. Here's how we'll keep our operation safe and smooth.

## Public Health, Cleaning and Sanitization Procedures

- We follow all local regulations and share our cleaning and sanitation processes with Resort World Bimini.
- Trams transport Sailors from the pier to the Beach Club and back. The Trams is sanitized first thing in the morning, every turnaround at the pier, and at the end of day.
- Sailors and Crew must wear a mask during transport to and from the Beach Club.
- Hand sanitizer is available at the entrance to the Main Hub, Beach Eats, at the bars and throughout the pool area.
- The Beach Club does not have any buffets for food service, instead the two Beach Eats have (8) walk up stations where the Sailors order from the menu and take it to where they want to eat.
- All food and beverage items are placed on the counter surface and not directly handed to Sailors.
- Food and Bar counters and all frequently touched surfaces are sanitized after each use as well as following the “clean as you go” process during service and at the start and end of shift.
- Food and beverage menus are accessible through the Sailor App and by QR Codes. Physical menus are available upon request and adequately sanitized after each use.
- For the closing of Sailor folios, we only request signatures for bills above \$150, same as onboard.
- Crew are trained to deliver additional cleaning and sanitation protocols in their specific roles.
- Cleaning and sanitizing of restrooms is performed by a designated and trained Crew. The frequency of cleaning is tracked and monitored.

## **Physical Distancing**

- Furniture set up and seating chart at the Beach Club is arranged and maintained following physical distancing protocols between loungers and tables.
- All Crew are required to wear masks front and back of the house and follow physical distancing protocols.
- Sailors are guided to practice physical distancing by standing 6ft (2m) away from anyone outside their travel party.

## **Medical Station**

- The Medical Stations are set up as an extension to our Medical Center and manned by our medical staff to support any accidents or incidents.

# Medical

We care for the health and well-being of our Crew and Sailors. Here's how we'll keep our operation safe and smooth.

## Training and Continuing Education

- Our medical team trains Crew regarding communicable disease and infection control.
- Our medical team is enrolled in a continuous medical education program, where they receive the most up to date protocols and policies.
- Our Stretcher team will use the same precautions and the medical team as they respond to any calls.

## Our Medical Center and Expanded Services

- Sailors and Crew have 24/7 access to our fully equipped private medical health center.
- The medical Facility is well equipped and in line with the American College of Emergency Physicians (ACEP) Guidelines and additional medical equipment pieces were added to the facility. This includes an additional ventilator, cardiac monitors, increased inventories of oxygen capacity, and testing with an accredited RT-PCR COVID-19 Units.
- Our medical team has grown in size to two doctors, an Infection Control officer, two Senior Nurses and three Nurses.
- The medical team cares for our Sailor and Crew's health from the time of boarding throughout their departure.
- To assist with the flow in the Medical Center, Sailors and Crew are directed to make appointments for regular visits by contacting the nurse on call.



## Communicable Disease

- Cabin Visits to Sailors and Crew are available where a possible communicable disease presents with symptoms.
- The Medical Center is divided in a green and red zone.
- All ARD cases are seen in the red zone of the Medical Center, where all other cases will be seen in the green zone.
- If a Sailor or Crew develops ARD (Acute Respiratory Disease) symptoms, the medical team will provide medical assistance at no cost. This will include RT-PCR Covid testing.
- Designated cabins have been set aside onboard to facilitate isolation and/or quarantine zone for any suspected/confirmed COVID-19 cases.
  - These cabins will include a balcony for access to fresh air.
  - Protocols have been set up for the medical team to complete “in-cabin” consultations.
  - Virtual consultations are also available within Seacare.
- Sailors or Crew who exhibit symptoms of a contagious illness will receive medical consultations and may be isolated in dedicated isolation cabins or within the medical facility to prevent any further spread of infection.
- Isolated Sailors or Crew will receive full medical attention onboard from our accredited Vikand medical partners, until they can disembark and obtain any additional treatment that may be required.
- Any Sailors or Crew who has been identified as a close contact with the impacted individuals will receive a medical consultation, COVID-19 testing and may be subject to precautionary quarantine.
- All Crew dealing with isolated and quarantined Sailors or Crew will be provided with appropriate PPE.

## Close contacts Tracing Investigation

- **Case Investigation:** The process to help a patient recall everyone with whom they have had close contact during the time when they may have been infectious.
- **Contact Tracing:** The process of identifying, notifying, assessing, and managing people who may have been exposed to someone with a confirmed or probable diagnosis of COVID-19 by initiating prompt identification, self-quarantine and monitoring to prevent further transmission, without disclosing the patient's identity.
- The medical team in collaboration with the Infection Control Officer provide an in-depth close contact tracing of each Crew or Sailor that present with COVID-19 like symptoms.
  - Tracking includes differentiating between High Risk, Low Risk or a Casual Contact.
  - Use of the onboard tracker "Contact Tracing" to identify Sailors.
- Once contact is identified the Medical Team with the ICO will evaluate the contact and manage each one on a case-by-case basis.

## CDC

- The Medical team follows and adheres to CDC guidance.
- All communicable disease, testing and health related issues are reported to CDC.
- Medical Appointments ashore us set up in each port of call.
- Our Third-Party partner United Health Provided a Network of Hospitals in our Port of Call inclusive of a range of Private Ambulance and Air Ambulance services.
- Shoreside laboratory capacity in US
  - As part of preparations for Operation, Virgin Voyages contracts a shoreside CLIA approved laboratory in the selected US region for COVID testing purposes.

# Sailor Conduct

Our biggest priority is keeping our Crew and Sailors healthy and safe. We want to give our Sailors a sense of confidence when they sail the Virgin way. To ensure we deliver on our promise, here's what we'll do:

- We will deny boarding to any Sailor who has a positive COVID test result.
- We will deny boarding to any Sailor whose response is "yes" at boarding to any COVID related questions.
- We will deny boarding if a member traveling in your group has a positive COVID test result.
- Sailors that are not following the required Voyage Well protocols such as but not limited to physical distancing protocols, mask wearing, temperature checks, disclosing symptoms to medical or breaking isolation/quarantine will be reported to the ship's SLT. Incidents will be recorded and monitored via Incident Management and will be dealt with by the shipboard management with either a verbal warning, written documentation and in repeat or severe instances with the disembarkation of the vessel or denial of boarding.

# Crew Services

Crew Services is a dedicated team to support our Crew onboard. Here's how we'll keep our operation safe and smooth.

## **Public Health, Cleaning and Sanitizing Procedures**

- Frequently touched surfaces in the office are cleaned and sanitized frequently: desks, tables, chairs, computers.
- Tablets, phones, door handles & knobs, and pens are cleaned and sanitized every hour.

## **Physical Distancing**

- Plexiglass has been installed as a barrier between Crew service associate and Crew.
- Crew visiting the office will wait outside and follow the floor signage to follow physical distancing guidelines.
- We encourage our Crew to use phones/apps to communicate where possible.

## **Sign-on Process**

The safety and wellbeing of our Crew and Sailors is our top priority. Our Crew will follow the updated safety standards and additional operational guidelines. These policies do not supersede any local requirements imposed by competent authorities in the ports we visit.

## **Arriving at the Vessel**

- The health questionnaire is completed & boarding screening measures are applied.
- The sign-on Crew is assessed before boarding by a member of the medical team.

- The Medical Crew and the sign on Crew will maintain 6ft physical distance where possible.
- Sign-on Crew are required to wear masks during the process prior to going into quarantine
- All Crew are required to do a 7-day quarantine regardless of vaccination status.
- Only approved FDA /WHO vaccinations are accepted.
- Alternative vaccinations will be provided prior to sign on or during the sign on process.