

Current information about Embarkation - Proofs - Entry



Together with you, we would like to contribute to making carefree travel the norm again. Therefore, the **2G principle applies to us from 20.03.2022**.

This means that all our guests over 12 years of age must confirm at the time of booking that they have one of the following certified certificates according to the [current Corona virus entry regulation](#) at the time of travel:

- **Full vaccination coverage** or
- **Proven recovery from Covid-19**

Children under 12 years of age are exempt from this requirement and must present **certified negative proof by PCR test** (max. 48 hours old) prior to travel.

Also, for already **existing bookings** the above mentioned **2G regulation** is valid on our cruises from the mentioned date.

Our recommendation:

Keep your record as an EU digital COVID certificate, either as a printed QR code or in one of the EU-connected smartphone apps, such as the RKI's Cov-Pass app from Germany.

Information can be found at:

<https://digitaler-impfnachweis-app.de/en>

and

https://ec.europa.eu/commission/presscorner/detail/en/QANDA_21_2781

In addition, supplementary proof and documents are sometimes required for entry into certain travel areas. Before entering the country, we kindly ask you to inquire about the current regulations of your starting destination (also regarding the return journey) as well as other destinations of your booked trip:

<https://www.auswaertiges-amt.de/en/aussenpolitik/laenderinformationen>

We ask you to arrive with a sufficient number of medical masks and FFP2 masks, as it is mandatory to wear them.

Hygiene concept river cruises - Safety First - The safety of our guests is close to our heart



Our elaborated hygiene concept is based on current recommendations of the Robert Koch Institute as well as on official directives. The concept is constantly reviewed, updated, and further developed.

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On our website you will always find the latest information about corona virus/Covid-19

General rules

Well protected and Physical Distancing

Operational procedures are designed to maintain a distance of at least 1,50 meters between persons. Wherever this distance cannot be maintained (e.g., elevators, stairways up/down and walkways to/from public rooms as well as cubicles), we ask all guests to show mutual consideration and wear a medical mask. Both OP masks and FFP2 masks are permitted, although we recommend wearing an FFP2 mask.

Attention through notices

On board, notices with pictograms are clearly visible in front of each entry to public spaces, indicating how to protect oneself.

Hygiene and disinfection

Preventing the spread of infections is a top priority. That is why hygiene is a top priority on our ships as a matter of principle. Public areas, the cabins and surfaces that are regularly touched (door handles, handrails, elevator buttons, etc.) are always cleaned and disinfected. On board, additional disinfectant dispensers are also installed at all important points.

Perfectly prepared on board

The crew on board our ships is trained regarding current infection control measures. The members' body temperature is measured daily using a contactless clinical thermometer or another equivalent method. In addition, the crew is regularly tested and questioned about their personal health status. Wearing appropriate personal protective equipment (e.g., medical mask, face shield, apron, disposable gloves) in food, storage, processing areas is mandatory.

At the beginning and during the trip

Embarkation

We kindly ask all passengers to fill out the self-disclosure form on fitness for travel, which will be sent with the travel documents, and to bring it signed on the day of embarkation. When boarding the ship on embarkation day, a fever will be taken with a contactless fever thermometer or another equivalent method, for example with an infrared camera. In addition, hands must always be disinfected when boarding the ship (even after shore leave). During the safety briefing, passengers are informed about the currently applicable measures on board by the trained crew

Shore leave

Crew and passengers going ashore and then back on board must inform Gangway Security or Reception, wear a medical mask, and disinfect their hands at the entrance.

All participants on a booked excursion will be informed prior to the start of the requirement to wear a medical mask, including while traveling in buses.

Visitors

All persons (guests, suppliers, representatives of authorities, etc.) coming on board must leave their personal data at the reception, wear a medical mask and disinfect their hands at the entrance.

Recreation and travel enjoyment

Restaurant, bar, and sun deck

The seating and tables are placed at a sufficient distance from each other or occupied by guests. Here all surfaces are cleaned and disinfected after use of course. At the buffet-style breakfast, passengers serve themselves with disposable gloves. For lunch and dinner, the guests are served the previously selected menu by the crew, considering the hygiene measures.

At the tables themselves, passengers do not need mouth/nose protection.

Wellness, fitness, and recreation

Depending on the ship, sauna, whirlpool, relaxation loungers, fitness equipment, indoor or outdoor pool are available to passengers by prior arrangement/request.

Cases of illness on board

If there is a suspected case of illness in a crew member or passenger, the following process will apply:

- - The person and cabin mate(s) will be isolated immediately.
- - The person will be immediately provided with protective gear.
- - Captain, hotel manager and cruise director are informed.
- - Information according to the protocol of the shipping company (information task force - head office, crew, authorities).
- - Local regulations regarding the involvement of medical services are complied with.
- - Crew member/passenger agrees in writing to remain in self-isolation until the arrival of the doctor/authority and to avoid contact with other persons. This applies until medical condition is clearly established by medical professionals.
- - Medical authorities and the local government will take further action up to and including quarantine.
- - The shipping company keeps accurate records of all steps taken.