

Basic rules

- **Physical Distancing**
 - Operational procedures are designed to maintain a distance of at least 1.50 meters between persons. The distance may then deviate if the ship passes through a country that provides for less than 1.50 meters of "Physical Distancing".
 - Where this distance cannot be maintained, employees protect themselves with equipment appropriate to the situation, consisting of one - or a combination - of the following personal protective equipment (PPE): disposable gloves, aprons, protective masks or face shields. The PPE is changed regularly.
 - Physical contact takes place exclusively in a well-protected manner during medical emergencies and during activities involving physical contact (hairdressing).
 - Handshakes and other physical greeting rituals are strictly omitted.
- **Attention through hints**
 - On board, notices with pictograms are clearly visible in front of each access to public spaces, indicating how to protect oneself.
- **Hygiene**
 - Compared to many land-based operations, the river cruise industry has already developed proven standards - for example, in dealing with norovirus. This hygiene standard applies to regular cleaning and disinfection of potentially contaminated items (doors, door handles, handrails, lift buttons, etc.).

Health of passengers

- Passengers are asked in advance - before departure - by the tour operator about their health status and about possible Covid 19 diseases in their immediate environment and arrive with a completed infection protection questionnaire.
- At check-in, the shipping company carries out the standard processes that determine whether a passenger is on board or not. (See Embarkation / Check-In).
- Passengers are informed about the hygiene measures on board during the safety briefing. The crew is trained for this.
- Passengers will be tested if they feel unwell using a non-contact clinical thermometer or another equivalent method, such as an infrared camera. If symptoms occur, a doctor is consulted.
- Passengers are regularly questioned about their state of health.
- For all passengers apply the distance rules of 1.50 meters.
- Basic mask recommendation for the following cases: Routes from or to public areas as well as from or to cabins and in all areas where a "Physical Distancing" of 1.50 meters to other persons outside the own travel group cannot be maintained.

Health of the crew

- Each crew member arrives with a completed health questionnaire or medical certificate.
- Employees are tested once a day using a non-contact clinical thermometer or another equivalent method, such as an infrared camera

- Before starting work, all employees are regularly questioned about their state of health.
- The crew is trained in the use of personal protective equipment and hygiene measures upon arrival. The trainings are documented.
- Hygiene rules for the crew:
 - All employees are expressly obliged to comply with personal and hand hygiene. Appropriate instructions are given daily for this purpose..
 - Hygiene measures:
 - - Set up hand hygiene stations.
 - - Sufficient hand disinfectant is available to all employees.
 - - All persons in the company wash their hands regularly with soap and water. This is particularly important before arrival and before and after breaks. At workplaces where this is not possible, hand disinfection must take place.
 - All employees with guest contact who are not protected by a partition wall are required to wear suitable personal protective equipment appropriate to the situation. The shipping company provides all employees with sufficient protective masks.
 - Personal protective equipment is changed regularly and disposed of in a closed waste garbage can after use.
 - All crew members must travel to the ship with a negative Covid 19 test result prior to boarding the ship; testing must occur no earlier than 72 hours prior to arrival on the ship.
 - During the voyage, the regular crew is tested at least once a week.

Hygiene aboard

- Preventing the spread of infections is a top priority.
- Public areas are regularly disinfected.
- The daily cleaning work includes a clear separation in terms of the individual work steps.
- The crew enters each cabin with prior hand disinfection.
- Touchscreens for guests are not used (e.g., for ordering), or these are disinfected after each guest.

Reporting

The personal data of the crew and passengers are known to the shipping company and the tour operator and are recorded in compliance with the Data Protection Act.

Embarkation

- **Arriving at Embarkation pier**
 - Suitcases are disinfected before entering the ship (handles).
 - The ship's crew wears appropriate personal protective equipment during suitcase loading.
- **Check-In procedure**

- Passengers are asked about their health status on the day of embarkation (could also be done on the bus to the ship). When boarding the ship on embarkation day, a fever is taken with a contactless fever thermometer or another equivalent method, for example with an infrared camera.
- Passengers must always disinfect their hands when boarding the ship.
- The entrance to the ship is controlled by a crew member.
- There is a distance marker on the floor in front of the reception desk
- Check-in at the reception takes place per cabin with appropriate distance to the other passengers.

- **Vessels in double occupancy**
 - In case of double occupancy in ports, crew and passengers comply with the hygiene and physical distancing rules and pass the adjacent vessel to the exit swiftly, without grouping. The crew controls this process.

- **Re-embarkation**
 - Crew and passengers going ashore and then back on board must inform Gangway Security or Reception, wear a mask and disinfect their hands. Crew members shall additionally inform individual whereabouts on shore.

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

Public spaces

- **Lobby / Reception**
 - Plexiglass protects reception staff and the cruise director's desk.
 - Key cards and boarding passes are regularly disinfected after each drop-off.
 - The reception desk is regularly disinfected.
 - The ship lobby is not a meeting place for excursions or other activities.

- **Restaurant**
 - Anyone who comes into contact with utensils during initial installation work in the restaurant, with which the guest will later come into contact, wears disposable gloves.
 - After clearing the tables, employees wash and disinfect their hands.
 - If the spacing in the restaurant cannot be implemented and you do not have another area, all meals can be organized in two table times if necessary.
 - A distance of 1.50 meters must be maintained between the groups of guests to the front and side "shoulder-to-shoulder" and a distance of 1.50 meters from table edge to table edge to the rear "back-to-back". If there is a separating element between the groups of guests, the minimum distance does not apply. In principle, all materials are permitted, as long as the protection from droplet infection is not significantly negatively affected by the choice of material.
 - Shared utensils, such as table spices, cutlery baskets, butter dishes are not used.
 - Inhabitants of the same cabin sit together.

- The crew must use the appropriate personal protective equipment in the food processing area and guest area.
- **Bar/Lounge/Sun deck**
 - No standing room is offered in order to avoid group formation.
 - Coffee stations can only remain open if hygiene regulations regarding regular disinfection and availability of disinfectant wipes for guests can be ensured. Bar snacks are served individually per guest and not shared with other guests.
 - Seating at the bar counter is permitted, provided that seated passengers at the bar can be protected by screens or other installations.
 - Drinks are served exclusively (no pick-up by guests at the bar)..
 - The shipping company is free to offer cabin service if possible.
 - The crew must use the appropriate personal protective equipment in the food processing area and guest area.
 - Live entertainment is possible while maintaining the minimum distance.
 - Board games are not provided..
 - The library remains closed.
 - Cruise director social games in the lounge will be omitted or will take place in accordance with applicable physical distancing and sanitation rules.
 - Briefings in the lounge by the Captain and Cruise Director will take place in compliance with the applicable Physical Distancing and Hygiene rules..

Kitchen

- Cleaning is carried out in strict compliance with the highest hygiene measures, analogous to the hygiene standard for suspected noroviruses.
- Crew wears appropriate personal protective equipment in food, storage/processing, and guest areas.
- Increased disinfection of work surfaces..

Cabins

- The cleaning of each booth must be done in such a way that cross-contamination is avoided. After each booth cleaning, hands are disinfected and gloves are changed.
- Daily disinfection of door handles, remote controls, telephone, etc. in the cabins..
- Cleaning cloths are used in sets per cabin.
- Guest questionnaires are not collected. The survey is conducted electronically. Printed materials (such as guest questionnaires, menu messages, etc.) remain with the guest or are disposed of after use. Insofar as data is collected electronically, surveys may take place.

Illness cases on board

Should a suspected case of illness exist in a crew member or passenger, the following process will apply:

Hygiene concept – River Cruises



- The person and the cabin mate(s) will be isolated immediately.
- The person is immediately equipped with protective utensils.
- Captain, hotel manager and cruise director are informed.
- Information according to protocol shipping company (information task force - head office, crew, authority).
- Local guidelines regarding the involvement of medical services are adhered to.
- Crew member/passenger agrees in writing to remain in self-isolation and avoid contact with other persons until the doctor/authorities arrive. This applies until the medical condition has been clearly established by professionals.
- Medical authorities and the local government take over the further procedure up to quarantine.
- The shipping company shall at all times keep accurate records of all steps taken.