

# CRUISE SAFE CRUISE WELL

YOUR SAFETY AND ENJOYMENT IS OUR NUMBER ONE PRIORITY.  
THESE WILL ENSURE YOUR EXPERIENCE ON BOARD WITH US.

Effective 31 Jul 2020  
Subject to change

	PRE-ARRIVAL	CHECK-IN	BOARDING	ON BOARD
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## CONTACTLESS



- Pre-booking encouraged
- Digital brochures

- Cashless payment encouraged

- Ticket display only (print or digital)

- Mobile food & drink ordering system
- Card payments only
- Reduced passenger-crew interaction

## HAND SANITISING STATIONS



- At check-in

- At boarding

- At the bar

## ENHANCED CLEANING



- Check-in counters

- Handrails

- High contact areas including door handles, hard surfaces, bathrooms, chairs, tables & counters

## PHYSICAL DISTANCING



- Limited passengers in each space
- Reduced passenger-crew interaction
- Minimum 1.5m distance between guests
- Monitoring of passenger numbers on non-seated areas
- Distancing & hygiene signage
- Separated entry and exits
- We strongly encourage passengers & crew to wear a face mask. Where possible we will have masks for sale however, we encourage you to bring your own

## MODIFIED SERVICES



- Individual condiment servings
- No bar service or open food displays
- Disposable plastic cutlery available on request

## STAFF PREPAREDNESS

- Mandatory Covid-19 training program for all staff.
- Face masks and gloves available to crew
- Temperature testing of all staff prior to their shift

## CUSTOMER PREPAREDNESS

- Customers are encouraged not to cruise if they are unwell or have COVID19 symptoms
- Captain Cook Cruises have the right to refuse service to anyone with COVID19 symptoms
- We strongly encourage passengers & crew to wear a face covering whilst onboard our vessels.

## WAREHOUSE QUARANTINE

- All food service items including napkins, food wrappings, condiments, and cutlery will be accepted into our warehouse, quarantined, disinfected and secured prior to disbursement and utilization

## COVIDSAFE APP

- We encourage all customers and crew to download the COVIDSafe app. The app will slow down the spread of coronavirus and help speed up contacting people exposed to the virus