






# CRUISE SAFE CRUISE WELL

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

Effective 31 Aug 2020  
Subject to change

	PRE-ARRIVAL	CHECK-IN	BOARDING	ON BOARD
<b>CONTACTLESS</b> 	<ul style="list-style-type: none"> <li>• Pre-booking encouraged</li> <li>• Digital brochures</li> </ul>	<ul style="list-style-type: none"> <li>• Card payments only. We no longer accept cash.</li> </ul>	<ul style="list-style-type: none"> <li>• Ticket display only (print or digital)</li> </ul>	<ul style="list-style-type: none"> <li>• Mobile food &amp; drink ordering system</li> <li>• Card payments only</li> <li>• Reduced passenger-crew interaction</li> </ul>
<b>HAND SANITISING STATIONS</b> 		<ul style="list-style-type: none"> <li>• At check-in</li> </ul>	<ul style="list-style-type: none"> <li>• At boarding</li> </ul>	<ul style="list-style-type: none"> <li>• At the bar</li> </ul>
<b>ENHANCED CLEANING</b> 		<ul style="list-style-type: none"> <li>• Check-in counters</li> </ul>	<ul style="list-style-type: none"> <li>• Handrails</li> </ul>	<ul style="list-style-type: none"> <li>• High contact areas including door handles, hard surfaces, bathrooms, chairs, tables &amp; counters</li> </ul>
<b>PHYSICAL DISTANCING</b> 		<ul style="list-style-type: none"> <li>• Limited passengers in each space</li> <li>• Reduced passenger-crew interaction</li> <li>• Minimum 1.5m distance between guests</li> <li>• Monitoring of passenger numbers on non-seated areas</li> <li>• Distancing &amp; hygiene signage</li> <li>• Separated entry and exits</li> <li>• We strongly encourage passengers &amp; crew to wear a face mask. Where possible we will have masks for sale however, we encourage you to bring your own</li> </ul>		
<b>MODIFIED SERVICES</b> 				<ul style="list-style-type: none"> <li>• Individual condiment servings</li> <li>• No bar service or open food displays</li> <li>• Disposable plastic cutlery available on request</li> </ul>
<b>STAFF PREPAREDNESS</b>	<ul style="list-style-type: none"> <li>• Mandatory Covid-19 training program for all staff.</li> <li>• Face masks and gloves available to crew</li> <li>• Temperature testing of all staff prior to their shift</li> </ul>			
<b>CUSTOMER PREPAREDNESS</b>	<ul style="list-style-type: none"> <li>• Customers are encouraged not to cruise if they are unwell or have COVID19 symptoms</li> <li>• Captain Cook Cruises have the right to refuse service to anyone with COVID19 symptoms</li> <li>• We strongly encourage passengers &amp; crew to wear a face covering whilst onboard our vessels.</li> </ul>			
<b>WAREHOUSE QUARANTINE</b>	<ul style="list-style-type: none"> <li>• 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</li> </ul>			
<b>COVIDSAFE APP</b>	<ul style="list-style-type: none"> <li>• 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</li> </ul>			