

PANDAW 



# HEALTH & SAFETY MEASURES

JULY 2020

## Intro

# Health and Safety measures

**The PANDAW-Health and Safety measures for the planned re-start of river cruises in SE Asia have been established by Pandaw Senior Management and are based on the current available guidelines of the WHO as well as on the regulations of the individual countries involved. To ensure maximum safety on all our PANDAW vessels, these measures need to be respected by us, as the cruise line, and you, as our partner and passengers.**

We are convinced that in spite of the current situation, we will still be able to offer all passengers a memorable cruise experience and can assure you that our crew on board will, without exception, make every effort to ensure a safe and enjoyable journey.

As a responsible cruise company, which is committed to the safety of its passengers and crew, we are continuously and actively working in cooperation with experts on the development and implementation of the Health and Safety Concept. It is also the duty of these experts to continuously train our crews on board.

In addition, there will be a specifically trained and certified senior crew member assigned to oversee and manage the Healthy and Safety standards onboard.

### **GENERAL REMARK**

We see as a distinct advantage that cruise ship operators always had strict hygiene standards in place and clear processes prepared, even before the current Coronavirus pandemic, to quickly react to heightened hygiene requirements onboard and to ensure a safe travel for all passengers.

### **TABLE OF CONTENTS**

- General Rules
- Health of Passengers and Crew
- Hygiene on board
- Restaurant
- Public Areas
- Shore Excursions
- Illness on board

# General Rules

## **SOCIAL DISTANCING**

- Operational procedures on board have been arranged to ensure a minimum distance of 2.0 metres (6.5ft) between each person.
- Passengers are required to wear face masks (covering mouth and nose) in public areas onboard if the required minimum distance is not possible.
- The crew will forego usual welcome rituals such as shaking hands, etc. until further notice.

Updates and changes regarding requirements will be continuously taken into consideration.

# Health of Passengers and Crew

## **HEALTH QUESTIONNAIRES**

Our partners will receive Health Questionnaires as well as Medical Declarations prior to embarkation, which have to be completed and certified by all Passengers and Tour Leaders without exception and be valid for at least 48 hours before entering the country of travel.

This ensures that only Passengers who meet the requirements outlined in the questionnaire will start their cruise with us. The Health Questionnaires will be collected by Senior Staff before embarkation during Temperature Testing.

It is our goal, in cooperation with our Partners and within the measures available to us, to safeguard and protect our Passengers and Crew from a possible infection.

## **Additional Comments:**

- The cruise line reserves the right to deny boarding and exclude certain Passengers from taking part in a cruise if their participation would result in a conflict with operational safety.
- Passengers will be asked about their wellbeing and health regularly.

## **HEALTH OF THE CREW**

- All Crew members receive a medical examination before they come on board.
- All Crew members are allowed to work on board only if they test negative for Covid-19 and if the test is not older than 4 days.
- Continuous health checks and body temperature measurements will be administered for the crew while working on board.
- All Crew will be provided with an adequate amount of protective personal equipment such as face masks/face shields, disposable gloves, etc. and will receive detailed instructions on how to use this equipment effectively.

## **CHECK-IN**

- Access to the cruise ship will be controlled by a crew member positioned at the entrance of the vessel.
- All Passengers have to pass a contactless body temperature check before embarkation. Passengers with a body temperature of 37.5° degrees (99.5°F) or higher will be denied boarding.
- All luggage handles will be disinfected in front of the ship before being delivered to the cabins by the Crew.
- All Passengers and Crew are required to disinfect their hands each time prior to boarding the ship.
- Proper social distancing between passengers at check in at the reception desk will be observed.
- If scattered arrival on embarkation day (i.e. busses with arrival time separation) is not possible, additional waiting areas will be created in front of the ship and access to the gangway coordinated by a crew member.
- In all cases, additional rules and regulations of the local port authorities will be observed.

# Hygiene on Board

In comparison to other establishments on land, the river cruise industry developed proven hygiene standards already many years ago and these continue to remain valid.

In addition to the measurements already in place, cleaning intervals for surfaces that are known as transmission platforms such as door handles, railings, gangways, keyboards, etc. will be increased.

Hand sanitising points will be installed in all areas on the ship with heightened passenger traffic (entrance, lobby, restaurant, saloon bar, sun deck and entrance and exit of crew areas). All cleaning and disinfecting products used on board have been specially rated by the individual manufacturers as being effective for the successful disinfection of coronaviruses.

## Additional measures

- An adequate supply of personal protective equipment such as face masks are available on board. However, tour operators should, encourage passengers to bring their own face masks.
- For cleaning and disinfection on board the current valid guidelines of the "Asia – Europe Foundation & the ILO" will apply.
- The air conditioning system is designed to discharge air to the outside of the vessel which prevents a re-circulation of air within the vessel. Additional technical measures and filter systems, which are used within the health industry, will be tested and implemented for critical areas such as public spaces. In addition, crew members are instructed to increase fresh air ventilation.
- Cabin crew members are required to disinfect their hands every time before entering a passenger cabin and wear face masks while working in passenger cabins.
- Items that can be shared amongst passengers (e.g. magazines, bar snacks, etc.) will not be offered until further notice.
- Passenger contact with certain, shared objects (e.g. menus, trays, condiments etc.) will be on demand only.
- Information and instructions regarding social distancing, sneezing and coughing etiquette as well as correct usage of disinfection stations and personal protection equipment will be posted in public areas.
- Cabin keys will be disinfected each time they are returned to the reception desk

# Restaurant

## GENERAL RULES

A minimum distance of 2.0 meters (6.5ft) measured from table corner to table corner in the restaurant, as well as Saloon & Sundeck Bars will be adhered to.

Seating will be assigned by the Dining Supervisor or Ships Purser to ensure the following seating arrangements:

- Maximum of 4 Passengers per table (families are excepted from this requirement)
- Passengers accommodated in the same cabins will share a table

Face masks are not required while sitting at the table. Depending on the amount of passengers onboard, we reserve the right to schedule two seating's for meals or the use of alternative Dining areas such as Saloon Bars.

## BUFFETS

Both Breakfast and Lunch Buffets will be manned by Pandaw Dining Crew and will NOT BE SELF SERVE. Egg Stations, Noodle Stations etc will be manned by Kitchen crew and cooked to order and delivered to the table by Dining Crew. Dinner will be by Family Style Only with individual serving implements provided.

## Public Areas

### **SALOON AND SUNDECK BARS**

Pandaw saloons provides a generously spacious layout enabling lectures and presentations to be held, with social distancing guidelines observed. Events such as the Briefings, folklore lectures and entertainment programmes, where a significant number of participants is expected, may be offered in two sessions.

#### **Additional measures**

- Beverage service will be provided exclusively by the waiter. This includes the cocktail hour, which may be offered in two seatings.
- Bar snacks will be served to passengers individually instead of being shared with others.

### **COFFEE AND TEA STATION**

The “24-Hour-Coffee station” (if available) will still be accessible in compliance with the hygiene standards. Board games, playing cards, books, etc. will not be available until further notice.

### **SUN DECK & PROMENADES**

The generous dimensions of our outdoor areas do not require specific restrictions as long as the required minimum distancing guidelines between passengers are observed (individual responsibility of passengers).

### **SPA**

These services can be offered, while hygiene standards as well as health and safety guidelines have to be observed. Advance reservation at the reception is required. Spa attendants will wear PPE at all times during the treatments.

## Shore Excursions

Shore Excursions will be organized in accordance with the local rules and regulations. These may vary depending on the country and can also differ for group sizes and maximum participation for guided tours and visits.

In order to guarantee minimum distance requirements between participants while on excursion, the usage of wireless audio guides is mandatory. All passengers **MUST** wear Face Masks when attending excursions no exceptions. Passengers who refuse to wear Face Masks will be refused the right to attend the excursion.

## Illness on board

If a passenger displays symptoms possibly related to COVID-19, an emergency plan specifically developed for this situation will be activated:

- The affected passenger will immediately be isolated in a designated cabin and has to consent to staying isolated and avoid contact with others until the arrival of a physician and/or health authorities.
- Crew members on board who supervise this cabin will be equipped with the necessary personal protection equipment.
- Under the supervision of the PANDAW-Health Care Officer, a preliminary diagnosis utilizing a COVID-19 rapid test will be performed.
- After initial evaluation of the test result and if required, local health authorities will be notified.

As the cruise line, we have already assembled comprehensive health infrastructure information for each port along our itineraries in order to immediately arrange medical services for Passengers and Crew, if necessary. A return to the ship after possible illness detection is only allowed with a doctors note and certification of no illness (COVID-19). Please be aware that Pandaw accepts no responsibility for payment of Doctors or Hospitalization costs in the event of illness of any kind.