



For us, the security and the well-being of all our guests and crew members are always a top priority. In order to ensure that in the best possible way we have developed a comprehensive health and safety concept, established in cooperation with the representatives of European shipping companies, namely IG River Cruise and the European Inland Navigation Union (EBU) and based on the legal regulations of the individual countries visited. To ensure maximum safety on all our AMADEUS vessels, these measures need to be respected by us, as the cruise line, and by you, as our guests and passengers.

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Important information regarding your cruise

BEFORE EMBARKATION

Due to the current official regulations, passengers may only board the ship if they are able to present proof of the following:

EITHER

- **Fully vaccinated:** guests with an EMA (European Medicines Agency) approved vaccine are required to have a 3rd shot (booster) if the second shot was more than 270 days ago

OR

- **Recovery from COVID-19:** evidence includes a quarantine certificate or proof of at least 28 day, max. 180 days old positive PCR-RT test.

Proof must be presented before boarding the vessel. Exceptions are not possible. **Please note that the measures are subject to change and restrictions might be eased. We ask you to check with your travel agent before starting your trip.**

Further Remarks

- The cruise line reserves the right to exclude passengers who repeatedly violate the provisions of this hygiene and health concept from further participation in the cruise.
- During the cruise, passengers will regularly be asked about their health and wellbeing.

HEALTH OF THE CREW

- Every AMADEUS crew member must have a full COVID vaccination prior to beginning their duties on board. In addition, all crew members undergo a medical examination before commencing their work on board and are only allowed to start working on board with a negative COVID-19 test.
- Regular health checks and tests are administered to the crew while they work on board.
- All crew members are provided with sufficient protective equipment such as face masks, disposable gloves, etc. and are regularly instructed on how to use them.

CHECK-IN

- Access to the cruise ship will be controlled by a crew member. Passengers must show proof of their vaccination status **OR** documentation of recovery before being checked-in for the cruise. Copies or pictures of documentation are not valid. This requirement does apply to all passengers.

- All passengers will be tested with a contactless thermometer before embarking for the first time. Passengers with a body temperature of 99.5°F degrees or higher will be denied boarding.
- All luggage handles will be disinfected prior to embarkation, and will then be taken to the cabin by the crew.
- All passengers and crew will be required to disinfect their hands each time prior to boarding the ship.
- Correct social distancing between passengers is required at check-in at the reception desk.
- If staggered arrival (buses with appropriate time intervals) is not possible, additional waiting areas will be created in front of the ship and access to the gangway will be coordinated by a crew member.
- In all cases, the relevant regulations of the local port authorities will be observed.
- Crew and passengers going ashore and returning back on board must inform Gangway Security or Reception, and disinfect their hands. Additionally, crew members will provide information on the waiting area ashore.
- All persons coming on board (especially technicians, suppliers, etc.) must provide their personal information at the reception desk, wear a face mask and disinfect their hands.

It is currently not possible to invite guests on board.

General Rules on Board

PHYSICAL DISTANCING AND MASKS

- Operational procedures on board have been arranged to ensure a sufficient distance to fellow passengers and crew members can be maintained.
- At this time, all crew members are required to wear face coverings when moving through interior spaces on the ship.
- The requirement of mandatory face masks applies to crew members only, but for passengers it is recommended to wear face masks when moving through interior spaces on the ship and while using public transportation on shore.
- The crew will forego handshakes and other physical greeting rituals.

ADDITIONAL MEASURES

- Hygiene and disinfection measures are carried out by the crew at regular intervals.
- Sufficient hand sanitizing points are available in all highly frequented areas of the ship (entrance, Restaurant, Panorama-Bar, Amadeus-Club, sun deck and at the entrances and exits of the crew areas). The products used are confirmed by the manufacturers as being effective against coronaviruses.
- Sufficient personal protective equipment (especially face masks) are available on board. However, should guests choose to wear a mask, tour operators and travel agencies should inform passengers to bring their own masks on board.
- The current EU Healthy Gateway guidelines apply for cleaning and disinfection on board.
- The air conditioning system is designed in such a way that the cabin air is discharged to the outside, thus preventing re-circulation within the vessel. Additional technical measures and disinfection measures are used for critical areas such as public spaces. In other areas, crew members are instructed to provide increased fresh air ventilation.
- Crew members access cabins only after having disinfected their hands and while wearing face masks.
- Information regarding key measures, especially social distancing, adherence to sneezing and coughing etiquette, as well as the use of disinfection stations and face masks will be posted in public areas.
- Cabin keys are disinfected each time they are returned to the reception desk.

Public Areas

RESTAURANT

A sufficient minimum distance is observed when arranging the seating plan.

Seating will be assigned by the restaurant manager to ensure appropriate seating arrangements. There is no obligation to wear face masks at the table.

PANORAMA-BAR

The Panorama-Bar has a spacious layout, enabling lectures and presentations to be held, although care must be taken to observe social distancing. Events such as the Welcome Cocktail, folklore events and entertainment programs, where a higher number of participants is expected, may be offered in two sessions.

Beverage services will be provided exclusively by the waiters.

AMADEUS-CLUB

The "24-Hour Coffee Station" (where available) will still be accessible and will be compliant with hygiene standards.

SUN DECK & RIVER TERRACE (where available)

The generous dimensions of the outdoor areas mean that no special measures need to be observed, provided social distancing is maintained (this is the individual responsibility of passengers).

ELEVATOR

The use of the elevator (where available) is still possible. However, wearing a face mask while in the elevator is mandatory.

MASSAGES, HAIRDRESSER, GYM

These services will still be accessible and will be compliant with hygiene standards. Prior booking at reception is required.

Shore Excursions

Shore excursions will be organized in accordance with the respective local rules and regulations. These may vary depending on the country and may affect the tour group sizes permitted. Changes are taken into account on a daily basis and implemented on board.

In order to comply with social distancing requirements, the use of the wireless audio guides is mandatory.

Illness on Board

As a responsible cruise line, it is our priority to prevent the transmission of infections on board, including infections of the coronavirus COVID-19. Should a passenger display symptoms, a contingency plan specifically developed by the Fleet Health Officer of the AMADEUS cruise line will be implemented.

The Fleet Health Officer will assess the specific situation based on the symptoms and health status of an affected passenger or crew member, and initiate the appropriate measures. These measures can be regular monitoring, isolation or quarantine, depending on the situation and the infection present.

As a cruise line, we have a plan in place to ensure medical care for passengers and crew in the ports along the route if necessary. A return to the ship is only possible if certified by a medical professional that it is safe to continue on the cruise.