



YOUR HEALTH & SAFETY IS OUR TOP PRIORITY

YOUR SAFETY, AS WELL AS THAT OF OUR STAFF AND CREW IS OUR HIGHEST PRIORITY. WE WORK DIRECTLY WITH THE U.S. CENTERS FOR DISEASE CONTROL (CDC) AND THE WORLD HEALTH ORGANIZATION (WHO) TO QUICKLY IMPLEMENT PROTOCOLS RECOMMENDED BY GLOBAL HEALTH AUTHORITIES. HERE ARE SOME ACTIONS WE ARE TAKING TO ENSURE THAT YOU CAN SAIL SAFELY AND CONFIDENTLY.

PRE-CRUISE



ITINERARY OPTIMIZATIONS & PROACTIVE PLANNING

We constantly monitor the global health map, staying in close contact with government health authorities and medical experts, and cancel or modify itineraries to impacted areas.

EMBARKATION



ENHANCED HEALTH SCREENINGS

At embarkation, all guests and crew will be required to participate in mandatory health screenings that will include thermal scanning to check temperatures.

Guests and crew will be denied boarding if:

- They have a fever or flu-like symptoms;
- They have come in contact with a suspected or confirmed COVID-19 case or person being monitored for COVID-19.



TERMINAL SANITATION

All highly touched surfaces in terminals will be sanitized continuously before and after each embarkation and, where possible, fogged. Additional embarkation protocols will be announced as governmental authorities mandate requirements.

ON BOARD



ELEVATED SANITATION

In addition to our already-rigorous daily cleaning regimen that uses hospital-grade disinfectant solutions known to immediately kill all traces of COVID-19, we are establishing supplementary sanitation and cleaning measures on board. This includes more frequent sanitization of all frequently hand-touched surfaces in public areas, from tables and chairs to casino chips and fitness machines, as well as guest and crew staterooms.



KEEPING OUR CREW HEALTHY

We are raising crew awareness of how to maintain a healthy environment on board by providing daily health communications that reinforce frequent hand-washing, avoiding hand contact and more. We are helping our crew recognize the symptoms of COVID-19 and asking them to report any signs of guest or crew illness to the Medical Center.



SANITIZER EVERYWHERE

We already have hand-washing sinks or hand sanitizer dispensers in front of entrances to all dining venues and the buffet. Crew will monitor entrances to all venues to encourage all guests wash their hands and/or use hand sanitizer before entering. We are also adding additional hand sanitizer dispensers in high-traffic areas around the ship.



ENHANCED MEDICAL PROTOCOLS & PREPAREDNESS

Every Holland America Line ship sails with a highly capable medical team that has received special training for COVID-19. Any guest or crew member who exhibits symptoms of respiratory illness will be strongly encouraged to visit the Medical Center for a complimentary consultation and, if appropriate, screening for COVID-19.

ACTIONS YOU CAN TAKE TO STAY HEALTHY WHILE CRUISING

HERE ARE SOME HEALTHY TRAVEL HABITS RECOMMENDED BY THE WORLD HEALTH ORGANIZATION AND THE U.S. CENTERS FOR DISEASE CONTROL. BE SURE TO PRACTICE THEM THROUGHOUT YOUR JOURNEY — BOTH ON BOARD AND ASHORE.



WASH YOUR HANDS OFTEN WITH SOAP AND WATER FOR 20 SECONDS

This is especially important to do after using the restroom and before enjoying any of the delicious food offered on board Holland America Line ships.



USE HAND SANITIZER IN ADDITION TO WASHING

Regularly clean your hands with an alcohol-based hand sanitizer. You'll find sanitizer in front of all dining venues and other high-traffic areas on board.



KEEP A DISTANCE FROM OTHERS

Aim for 2 meters of separation where possible, and substitute handshakes with your favorite no-touch greeting such as a wave or "thumbs up!"



COVER YOUR NOSE AND MOUTH WHEN YOU COUGH OR SNEEZE

Use your bent elbow or tissue. And always dispose of the tissue and wash your hands afterward.



DON'T TOUCH YOUR FACE

Avoid touching your face with your hands—especially your eyes, nose and mouth.



GET VACCINATED AGAINST SEASONAL INFLUENZA

Plan ahead and take precautions to stay healthy during flu season.



USE YOUR ELBOW

Where possible, use your elbow or knuckles instead of your hands to operate frequently touched surfaces such as door handles and elevator buttons.



DON'T FORGET

While on board, if you experience any symptoms of respiratory illness, please contact the Medical Center for a complimentary consultation.