



## Holland America Line®

### Health Advisory - Coronavirus

Dear Valued Guest:

To protect the health and safety of all onboard, we are closely monitoring the evolving situation with respect to the new coronavirus that originated in mainland China. Although the risk to our guests and crew is low, we are closely monitoring the evolving situation. Our medical experts are coordinating closely with international health authorities and have activated enhanced screening, prevention and control procedures for our ships to keep guests and crew safe.

To limit the spread of the illness, health authorities in China have restricted travel across many cities in the affected areas, cancelled mass public gatherings and are conducting airport arrival screening. The global health response has adopted similar measures, including entry restrictions and screening requirements for travelers from affected areas.

We have also adopted measures intended to keep you safe. These include:

1. Any individual who has traveled from or through mainland China, Macau, or Hong Kong within 14 days of the start of their cruise, (including transit through their airports), will not be permitted to board the ship.
  - o Shipboard staff will be scanning guest passports to verify transit through any of the prohibited areas. Given the serious nature of these circumstances, false responses on pre-boarding documents will result in immediate grounds for disembarkation at the next opportunity. Guests who do not disclose travel through prohibited areas in Asia may also face additional legal consequences.
2. Any individual who has been in contact with a suspected or confirmed case of coronavirus or a person under monitoring for coronavirus within 14 days of the start of the cruise, will not be permitted to board the ship.
3. Pre-Boarding medical evaluations, including temperature checks, for persons with fever or respiratory symptoms with travel from or through an affected area.
4. Standard pre-boarding health reporting for all guests advising them of their obligation to report any illness symptoms.
5. Medical screening for coronavirus on all guests who visit our onboard Medical Center with symptoms of respiratory illness.
6. Reporting to local and national health authorities of all cases of fever and respiratory illness, and any patients with suspected coronavirus infection.
7. Crew members from China will be delayed from joining any ship until further notice.
8. Environmental disinfection onboard will be performed in addition to our regular stringent cleaning and sanitation protocols.

As with all respiratory illnesses, particularly during cold and flu season, you can take steps to reduce your risk of illness:

- Wash your hands often with soap and water for 20 seconds.
- Where soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid close contact with people suffering from respiratory illness.
- Cover your nose and mouth when you cough or sneeze.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Get vaccinated against seasonal influenza.

If you experience any symptoms of respiratory illness which may include fever or feverishness, chills, cough, or shortness of breath, please contact the Medical Center. Updated information on the illness and travel advice, can be found at the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

Please be aware that as the situation is changing rapidly, you may be required to undergo additional health screening measures by local health officials before you disembark at any of the ports we visit, and entry requirements are subject to change. If any revisions need to be made to our itinerary due to travel restrictions, or to protect the health and safety of our guests and crew, we will update you as soon as possible.

Thank you for taking the time to read this important information, and we thank you for your understanding and continued support.

Yours in health,

A handwritten signature in black ink, appearing to read "Grant Tarling".

Grant Tarling, MD, MPH  
Chief Medical Officer