



Hygiene Policy

Letter from the CEO – Allison Haworth West

The COVID-19 pandemic has caused incredible disruption to travel, and we recognize the impact that it has had on your and your clients' plans for travel. Small ship cruising along with many other experiences that we've come to know and love are changing – and that can be stressful. Rest assured that we are being proactive and planning for the future.

While there are many unknowns with COVID-19, it is possible for us to help protect our crew and passengers, and thus enable a safe return to our amazing experiences by following certain safety measures and guidelines. To make sure we're on the right track, we are working with the Australian and Fiji Governments' guidelines to address concerns regarding COVID-19 by developing a detailed stay safe programme.

We've also implemented multiple processes to identify and combat the risk of COVID-19 on our vessels. These include new steps in pre-cruise screening, crew screening and boarding processes. Both onboard and ground operations will feature enhanced cleaning procedures. Hospitality is who we are, and we'll take care of you when you stay with us. I can't stress enough the efforts that each of our leadership teams are putting forth at this time. I can say with sincerity that each Captain Cook Cruises Fiji crew member is committed to keeping you informed and protected.

ADJUSTED SAILINGS

Captain Cook Cruises Fiji has temporarily suspended Reef Endeavour operations until 31 August 2020. Tivua Island and Sunset Dinner cruises will commence limited service domestically 28th June 2020. The decision was made due to the evolving and unprecedented nature of the COVID-19 pandemic and closure of the Nadi International Airport. Please continue to check our travel alerts page for the latest updates to our sailing schedule, as well as our latest change policy updates.

All existing bookings and new bookings taken during this period of uncertainty will qualify for fee free amendments and surety of rate extended to 31st March 2022. We are also extending dates for final payments due until operations are confirmed.

Pre Cruise Screening

Communication with our passengers begins before they have committed or booked their experience on our vessels. Health and safety information will be communicated to our guests and a pre-cruise screening process has been instituted to determine the health eligibility of those who wish to cruise with us. The following outlines the new procedures in place to ensure the health and safety of our guests and crew:

- In accordance with industry standards, we will conduct pre-voyage screenings for the protection of all our guests, staff and crew at check-in. Before boarding the vessel, all guests will be required to complete a [health and safety questionnaire – see attached](#).
- We will encourage passengers to bring their own snorkelling equipment or purchase some on arrival. If using our stocked equipment, be assured this will be cleaned & treated thoroughly.



- At guest check-in a medical professional will perform health screenings and answer any guest or crew questions. The medical professional will have the authority to deny boarding to anyone that may pose a health risk. Should boarding be refused, a credit for a future cruise will be available but no refunds.
- All guests and crew will complete a **health and safety questionnaire** and have their temperatures taken. All forms will be reviewed by our medical representative and a member of our shipboard staff.
- Because of changes in check-in and boarding processes, *no guests or crew will be allowed to check-in directly on the vessel*. Only those who have completed and passed the medical screening will be allowed to board the vessel.
- Information will be provided to all guests and crew regarding onboard sanitization and safety procedures.

Gangway Screening

Captain Cook Cruises Fiji representatives will greet each visitor at Port Denarau check in counter. The following procedures will be enforced and will be managed by the Master and a medical representative.

- One controlled access point will be maintained on the vessel.
- We will require all passengers to provide options for contact (phone and email) and/or sight the CareFiji app for each passenger, contractor & crew member.
- We will require 24-hours notice for anyone that needs access to the vessel. This includes all guests, crew, visitors and contractors.
- The ship's nurse or medical officer will conduct forehead temperature checks at check in, complete the health and safety survey and provide reports to the Master and Hospitality Manager. Please be aware that passengers may be refused boarding should this be necessary
- Forehead temperature checks will also take the temperature of each contractor, guest and crew member at the counter prior to boarding

Screening and Monitoring During Your Cruise

Monitoring both guests and crew during the cruise for symptoms and ensuring compliance with written policies and procedures is vital to maintaining a safe and healthy environment. Screening during the cruise will be handled through the following methods.

- Social Distancing will be practiced with passenger numbers limited on board & masks available for purchase. Porthole cabins closed so only staterooms opening to the outside deck will be occupied, and there will be limits on passenger numbers on all small boat transfers. This may mean occasional delays and more frequent shore transfers. Please be patient and understand that there may be itinerary changes and restrictions to some shore visits due to this.
- Trained staff will maintain protocols and observe passengers and crew for symptoms. The Master and medical representative will respond to medical calls, keep records, practice quarantine procedures and utilize shoreside medical facilities for passenger and crew follow-up.
- The vessel access point will be monitored when at anchor, and controlled access to the vessel will be maintained. All passengers and crew will be passively monitored by forehead temperature checks when returning to the vessel.



- Captain Cook Cruises Fiji vessels will support random manual screening when reboarding the ship in addition to passive forehead temperature checks. In the event of a confirmed positive case, the vessel will manually forehead temperature check 100% of all individuals coming and going from the vessel.
- If a guest or crewmember has an elevated temperature, he or she will be evaluated by a medical representative before being allowed to board the vessel or disembarked
- Any guest who has an elevated temperature, shows signs or symptoms of illness or that vessel management feels needs to be further assessed will be confined to their stateroom, issued a face mask and sent to a local medical centre for evaluation and testing as soon as possible. Any guest or crew that tests positive for any contagious condition will not be allowed to rejoin the vessel. Passengers will be provided with a credit for a future cruise should this occur, refunds are unavailable.

Cleaning Procedures

We have instituted new training procedures for all housekeeping and sanitation staff. Increased sanitation of all contact surfaces such as handrails, tables, chairs, desks, work surfaces, door handles, telephones and elevator controls in both front and back of house will be conducted hourly with higher concentrated solutions.

Sanitation will occur at scheduled times and as further required with emphasis on high touch points.

Buffets will be limited, manned by our crew for service and there may be changes to regular meals to facilitate a safe service for all.

Onboard and Additional Medical Resources

Each of our vessels carries a certified onboard medical representative to respond to and assist guests with urgent medical care and coordinating shoreside medical assistance as needed.

Telehealth resources will now be available on board. Guests who wish to speak with a medical representative will now have the opportunity to chat with a medical professional without leaving the vessel.

Given the nature of our Fiji island itineraries, we have the ability to reach shore-based medical facilities within the hour (possibly longer for the remote itineraries). We have established a relationship with a Nadi medical centre. While in port most days, our guests and crew have priority access to shoreside medical evaluation and treatment if needed on any cruise.

Quarantine procedures are in place for short term separation of potentially ill guests or crew until our next port of call, at which advanced medical care can be accessed. Upon a positive test or elevated response, Captain Cook Cruises Fiji response team will determine what additional company resources are required.

In an emergency, we have the ability to transfer passengers and crew to emergency medical services ashore with the assistance of Helicopter and Seaplane evacuation.



Travel agent resources

We are committed to taking the incredible experience discovering the Fiji Islands and their people to a totally new level. The time in hibernation has given us a wonderful chance to reassess and rejuvenate our product in terms of improving the customer experience as well as the appearance of the ship. We are committed to helping travel agents succeed, and we are working hard to make our blend of small ship, destination cruising more profitable for you than ever. Our team has implemented a number of new policies and processes in place to assist our agents. We are here for you and want to help. Check out our travel agent portal for the most recent updates and information.