



Hygiene Policy - Tivua Day and Sunset Dinner Cruises

ADJUSTED SAILINGS

Captain Cook Cruises Fiji will commence limited Tivua Island Day Cruises and charter events for Fiji residents from July 2020. Reef Endeavour operations are suspended to 31st October, 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 COVID-19 updates 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.

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.

- One controlled access point, the gangway, will be maintained on the vessel.
- The staff will collect contact details or sight the careFIJI app for each passenger, contractor & crew member.
- Forehead temperature checks will also take the temperature of each contractor, guest and crew member at the counter prior to boarding. Please be aware that passengers may be refused boarding should their temperature be 37 degrees C or higher. No refunds will apply but a credit for a future cruise may be available.

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. This may mean delays during boat transfers. Please be patient and understanding.
- Cashless payments are available.
- Trained staff will maintain protocols and observe passengers and crew for symptoms. The Master will respond to medical calls, keep records, practice quarantine procedures, and utilize shoreside medical facilities for passenger and crew follow-up.
- Captain Cook Cruises Fiji vessels will carry out symptom checks when reboarding the ship. In the event symptoms are displayed by passengers or crew the crew will carry out additional forehead temperature checks of all individuals coming and going from the vessel.
- If a guest or crewmember has an elevated temperature, he or she will be isolated on board the vessel until they can be disembarked for medical assistance.



Cleaning Procedures

We have instituted new training procedures for all housekeeping and sanitation staff. Increased sanitation of all contact surfaces including but not limited to handrails, tables, chairs, work surfaces, door handles, in both front and back of house will be conducted at a minimum of every 2 hours with higher concentrated solutions proven to be COVID safe. Sanitation will occur at scheduled times and as further required with emphasis on high touch points.

Buffets will be limited and manned by our crew for service.

All snorkelling equipment will also be sanitized thoroughly after each use. We recommend bringing your own if possible.

Onboard and Additional Medical Resources

Each of our vessels carries a certified onboard medical or advanced first aid 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 can now chat with a medical professional without leaving the vessel.

Quarantine procedures are in place for short term separation of potentially ill guests or crew until return to port or evacuation, at which advanced medical care can be accessed.

In an emergency, we will be following the instructions of the Fiji ministry of Health with regard to the suspected COVID cases, and for other health issues we have the ability to transfer passengers and crew to emergency medical services ashore with the assistance of speedboat, Helicopter and Seaplane evacuation dependant on the urgency.

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 many new policies and processes 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