

Virtuoso Cruise Partner Health Policies & Procedures

Updated April 02, 2020

[CDC Health Guidelines](#)

[WHO Health Guidelines](#)

Cruise Line

Policy Summary

[AmaWaterways](#)

Mekong: The Vietnamese government is conducting health screenings of arriving travelers at all entry points, including on board the AmaDara when the ship passes through Vietnam from Cambodia.

[American Queen Steamboat Company](#)

Ochsner Health will conduct assessments of the American Queen, American Duchess and American Countess and will work with AQSC on implementing disease prevention and mitigation strategies across the entire AQSC fleet. Another hallmark of this program is the real-time access to infectious disease experts within the Ochsner Health system should a need arise. AQSC will be announcing details on a healthcare partner for its Pacific Northwest itineraries on board the American Empress in the coming weeks.

Aqua Expeditions

Pending

[Avalon](#)

Avalon reserves the right to remove or quarantine any passenger who show signs of illness, or who poses a threat to the safety and health of other passengers. Removal or quarantine of passengers for any health, safety, or behavior-related assessment is at the sole discretion of Avalon or the Ship's Operator or the captain.

[Azamara](#)

Thermal scan for all embarking guests, crew and visitors. This check involves a non-contact device which detects body temperature in a few seconds. Anyone presenting a temperature of 100.4 F/38 C and above will go to secondary screening. Secondary screening is carried out for anyone found to have a temperature of 100.4 F

Cruise Line	Policy Summary
Celebrity	<p>Boarding will be denied to any person age 70 or older, unless the guest provides written verification from a qualified treating physician that certifies the person has no severe, chronic medical condition and is fit to travel.</p> <p>Boarding will be denied to any person with a severe, chronic medical condition, including those specified by the CDC. Guests of all ages will be screened prior to boarding, regarding underlying health issues that may prevent them from sailing.</p>
Crystal Ocean & Yacht	<p>Conducting preboarding screening, including temperature checks for all persons (guests and crew), and denying boarding to any person (guests and crew) who has a confirmed temperature of 100.4 F/38 C or greater;</p>
Crystal River	<p>Denying boarding to all persons (guests and crew) who, within 14 days before embarkation, have had close contact with, or helped care for, anyone suspected or diagnosed as having COVID-19, or who is currently subject to health monitoring for possible exposure to COVID-19;</p> <p>Updated our pre-boarding health questionnaire for both guests and crew to include questions concerning COVID-19</p>
Cunard	<p>Across the fleet, we're already implementing numerous practical changes to our day-to-day operations including pre-boarding screenings for guests, crew and visitors at all ports of embarkation. We've the added reassurance of Medical Centres on every ship.</p>
Holland America	<p>Shipboard staff will be scanning guest passports to verify transit through any of the prohibited areas.</p> <p>PLEASE NOTE: Given the serious nature of these circumstances, false responses on pre-boarding documents will result in immediate disembarkation at the next opportunity. Guests who do not disclose travel through prohibited areas may also face additional legal consequences.</p>

Cruise Line	Policy Summary
Hurtigruten	<p>Embarkation is only allowed for those who have not been outside Norway for the last 14 days (essential crew excluded).</p> <p>For travelers from Sweden and Finland who have not been in any other countries the last 14 days, the policy above only applies if entering Norway from 17 March 2020.</p> <p>Please note: Everyone who comes from outside Norway must be in quarantine for 14 days from their arrival in Norway, regardless of nationality and/or whether they have symptoms or not (essential crew excluded)</p>
Lindblad	<p>Before embarkation all guests and crew are required to submit a travel questionnaire regarding recent travel to impacted countries. This list of countries is constantly being updated by both the cruise industry and authoritative health organizations such as CDC and WHO. Under defined circumstances guests and crew may not be allowed to embark. In addition, crew coming from certain areas are tested for corona before leaving their home country. Before boarding our ships, guests and crew are screened for fever and our ship's physician will further screen anyone with fever or signs of an upper respiratory illness.</p>
The Moorings	<p>Each yacht will be disinfected via fogging immediately upon return to the dock. They will then be cleaned, sanitized and disinfected again prior to next boarding.</p> <p>Every element of your yacht will go through the same CSD (Clean, Sanitize, Disinfect) procedure</p>
Norwegian	<p>All embarking guests will be asked to complete and submit a Pre-Embarkation Public Health Questionnaire certifying their current health status and recent travel history. In addition, all embarking guests and crew will be administered a non-touch fever temperature check.</p>
Oceania	<p>All embarking guests will be asked to complete and submit a Pre-Embarkation Public Health Questionnaire certifying their current health status and recent travel history. In addition, all embarking guests and crew will be administered a non-touch fever temperature check.</p>

Cruise Line	Policy Summary
Ponant	Pending
Princess	We will be temperature checking all guests embarking on our ships using temporal scanning thermometers. All guests presenting with a fever or flu-like symptoms will be denied boarding, irrespective of their recent travel history. All guests who are denied boarding due to sickness will be issued a full cruise credit or refund.
Quark	<p>1) Updates to the pre-boarding public health questionnaire to include questions concerning the Novel coronavirus.</p> <p>2) Screening for all passengers prior to embarkation. Passengers will be screened for body temperatures of 100.4 degrees Fahrenheit/ 38 degrees Celsius or higher and for signs of respiratory issues. If guests are determined unwell to travel, they will not be allowed to board.</p>
Regent	All embarking guests will be asked to complete and submit a Pre-Embarkation Public Health Questionnaire certifying their current health status and recent travel history. In addition, all embarking guests and crew will be administered a non-touch fever temperature check.
Royal Caribbean	At the pier, all guests participate in mandatory screenings that include exclusion due to travel based on temporary restrictions and even a thermal scan to check everyone's temperature. Some guests may be subject to a secondary review. Dependent of screening results, some guests may be denied boarding to ensure we keep our ships healthy and safe.
Seabourn	Our medical experts are coordinating closely with international health authorities and together, we have developed a written traveler's health declaration to be completed by all guests and crew prior to boarding in order to keep our guests and crew safe. Those individuals identified as high-risk groups are required to undergo enhanced screening measures and additional prevention and control procedures.
Silversea	Pending

Cruise Line	Policy Summary
Uniworld	<p>Guests receive a questionnaire on the transfer from the airport, or at the gangway security point if no transfer is provided.</p> <p>Crew receives a questionnaire a few days before traveling.</p> <p>All others receive this questionnaire at the gangway security point.</p> <p>Boarding will be denied for all external people without a completed questionnaire.</p> <p>The onboard Hotel Manager will be informed if anybody answers a question with a “yes” and a follow-up temperature screening will be conducted. Any individual with a temperature detected at or above 100.4° F / 38° C will receive secondary screening to include a medical assessment and the final decision of whether or not they will be allowed onboard will be at the full discretion of the Captain and Hotel Manager.</p>
Viking	Pending
Virgin Voyages	<p>We want to assure you that we have absolutely no health issues aboard our ship and have elevated protocols in place as we continue to put your well-being first. This is a once in a lifetime launch and a once in a lifetime customer experience, and we will do it together when we can all feel free to enjoy ourselves.</p> <p>To expand on our commitment to fostering the best environment for our Sailors, Virgin Voyages is working with relevant parties to research new technologies that will help to expedite health screenings and make people feel safe.</p>
Windstar	<p>Prior to boarding a ship, all passengers and crew will be administered a no-touch thermal scan to screen for fever. Anyone with a fever ($\geq 38\text{ C} / 100.4\text{ F}^\circ$) will not be allowed to board the ship.</p>