



ENHANCED ONBOARD PROTOCOLS & PROCEDURES

Avalon FAQ's

Passenger Health:

- What symptoms qualify for a passenger not being allowed to board? Only fever? Will they have to fill out a survey asking if they have had any symptoms associated with Covid-19?

Guests will be asked to fill out a questionnaire about their health in the 14 days prior to arrival to the ship. The questionnaire is still under development. If they have experienced any of the symptoms that are associated with Covid-19 they will be required to seek medical attention and be diagnosed as NOT having Covid-19 in order to travel. Avalon will not make the decision if they are fit to travel, only a health care professional can clear them. Costs associated are at the traveler's expense.

Associated symptoms include:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

- How often will temperatures be taken?

We are finalizing the product we will purchase but intend to buy something that does this in a very discreet way as guests are boarding the ship each time they return from shore. So, potentially multiple times per day. The front desk would be alerted if any guest or crew member has a temperature above 100.4 F

- What if a guest has a temperature and is denied boarding? Do they get their money back, what about the airfare, optional excursions, etc.?

If a guest is unable to sail because they cannot be cleared by a doctor, we will offer a pro-rated refund for unused days of their cruise. Airfare would not be refundable as it has been used.

- If a client comes down with Covid-19 on trip and purchased no travel insurance, who pays for the client to be hospitalized, repatriated?

A guest is responsible for any medical treatment and repatriation for any illness, not only Covid-19. We encourage all travelers to consider a comprehensive travel protection program such as the one offered by Avalon for this reason.

- How are we handling a situation when a passenger has a confirmed temperature and they are sent to the doctor. What if it takes longer than a few hours at the doctor's and the ship has already cruised to the next port or the coach has moved on to the next city? How are we getting the passengers to the next city? Will we be making arrangements for them with the cruise/tour director? Will that be at their expense?

We will assist guest with arrangements/advice for them to catch up to the ship or tour.

- If passengers become ill, are they able to file a claim for the portion of the cruise/tour they missed?

Guests should always file a claim with their travel insurance for any missed portion of a trip. Avalon cannot guarantee coverage as circumstances and insurance vary. The guest should keep records of what they missed as well as any receipts for their expenses.

- If crew members get sick, are we taking them off the ship to recover?

Anyone who is ill will be isolated until they can be taken ashore for medical assessment. If they have Covid-19, they would be kept off ship for treatment and authorities would be involved to advise next steps.

Food & Beverage:

- Will room service options expand (i.e. lunch and dinner) to accommodate folks that might want to be isolated while eating instead of being in a dining room or lounge?

We have always offered meal service in the stateroom for a guest who was not well enough to go to the dining room. This will not change. As a reminder, continental breakfast is available to all guests in their stateroom at no charge. Dinner service is also available to a limited number of staterooms per night for a fee.

- What about the 24 hour amenities in the club lounge? Will there be a coffee machine still available and if so how is that being handled? Will clients still have access to the cookies and pastries that were once there?

We continue to review if we can make self-service coffee available under the new protocols. Currently our plan is that there will not be a self-service option and coffee will instead be served by the crew. If we find that we can safely make it available self-service, we will do so. Cookies and pastries as well as fresh fruit and all bar snacks will also be served by crew rather than self-service.

- As for buffets converting to menu service, will the menus be the same every day or will they change daily like the dinner menus? How will we offer additional dining venues and will the Panorama Bistro service a menu for all 3 meals?

The breakfast menu will be very similar to our buffet with the same general items each day plus daily breakfast specials. It is quite extensive.

Lunch will change daily just as it does today as a buffet, but instead offered a la carte.

We will not offer the Panorama Bistro concept as it is a buffet. The space will be utilized but with table service from the dining room menu.

- Will the wait staff have gloves and masks for the entire cruise? Cabin Stewarts in masks and gloves?

Yes

- Individual fruits onboard such as apples, bananas, pears, etc. will they be individually wrapped or discontinued?

We will still offer fresh fruit but it will be served by the crew rather than available for guest self-service. Therefore wrapping is not required.

Ship and Staterooms:

- Will masks be provided on demand or in the staterooms or when as they enter the ship?

We will suggest that guests bring their own masks. Studies have shown that people are much more comfortable wearing masks they have chosen for their comfort, design, etc. We will have masks available to those who did not bring their own. They will be provided on request freely from reception.

- The bottom of people's shoes track the virus into areas, ship, motor coaches, etc. will we use a sanitized rug or something to wipe feet before entering?

We are planning to have a disinfecting mat at the entrance to each Avalon ship.

- Will we block off cabins to spread out the guests or just cut off at a specific guest count?

There is no reason to block of staterooms to spread out guests. Avalon ships are built with individual air control systems therefore we do not have an issue where air will circulate between staterooms. The air in our staterooms recirculates only within each individual stateroom itself mixed with fresh outside air.

At this time there is not a requirement to limit the number of guests on board to comply with social distancing. The limitations come into play in distancing in the lounge, on deck, and in the dining room. These requirements continue to evolve rapidly and we will work within the requirements and best practices available at the time we sail. We have plans in place to allow for social distancing of 2 meters (approx. 6 feet) between tables in our dining room currently.

- Do the new cleaning procedures cause any health concerns?

They shouldn't. Electrostatic spray systems allow us to use the same environmentally friendly cleaners we have always used, that are rated to protect against the virus that causes Covid-19 along with many other microorganisms, but in a far more effective way. The sprayers create an electrical charge on the droplets of the disinfecting solution and disperse them across a targeted surface providing consistent and uniform coverage. The electrical charge causes the droplets to "wrap" around the targeted area which means the cleaning can be more effective and done in a shorter timeframe, potentially using fewer chemicals. The other big advantage with these systems is that the droplets don't linger in the air as they are super attracted to their intended target (due to the electrical charge). So, there is no long wait time between cleaning and the ability for a guest to enter a space with concern of breathing aerosolized chemicals. This allows us to effectively disinfect all elements of a stateroom including all hard surfaces as well as soft surfaces such as window coverings, pillows, mattresses and upholstered furnishings.

- Will we still have the "My Cruise Memories" folders for clients to fill up with daily programs/maps and other paper items in staterooms?

In our efforts to reduce paper usage/waste on board our ships, these folders were eliminated a few years ago along with the distribution of port maps to staterooms. Printed maps remain available at reception but most guests choose to use the interactive electronic maps available on the AvalonGo app instead. This has led to 80% reduction in our use of paper on board. In 2020 it is our intention to discontinue providing the daily newsletter on paper. Instead, it too will be available in the app and on request from reception. It will also be constantly viewable on a television channel within the stateroom. We also intend to upload menus to the app in order to further reduce the need for paper on board. This is not only good for the environment but helps guests to feel more secure with contactless ability to order in the dining room (without having to touch a menu).

- Will we have refillable container of toiletries in bathrooms? Will we still have diffusers in bathrooms? Ice Buckets? Glasses? Refrigerators? Hairdryers?

Yes, all of these items can be sanitized between cruises as they are hard, non-porous surfaces. We will eliminate items that cannot be sanitized, such as paper (or update to have less paper and laminate what we must have so it can be sanitized).

- Will we still offer classes with the Avalon Adventure Host? Any limitations here?

Yes, we will still offer the Adventure Host Activities. Studies prove that exercise, especially being outdoors, is good for you during this time. The only limitation will be around social distancing and masks may be required depending on the current regulations. The Adventure Host has always held the responsibility to clean items used in their classes and will be trained to follow thorough new disinfecting guidelines with all equipment used in classes as well as all Adventure Center gear.

- What about port talks? Will they be given in stateroom instead? What about cocktails during port talks?

The port talk will still be done in the Panorama Lounge. It will also be broadcast into staterooms so that guests can avoid going to the lounge in order to allow for social distancing. Cocktail service will be available as it is today at tables. Guests will not be able to approach the bar for cocktail service.

- Will there be limited people in certain lounge areas at one time?

Likely yes. This will depend on the social distancing guidelines that are in place at the time we sail.

- Will we still have onboard entertainment i.e. locals and/or piano player in the lounges and if so how will a modicum of social distancing be maintained in these instances while still allowing everyone onboard to participate?

Yes, we still plan to have entertainment on board. Seating will be set up to allow for social distancing and guests will be asked not to move the chairs as they are placed as they are to follow the current requirements.

Shore Excursions:

- Can people buy items in a port and bring them back on board? Do the items need to be sanitized before boarding the ship again?

We will disinfect the items that will be handled by the crew, such as the suitcases and carry-on luggage. We do not plan to proactively sanitize items brought back from port by guests but will be happy to do so on request.

- Will the local guides be tested i.e. temp checks etc. prior to leading an excursion or need to show proof of health periodically?

Yes. Local Guides will be asked the same health questions that we will ask guests and crew and their temperatures will be taken. They will not be able to work if they have any symptoms currently or have had symptoms in the last 14 days.

- How many people will be permitted on each excursion and on the motor coaches that service them?

This will depend on the rules and guidelines in place at the time that we begin operations. Rest assured that we are flexible and ready to follow any local laws around this and will prepare with additional guides and coaches as needed. As a reminder, our audio listening devices are a great way to social distance allowing guests to hear every word from our guides while not gathering in a crowd. Listening devices will be sanitized after each excursion.

- Will passengers be guaranteed to be able to see everything on their itinerary with the new security procedures in place?

We make every attempt to fulfill the itinerary as planned and if we are unable to do so, we find suitable substitutions in the unlikely event that we can't offer something that is included. We offer compensation if a substitution isn't available. It is our intention that we will operate only when we can, as a general rule, fulfill the cruises and itineraries we have offered.

- Will the bathroom on the motor coach be open for use?

As they are today, we request that guests avoid using the emergency bathroom on the coach unless it is an emergency as we make frequent stops for rest breaks. If needed, yes, they are open. Drivers will be sanitizing these facilities and sanitizing wipes are available for guests to use before and after their use.

- Will clients be permitted to take the tour if they are exhibiting any symptoms such as coughing or sneezing?

Guests will be asked to monitor their health throughout their cruise. If a guest is showing symptoms of Covid-19 they will be asked to seek medical assistance to be cleared to travel. As long as they have been, they will be allowed to continue and encouraged to follow good hygiene practices like coughing and sneezing into their elbow or a tissue (and immediately discarding).