



WELCOME ABOARD

New embarkation procedures to offer guests a safe start to their journey, including:

- Social distancing throughout embarkation
- Mandatory health screening, including touch-free temperature-check, for all guests and crew
- Luggage disinfection prior to onboarding (with crew wearing gloves and masks)



FRESH AIR, INSIDE AND OUT

In addition to our Open-Air staterooms, the air in our ships is not circulated between staterooms; only within an individual stateroom and mixed with fresh, outside air



BLENDING CULTURAL PROXIMITY WITH SOCIAL DISTANCE

New social distancing guidelines for guests throughout their Avalon cruise, include:

- Reducing ship capacity as required for more space on board per guest
- Introducing more dining venues for more dining space per person
- Crew wearing masks for the duration of the cruise during any guest interaction
- Providing masks for guests to wear during any event where social proximity could become an issue, including disembarkation for excursions and safety drills
- Adjusting ratio of guides and coaches for excursions



NEW TECHNOLOGY TO ENSURE CLEANLINESS

- Electrostatic disinfecting systems
- UV disinfecting systems



TOUCHING HEARTS, NOT HANDS

Reducing risk with hands-free service, including:

- More hand-sanitizing stations throughout the ship
- Required use of hand-sanitizing stations when leaving the ship, returning to the ship and entering dining venues as well as entering each public/common space
- Self-serve stations, including buffets, drinks, specialty coffees and snacks have been replaced with crew service
- All buffets (breakfast and lunch) replaced by a full range of à la carte menu choices
- Hourly (or more frequent) disinfection of all public areas



COMMITMENT TO THE CLEANEST SHIPS

Enhanced cleaning procedures throughout each ship, including these additional steps that go above-and-beyond Avalon's already strict procedures:

- Deep disinfection of each stateroom between cruises, including:
 - Use of disinfectants and cleaning materials that meet the highest standards
 - Soft goods in each stateroom (mattress, sofa, window coverings, chairs, etc.) disinfected between cruises
- Disinfection of all dining areas between meals
- Disinfection of all shared items like umbrellas, bicycles and other Adventure Center items
- Disinfection of all goods prior to loading on the ship
- Ongoing crew training in protective equipment use and hygiene



FOCUS ON CREW HEALTH

Ensuring a healthy crew, including:

- Medical certificate required prior to start of contract
- Daily temperature checks
- Social distancing in crew living quarters
- Regular health screenings

Avalon will continue to review and update Assurance initiatives as we make our return to the world's waterways including adhering to—and building upon—the standards set forth by travel and health agencies across the globe, including the European Centre for Disease Prevention (ECDC), Center for Disease Control (CDC), World Health Organization (WHO), Cruise Lines International Association (CLIA) and United States Tour Operators Association (USTOA).

Safe
travels

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