

Shore Excursions

Cruise line and tour operators should provide all relevant information about the exclusion policy, as well as any pre-requisites and the country specific rules on their websites and in the electronic reservation systems, with the obligation to read the information in order to complete the reservation. These materials should be available in the national language, English and, where needed, other languages based on the most common language profiles of the guests using the respective cruise ship.

- Reduce capacity to allow for social distancing.
 - Use smaller groups, of approximately 10-20 people at a time with increased frequency to allow each group to clear the area, allowing time to disinfect prior to the next group entering.
 - Allow multiple locations for groups to gather allowing for the cleaning of locations prior each new group arrival.
 - Temperature checks performed prior leaving vessel
- Coach Loading speed reduced to allow social distancing
- Shore Concierge Manager to supply Doctor with all tour cancellations (names, cabin numbers) to account for any unconfirmed cases.
- The Shore Concierge Manager shall ensure that all excursion buses are fully sanitized before and after each tour.
- The number of persons on each tour to be reduced to allow proper social distancing in the vehicles used.
- The role of the shore concierge staff is vital to monitor social distancing and for tracking any guests not feeling well or who present with respiratory and gastro symptoms.
- Guests exhibiting signs of severe medical symptoms or complaining of serious health problems such as difficulty breathing or fever during an excursion are to be sent to shore hospital immediately for medical assessment and treatment using separate transport such as an ambulance or private car. When possible, the local receiving hospital should be notified of the patient they will be receiving and the ship Doctor must be notified.
- Guests taken mildly ill during an excursion should be sent back onboard if possible, using taxis (or separate transport) to help minimize the spread
- Ensure tour operators maintain guests in assigned groups while on tours and practice social distancing from other tour groups.
- All tours should have a complete history with guest / crew in tour and locations visiting with bus numbers to ensure proactive close contact tracking.
- Ensure that guests on excursions are provided access to single use PPE as needed (e.g. disposable mask).
- During tender operations ensure social distancing and employ frequent cleaning and sanitization protocols consistent with shipboard procedures.
- Shore excursions should be supplied with alcohol hand sanitizer. Guests should be advised of the importance of using sanitizer.
- Informed of modes of viral spread.
- Ensure supply of sick bags, disinfectant wipes, plastic bags, scoops and sanitizing solution to all coaches (or tenders)
- Driver/guide to ensure all guests aware of vomit bags at the front of the coach
- In event of a confirmed COVID-19 case onboard all excursions to be cancelled.

In event where tender operations are required the following should be implemented:

- The day before each tender port and after a tender port (following the end of tender service) all hand touch surfaces inside each tender are to be cleaned and disinfected.
- Cleaning efforts are to concentrate on all hand and bottom touch surfaces, all handles including window handles, seats and benches, poles and railings.
- Designated HK staff rotated on the tender to allow:
 - Electrostatic disinfection in between groups.
 - All tender boat crew and directional staff to wear face masks.
 - Have vomit bags available.
- Tender operations allowing social distancing with a 50 % reduced capacity
- Gangway railings are to be disinfected before, during and after embarkation / disembarkation.
- Disposable gloves to be worn by crew helping guests in tender boat or handling boarding cards.
- Gangways railings are to be long lasting disinfected every two hours.
- Gangway door in and out of the tender boat to be disinfected frequently during the operating hours.
- Where the gangway area is not carpeted, it is to be sprayed with disinfectant.
- Any dockside water/juice dispensers, taps and counters are to be wiped down with 1000-ppm chloride solution in between arrival and departure of the tender.
- Provide hand sanitizer for gangway operations. These are to be dispensed into guest's hands or guests are to be asked to use them.
- Designated PPE disposal containers well positioned and readily available on the tender boats and gangway