

<SHIP NAME>

<DATE>

Dear <GUEST NAME>,

We are sorry to hear that you are unwell. We respectfully ask and strongly urge you to follow the ship’s doctor direction to remain in your suite to regain your health and ensure that others are not affected.

It is our wish to do everything possible to assist your recovery and ensure your comfort. To that end, the following services and amenities are available during your isolation period:

*Medical Services:* The Medical Staff will contact you regularly to check on your progress and schedule follow-up consultations as necessary. If you need to contact the Medical Staff, please dial \*ENTER NUMBER\* or press \*GUEST SERVICES\*.

*Meals:* Our usual full Room Service Menu is available to you; please do let us know if you have any additional requests.

*Cleaning:* Your Stewardess has been trained in the proper cleaning and sanitation of your suite. Please don’t hesitate to press \*GUEST SERVICES\* on your telephone should you have any additional housekeeping needs.

*Laundry:* Of course, complimentary laundry valet service is available to you during your isolation period. Simply pack your items in the provided laundry bags and call your Stewardess to collect them.

*Time Ashore:* The local port health authorities do not allow guests who are in isolation to proceed ashore. Any shore excursions you’ve booked through the cruise line during this period will be automatically reimbursed to your account. Our Destination office representative will contact you to arrange any refunds and assist you once you have recovered and been cleared by our Medical Staff.

We request that you not leave your suite during your isolation period in order to prevent any illness from spreading to others.

We appreciate your patience and wish you a speedy recovery, so you are fully able to enjoy your cruise.

Kind regards,

< NAME>

<ENTER Hotel Director>

<SHIPNAME>

www.vikand.com