

TRAVELWELL®

COVID-19 Guest Protocols

We are in the process of finalizing all required COVID-19 protocols for guests. Here are the measures currently planned, which are subject to change as further details are established. They will be updated in accordance with guidance from public health authorities.



Holland America Line®
SAVOR THE JOURNEY

Booking

All guests should carefully review our pre-booking and pre-travel health advice and from the U.S. Centers for Disease Control and Prevention (CDC).



Enhanced Health Screenings

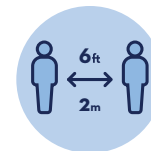
We're taking steps to implement COVID-19 appropriate pre-embarkation screening, including:



- Mandatory enhanced pre-embarkation health screenings, including 100% testing for COVID-19 prior to embarkation, touchless temperature checks and health questionnaires, in accordance with the latest guidelines
- We will refer anyone with signs and symptoms of COVID-19, or who are identified at-risk, for additional medical screening before allowing them to board.
- Secondary screenings (and health checks throughout the cruise) when necessary
- Contact tracing is planned for every cruise

Responsible Physical Distancing

Across the fleet we're making it easier to practice physical distancing by managing the timing, size and flow of groups in onboard venues and for events and helping you make informed decisions about what to do on board. Entertainment programs and restaurants will be designed to enhance physical distancing.



Physical distancing will be maintained throughout check-in and embarkation, and will be required in terminals, on board ships, on private islands, and during shore excursions.

Masks

When physical distancing can't be maintained, or when mandated by public health authorities, masks will be required on board, at private islands, and during shore excursions. Masks must be worn in terminals, during embarkation and disembarkation.



Personal Hygiene

Guests will be encouraged to use the hand-washing sinks and hand sanitizer dispensers at venue entrances and in high-traffic areas throughout the ship. Guests will be asked to follow health information about the ways to stay healthy on board and when ashore through daily programming, entertainment systems, announcements, in-stateroom literature and our app. There will be no self-service for meals. We'll do the serving for you.



Safe Shoreside Experiences

We're working with local authorities, destinations and tour operators so that the enhanced health and safety measures on board are maintained ashore. We will follow the health protocols for every port we visit. There may be a reduction in the capacity of excursions and tour vehicles. Only shore excursions that comply with our prescribed protocols will be permitted, with strict adherence required of all guests and denial of re-boarding for any guests who do not comply.



Enhanced Environmental Sanitization

Public areas and staterooms will be thoroughly and more frequently cleaned using a safe disinfectant proven to kill coronaviruses.



Medical Care

Our highly-trained medical staff includes doctors and nurses capable of caring for a broad range of medical conditions, including dealing with COVID-19 patients. Medical centers will be equipped with COVID appropriate testing and treatment capabilities.



Ventilation

Ships will feature enhanced air filtration with upgraded HVAC systems. These systems will be designed to replace air within public spaces and staterooms every five to six minutes. HEPA filters will be used in key areas, such as medical centers and dedicated isolation rooms, as a further safeguard.

