



The logo features a stylized orange wave above the text. The word "Healthy" is in a bold, dark purple font, and "Waves" is in a bold, orange font. A small orange icon of a face with a mask is positioned to the left of the letter 'H' in "Healthy".

Your safety is our priority.

Set sail in the new normal!

Healthy Waves is a program created by Cordelia Cruises to ensure the safety of guests and staff on land and at sea.

Learn more about some of the measures we have taken in consultation with public health experts and cruise line associations from around the world (INCLA, CLIA, etc.)

SOP on preventive measures for domestic Cruise commencement and conduct to contain spread of COVID-19

Preventative Measures:

I. Embarkation and Disembarkation

- Mandatory temperature screening and pre-boarding health declarations for all guests.
- Only the guests who have filled the Questionnaire will be receiving the boarding pass.
- Usage of E-Ticket/ Boarding pass is encouraged to maintain safety of guests.
- Infrared fever screening system at the ship gangway.
- Higher frequency with increased levels of sanitization and disinfection at the ship gangway and passenger walkways.
- Stringent checks for all embarking individuals including crew travel documents; guests aged 60 years and above to provide a doctor's certificate of fitness for travel.
- Entrance to have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- All staff and guests to be allowed entry only if using face cover/masks & the same must be always worn.
- Adequate manpower shall be deployed by Cruise management for ensuring physical distancing norms.

- Online check-in for guests to receive designated arrival time at the cruise terminal to minimize crowd congestion.
- Compliance with all local port and health authorities' regulations.
- The boarding times are staggered to facilitate compliance with the correct social distancing rules and to ensure safe boarding. Therefore, punctuality is so important.

II. Guest accommodations

- Higher frequency with increased levels of sanitization and disinfection in guest cabins with hospital grade disinfectants, including:
 - Twice daily wipe-down of guest cabins.
 - Fogging of vacant guest cabins.
 - Twice daily wipe-down and fogging of guest cabin alleys.
- Clean and disinfect guest bathrooms with heavy-duty alkaline bathroom cleaner and disinfectant.
- Timely removal of food items from cabins to prevent spoilage and cultivation of microorganisms and bacteria.
- Timely housekeeping cabin turnover: bedsheets and linens professionally cleaned and disinfected at high temperatures.
- Injection of diluted cleaning solution into drains to avoid clogged pipes and to prevent bacterial growth.
- In case of sickness, thorough cleaning and disinfection with hospital grade disinfectant or steam sterilization.

III. Common Public Areas

- All public areas on board will undergo a two-tier sanitization process with thorough cleansing, fogging, and wiping using hospital grade disinfectant. Onboard venues and cleaning. Frequency:
 - Elevators: Every 2 hours
 - Public areas and facilities: 2 – 10 times daily
 - Spa and amenities: Min 2 times daily
 - Other Public Areas: To adjust disinfection frequency accordingly.
- Common public areas sanitized from 1-4 times daily and frequent touchpoints (handrails, lift buttons, table-tops, door handles etc.) sterilized every hour or less.
- Frequent usage of heavy-duty neutral PH floor-cleaning agent to disinfect all floor areas of the ship.
- Sanitizer dispensers available at various public areas and crew members stationed at key onboard venues to provide hand sanitation.

IV. Food Hygiene Practices & Standards

- F&B restaurants / bar areas, including galleys, will be cleaned and sanitized 3 times daily, during and after service.
- Guests are encouraged to wash hands before entry and use sanitizer dispensers available at F&B outlet entrances/exits.

- Guest seating will ensure ample spacing; disposable cutlery will be provided, upon request.
- Self-service at F&B buffet restaurants will be suspended. All food & beverages will be served to guests by crew members wearing face masks & disposable gloves.
- Culinary use of wild animals and related products are strictly prohibited.
- Stringent procurement guidelines will be enforced and product sourcing from highly affected regions will be strictly prohibited.

V. Entertainment and Recreational Activities

- Theatres will be sanitized before and after each show.
- Cleaning and disinfection of all toys, games and Kids' Club facilities twice daily and/or after every use.
- All duty-free shops and entertainment venues will be disinfected twice daily before and after service.
- All recreational equipment will be disinfected every 2 hours before guest usage.
- Guests capacity will be limited to half the venue capacity to provide ample space between guests.
- Sanitizer dispensers will be readily available at various venues including entertainment venue entrances/exits.
- Tour coaches will be limited to half capacity & sanitized frequently; training for tour operators based on guidance from the WHO.
- Spa & Gym facilities will be sanitized prior to and after usage by guests.

VI. Fresh Air Ventilation Systems

- 100% external fresh air is filtered and supplied to cabins and onboard public areas.
- Air filters and cooling coils thoroughly checked, cleaned and replaced to ensure healthy air quality.

VII. Medical Centre

- Isolated wards available in the Medical Centre
- Contaminated items and medical waste will be properly sealed and disposed according to health and safety guidelines.
- Used face masks and protective equipment disposed at designated central collection points.
- Medical equipment and waste bins cleaned, disinfected and washed twice daily with hospital grade disinfectant.
- Our fully equipped onboard medical centre is WHO-compliant and provides round-the-clock consultation and isolation ward services.

VIII. Crew Members Practices & Standards

- Twice daily temperature checks.
- All Frontline crew are required to wear face masks.

- Housekeeping and F&B crew required to wear disposable gloves.
- Designated crew may also wear protective garments and eye protection if required.
- All crew to use anti-bacterial hand soap for at least 20 sec to sanitize hands.
- Medical Centre Isolation Area staff related to suspected cases are required to:
 - wear adequate personal protection (face mask, eye protection, disposable gloves & disposal outer garment.
 - follow proper hand washing practices before and after work duty.
 - update personal health information daily.
- Provide Training Workshops and pertinent information on health and safety preventive measures.
- Reduction of crew movement.

Other Points

- Guests must register a credit card or other online means of payment transfer to avoid physical transactions.
- Digital documents are preferred.
- Security Check at window desk to maintain social distance from passengers.
- Guests to open Aarogya Setu App COVID tracking
- Only use defined pathways & queuing requirements and barriers to maintain social distancing.
- Ports to define pathways & queuing requirements and barriers to maintain social distancing.
- Cooperate in luggage sanitation immediately after the port gate.
- Usage of Exit and Entry signages to avoid crowding.
- Only such guests who produces COVID 19 negative report shall be permitted to board Cruise Ship during embarkation at port.
- Passengers, before entering the terminal, to ensure wearing of protective gear, as per the prevailing requirement. He will continue to wear the mask until they have embarked the ship.
- The passenger shall not travel if he/she is staying in a containment zone. Also, they should not travel if they have been tested positive for COVID 19. The passengers are expected to certify the status of their health through the Aarogya Setu app or a self-declaration form.
- Shore excursion will be managed by Cordelia cruise exclusively.