



WELCOME ABOARD

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

- Social distancing throughout embarkation
- All travellers are fully vaccinated before joining our cruises
- 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. Air in public spaces is also not recirculated: only fresh outside air is brought into the systems



BLENDING CULTURAL PROXIMITY WITH SOCIAL DISTANCE

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

- Following local guidelines of social distance requirements
- Adjusting ratio of guides and coaches for excursions
- Introducing more dining venues for more dining space per person
- Avalon Waterways follows local regulations regarding facial coverings and currently they are not required in most of our destinations. We do still require them to be worn at self-service food stations and recommend they be worn when walking around the ship when not distanced as well as on excursion transportation. Your Cruise Director and Crew will provide details when masks are required. We ask that guests bring their own approved N95 (FFP2) masks but we will also have some on hand.



NEW TECHNOLOGY TO ENSURE CLEANLINESS

- Electrostatic disinfecting systems
- UV disinfecting systems



TOUCHING HEARTS, NOT HANDS

Reducing risk with hands-free service, including:

- More hand-sanitising stations throughout the ship
- Required use of hand-sanitising stations when leaving the ship, returning to the ship, and entering dining venues
- 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:

- Fully vaccinated crew
- 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 fourth 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), and Cruise Lines International Association (CLIA).

