

CRUISEWORLD ASIA TRAVEL AGENT TRAINING SERIES, OCTOBER 2020

Frequently Asked Questions

FAQ Topics

Health and Safety Protocols.....	2
Swab Testing	2
Safe Management Measures onboard	5
Emergency Response Plan in the event a COVID-19 case on board.....	8
Cruising Experience.....	12
CLIA Membership.....	17
Restart of Cruise beyond Singapore	17
Cruise Lines Contact.....	18

Disclaimer:

The Health and Safety Protocols are based on prevailing conditions and national guidelines and may be updated from time to time according to the global COVID-19 situation.

Information on Costa Cruises' Health and Safety Protocols are based on their sailings in Europe.

Health and Safety Protocols

Swab Testing

S/N	Question	Dream Cruises	Royal Caribbean International
1.	What are the COVID-19 testing requirements for the Singapore sailings happening from November 2020?		
a)	Do all passengers have to be tested, how much?	<ul style="list-style-type: none"> • Yes. As mandated by the Singapore government, all guests (above 6 months old) are required to undergo a COVID-19 Antigen Rapid Test (ART) at the cruise terminal prior to embarkation. • The ART will be conducted by a medical group registered under the Singapore Ministry of Health. • The cost of the ART of S\$60 per person is borne by the guests and included as a separate compulsory charge, similar to the port charges and gratuity. 	<ul style="list-style-type: none"> • Yes. All guests travelling with us must undergo a SARS-CoV-2 test within 48 to 72 hours prior to boarding and obtain a negative result. • The cost of your SARS-CoV-2 test is included in your cruise fare for sailings departing on or before 30 January 2021, though we will continue to evaluate circumstances and update our policy and timeframe if necessary. • Closer to your sail date, we will provide clear directions for testing locations and details on the covered cost.
b)	How long do passengers have to wait for the results?	<ul style="list-style-type: none"> • The ART result is within 1 hour. • There will be a waiting area for the guest to rest while awaiting their test result. 	<ul style="list-style-type: none"> • Closer to your sail date, we will provide clear directions for testing locations and details.
c)	If a passenger already has a negative test result, would they need to be re-tested again on board?	<ul style="list-style-type: none"> • All guests are required to undergo the mandatory COVID-19 ART on-site at the cruise terminal by Genting Cruise Lines' appointed medical team registered under the Singapore Ministry of Health. 	<ul style="list-style-type: none"> • No, the guest will not need to be re-tested again. • However, if any of our guests or crew members ever feel unwell during their sailing, we are fully prepared with immediate, convenient in-stateroom evaluations by our medical staff.

		<ul style="list-style-type: none"> Any other COVID-19 tests that are not taken at the cruise terminal on the day of departure will not be recognised. 	<ul style="list-style-type: none"> Rapid SARS-CoV-2 tests can be conducted right on board in our medical lab that allows for rapid, accurate on-site RT-PCR testing with results in under an hour, alongside a multitude of other evaluative tests. This is just one capability of our enhanced Medical Centre where we have added more doctors and nurses, upgraded equipment, and a dedicated Controlled Care Centre where potentially infectious guests or crew can be cared for away from general medical areas.
d)	What are the cancellation and refund policy for various scenarios – e.g. change of mind, tested positive for COVID, down with other types of illness like a regular cold?	<ul style="list-style-type: none"> The guests will be offered a Future Cruise Credit (FCC) voucher for future cruises. 	<ul style="list-style-type: none"> For our Singapore sailings, if you booked your cruise on or before 30 November 2020, you will be protected by the Cruise with Confidence policy. Therefore, you can cancel for any reason, up to 48 hours before your sail date, and receive a 100% Future Cruise Credit. If you booked your cruise after the end date of Cruise with Confidence, you could still receive 100% Future Cruise Credit in the event you contract COVID-19 within the three (3) weeks before departure and are unable to cruise.
e)	Will testing be done onboard?	<ul style="list-style-type: none"> If a guest is unwell and undergoes COVID-19 testing onboard the ship, any onboard medical charges with symptoms related to COVID-19, including COVID-19 testing onboard the vessel will not be charged to the guest. 	<ul style="list-style-type: none"> If any of our guests or crew members ever feel unwell during their sailing, we are fully prepared with immediate, convenient in-stateroom evaluations by our medical staff. Rapid SARS-CoV-2 tests can be conducted right on board in our medical lab that allows for rapid, accurate on-site RT-PCR testing with

			<p>results in under an hour, alongside a multitude of other evaluative tests.</p> <ul style="list-style-type: none"> • This is just one capability of our enhanced Medical Center where we have added more doctors and nurses, upgraded equipment, and a dedicated Controlled Care Center where potentially infectious guests or crew can be cared for away from general medical areas.
f)	Is the swab test for before and after the sailing?	<ul style="list-style-type: none"> • The test is required before and after the cruise. 	
g)	Will the passengers be quarantined after sailing?	<ul style="list-style-type: none"> • No quarantine is required as per STB's CruiseSafe regulations. • The Singapore Tourism Board announced on 8 October 2020 that safe cruises will be allowed to resume from 6 November 2020 onwards and subject to Safe Management Measures hence there is no need to do so. • Guests should monitor their health (i.e. for fever $\geq 38^{\circ}\text{C}$ and respiratory symptoms such as cough or breathlessness) and seek prompt medical attention when necessary. • Guests do not have to serve a stay at home notice after debarking the cruise. 	

Safe Management Measures onboard

S/N	Question		
2	How do cruise lines ensure cleanliness on the cruise ship?		
	Costa Cruises	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> • For Costa’s current sailing in Europe, we have increased the frequency of our cleaning especially for ‘high touch’ areas. • We remain committed to adhering to the safety and sanitation protocols set forth with the restart of Costa’s sailings in Europe. • The said protocols are available at https://www.costacruises.eu/cruising-soon-again/safety-above-all.html 	<ul style="list-style-type: none"> • All public areas onboard will undergo a two-tier sanitisation process through cleansing, fogging & wiping using a hospital-grade disinfectant, with emphasis on frequent touchpoints. • F&B restaurants & bar areas, including galleys, will be cleaned & sanitised three times daily. 	<ul style="list-style-type: none"> • In compliance with strict standards set by local authorities, our ships have always been maintained using the most rigorous cleaning regimens. • All ships are thoroughly cleaned and disinfected prior to every voyage, and consistently and frequently throughout your sailing. • Our protocols account for every space on the ship, with high-traffic and frequently touched areas like elevators, escalators, stairways, and promenades cleaned every two hours and gangway rails every 20 to 30 minutes during busy times. • All chemicals are alcohol-based, scentless, and safe for the general population. Staterooms will be cleaned daily with particular attention to high-touch objects, such as handles and remote controls. • Staterooms are cleaned daily only while guests are out of the room, and particular attention is paid to frequently used items and surfaces.

			<ul style="list-style-type: none"> • All stateroom and housekeeping attendants will be continuously trained on the latest sanitisation guidelines. • We will ensure cleaning standards are upheld through frequent stateroom inspections (10-20 daily based on the size of the ship) using black light technology to show surface wiping efficacy.
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S/N	Question		
3	How is the air circulation on the cruise ship?		
	Costa Cruises	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> • Costa has installed new and high-efficiency filters onboard our ships and is committed to maximising fresh air circulation within the ships. 	<ul style="list-style-type: none"> • 100% external fresh air filtered and supplied to each guest & crew cabin and onboard public areas as a requirement of STB's mandatory CruiseSafe Certification to offer a safe cruising experience with 100% fresh air throughout the ship. • Please refer to go.gov.sg/safecruises for more information. 	<ul style="list-style-type: none"> • On Royal Caribbean ships, 100% fresh ocean air is continuously supplied from outside. • The air is drawn from one side of the ship for cooling and ventilation, then removed via exhaust on the opposite side of the ship. • This continual intake of fresh air replaces the air in any space, with a total air change up to 12 times an hour in staterooms, and about 15 changes an hour in large public spaces. • In local spaces, like smaller venues and your stateroom, fan coil units provide an extra layer of protection, continuously scrubbing the air of pathogens, using a

			<p>high-grade MERV 13 filter that captures aerosols 0.3 to 1 micron in size with 90% efficacy— fine enough to filter colds, flu germs, and coronavirus.</p> <ul style="list-style-type: none"> An independent study by the University of Nebraska Medical Center onboard Oasis of the Seas confirmed that cross-contamination of air between adjacent public spaces is extremely low, and undetectable in most test cases, thanks to this powerful system.
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S/N	Question		
4	Are masks required onboard?		
	Costa Cruises	Dream Cruises	Royal Caribbean International
	All pax and crew must wear mask on-board except when dining and engaging in strenuous activities as per local regulations.		

S/N	Question		
5	How do the cruise lines make sure that passengers adhere to safety procedures? E.g. personnel on board or use of technology to ensure social distancing?		
	Costa Cruises	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> For Costa’s current sailing in Europe, our crew members will be providing guidance on social distancing and other queries, while providing a welcoming environment for all our guests. 	<ul style="list-style-type: none"> All guests will have the Trace Together token/app and MICE pod at all times during the cruise. The former is for contact tracing and later is used for monitoring social distancing adherence. 	<ul style="list-style-type: none"> Physical distancing should be practised throughout your vacation, even when masks are being used— from the moment you arrive at the terminal until you return home— allowing at least 1 meter of space between travel parties.

			<ul style="list-style-type: none"> • To ensure this, you will find there are fewer guests on board as we return to sailing. Signage, ground markings, and crew safety ambassadors will be posted throughout the ship and terminal to kindly remind guests of distancing and other protocols. • Seating in public spaces such as dining venues, theatres, and pool decks will be spread out, and elevators will be limited to no more than four guests or one travel party at a time.
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Emergency Response Plan in the event a COVID-19 case on board

S/N	Question		
6	What happens if there is a COVID-19 case on board? How do cruise lines handle the other passengers?		
	Costa Cruises	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> • For Costa’s current sailing in Europe, there are regular communications between our medical team on board, medical team onshore as well as local port and health authorities to keep all parties updated. • In the event of a positive case, the appropriate isolation, testing, medical support, and public communication protocols will be activated to provide 	<ul style="list-style-type: none"> • In the event of a positive case on board, the reported guest will be immediately isolated at the isolation ward for further examination and onboard testing with close travelling companions immediately quarantined. • Contact tracing will immediately be activated via Closed-Circuit Television (CCTV) analysis, TraceTogether app and access cards 	<ul style="list-style-type: none"> • In the event, a positive case is detected, Royal Caribbean will immediately isolate the guest and identify and locate close contacts. • The wearable devices provided to guests will enable rapid contact tracing throughout the ship. • Additionally, the security team will review CCTV footage and analyse systems data to determine the likelihood of disease transmission.

	timely information and essential next steps for the other passengers	<p>use analysis which is coordinated by the onboard team and Infection Control Office on board.</p> <ul style="list-style-type: none"> • The ship will immediately return to Singapore homeport for further coordination with the local authorities. • The likelihood of an outbreak is assessed to be low, given that all passenger and crew are tested, with short itineraries and no port of calls. 	<ul style="list-style-type: none"> • Thereafter, the medical team will determine the nature of interactions and risk levels. • There will be a dedicated area on the ship to isolate any guests who have tested positive for COVID-19 or for those symptomatic cases which are under investigation. • These isolated staterooms are located near the medical facility and will only be accessible to medical staff providing treatment. • In partnership with local authorities, Royal Caribbean has developed transport protocols to ensure we can get you home safely.
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S/N	Question	
7	If there is a COVID-19 case on board, who will pay for the passengers' medical expenses? Will the ship be quarantined or have a cooling-off period? Will the ship dock at the nearest port or return to Singapore?	
	<p>Dream Cruises</p> <ul style="list-style-type: none"> • If a guest is unwell and undergoes COVID-19 testing onboard the ship, any onboard medical charges with symptoms related to COVID-19, including COVID-19 testing on the ship will not be charged to the guest. • Only Covid-19 related illness that required medical attention onboard is covered by World Dream. • All other unrelated illness/injury is to be borne by the guest. Hence, guests are recommended to procure their travel insurance. 	<p>Royal Caribbean International</p> <ul style="list-style-type: none"> • Should the need arise, Royal Caribbean will cover COVID-19-related costs up to \$25,000 SGD (\$20,000 USD) per person in your travel party, for onboard medical costs, cost of any required quarantine, and travel home. • If you test positive for COVID-19 when you are on board, we will provide a 100% refund of the price of your cruise for you and your travelling party; we will provide your medical treatment on board; we will arrange safe quarantine for you, and make arrangements for your safe return home.

	<ul style="list-style-type: none"> For Singapore Residents, treatment expenses for COVID-19 will be covered by the government in line with prevailing payment policy for cases which occur on mainland Singapore. This shall only be applicable for the pilot cruises doing round-trips with no ports of call. 	<ul style="list-style-type: none"> We encourage you to take out comprehensive travel insurance for any supplementary costs, in accordance with our standard booking conditions. Royal Caribbean has been working closely with the Singapore authorities to ensure a safe passage home for all guests should a guest test positive for COVID-19. In the event of an infection, the ship will be allowed to dock in Singapore with strict debarkation procedures in place. For Singapore Residents, treatment expenses for COVID-19 will be covered by the government in line with prevailing payment policy for cases which occur on mainland Singapore. This shall only be applicable for the pilot cruises doing round-trips with no ports of call.
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S/N	Question	
8	Do you have any travel insurance to cover COVID-19 for your sailings?	
	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> Guest are encouraged to procure their own travel insurance. World Dream does not offer any COVID-19 travel insurance coverage for now. 	<ul style="list-style-type: none"> We encourage you to take out comprehensive travel insurance for any supplementary costs, in accordance with our standard booking conditions.

S/N	Question		
9	How many doctors are on board? Is that the norm with so many people on board? Is there an isolation area onboard?		
	Costa Cruises	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> There is a medical team on board for current Costa Europe sailings, with a 	<ul style="list-style-type: none"> Isolated wards are available in the Medical Centre. Cabins can be 	<ul style="list-style-type: none"> We have highly trained and credentialed medical teams, consisting of doctors,

	<p>dedicated isolation area and supporting equipment to attend to guests who are unwell.</p>	<p>converted into quarantine rooms if required—three doctors including an Infection Control officer on every sailing.</p>	<p>nurses, and specialists, on both land and sea.</p> <ul style="list-style-type: none"> • Each ship’s Medical Centre is staffed by, at a minimum of 2 Doctors who are specialised physicians with training in acute and intensive medical care, plus experience in Maritime Medicine and 4 Registered Nurses which one of these is the new Infection Control Officer, who ensures all public health and disease control standards are met. • There will be a dedicated area on the ship to isolate any guests who have tested positive for COVID-19 or for those symptomatic cases which are under investigation. • These isolated staterooms are located near the medical facility and will only be accessible to medical staff providing treatment.
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Cruising Experience

S/N	Question	
10	What happens if the passenger misses the allocated boarding time? Will he be allowed to board?	
	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> • Guests must arrive at the terminal according to the 'Your Covid-19 Test Time' stated in the Cruise Ticket in order to facilitate the mandatory COVID-19 test. • In case of late arrival, the guest might not be eligible for boarding. • Guests will also be advised of their designated check-in/boarding time at the cruise terminal. 	<ul style="list-style-type: none"> • For departures from the Marina Bay Cruise Terminal, guests must arrive within 30 minutes of check-in reservation. • Guests arriving outside of this window will be directed to a standby queue area and will be allowed into the terminal based on the operational flow. • Priority will be given to guests arriving as scheduled.

S/N	Question	
11	Will there also be a reduced number of crew/entertainers?	
	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> • World Dream will be operating in Singapore at 50% capacity, accommodating close to 1,700 passengers. • With reduced ship crew, our present onboard medical team, which include nurses, doctors and an Infection Control Officer (ICO) on board are certified to manage any emergency or medical crisis. 	<ul style="list-style-type: none"> • We will minimise the risk of disease by allowing fewer guests and crew on our ships, reinforcing behavioural changes, relying upon our industry-defining cleaning protocols, and changing onboard programming and operations that pose health risks.

S/N	Question	
12	Are all the facilities and activities opened? Are there limits to the number of people/ duration at activities, e.g. at the pool or gym? Is pre-registration required for all activities?	
	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> • Yes, all onboard facilities will remain in operation including the Casino. • During this time, we will be focusing our attention on the implementation of our health and hygiene guidelines and protocols to provide the safest and most care-free cruise experience with peace of mind for all on board. • We will constantly review our operations and offerings in accordance with the local authorities' requirements to continuously offer our guests additional and exciting services and facilities in the near future. 	<ul style="list-style-type: none"> • Most of our onboard venues or experiences will be operating, with some exceptions— such as Laser Tag, parades, themed parties, and karaoke. • Most of the entertainment you know, and love will still be available on board— with some changes for your safety. • Having a reduced number of guests onboard lets us maintain a limited capacity in each entertainment venue based on size, with spaced seating arrangements that allow for physical distancing between guests. • Only those in the same travel party will be able to be in the same seated group during performances. • Many of our shows and activities will have extended hours and additional showtimes to ensure that our guests have plenty of opportunities to enjoy our onboard entertainment. • Face masks will be required during all shows and activities. • The gym will still be available, but due to limited capacity to allow for physical distancing, appointments will be required. • Face masks will be required inside the gym, unless you are performing strenuous exercises, such as participating in fitness classes or using cardio machines like the treadmill, rower, and stair stepper. • The gym will be regularly disinfected by the gym staff, and cleaning stations will be available to guests throughout the floor.

S/N	Question	
13	Is WIFI required for the cruise lines app to access to contactless tech experience and contact tracing?	
	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> All guests aged seven and above are required to have their Trace Together APP/token and MICE pod with them at all times. TraceTogether works by exchanging short-distance bluetooth signals between tokens/phones to detect other participating TraceTogether users in close proximity. MICE pod beeps when it detects another user in close proximity, alert users to keep a safe 1m distance. For more information on the TraceTogether Token and app, you can visit https://support.tracetogogether.gov.sg/hc/en-sg 	<ul style="list-style-type: none"> WIFI is not required for usage of the Royal App. The wearable devices provided to guests will enable rapid contact tracing throughout the ship.

S/N	Question	
14	What is the onboard capacity limit for the sailings out of Singapore?	
	Dream Cruises	Royal Caribbean International
	Pilot cruises will sail at a reduced capacity of up to 50 per cent.	

S/N	Question	
15	Are there any restrictions on the number of pax dining together for the sailings out of Singapore?	
	Dream Cruises	Royal Caribbean International
	On board F&B establishments may open for dine-in passengers with 1m spacing between tables and less than five (5) people in each group. There shall not be table sharing across different groups.	

S/N	Question		
16	How will the dining experience be like onboard the ship's restaurant – buffet and sit-down dining?		
	Costa Cruises	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> • Buffet and fine dining options are available for current Costa Europe sailings, with service crew on standby to assist in serving food for individual guests. 	<ul style="list-style-type: none"> • For speciality restaurants onboard the ship, guests will be required to make reservations. • For inclusive onboard restaurants, guests are required to adhere to the social distancing practices when lining-up with markers available for reference. • Guests will also be given a pre-set timing if the restaurant capacity has reached its peak. In addition, meal timings have been extended to allow more options for guests with informative screens indicating the status and capacity of the dining venues. • 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. 	<ul style="list-style-type: none"> • Self-service at the buffet is now discontinued. • The crew will serve guests from behind the food lines while wearing PPE. • Guests can move from station to station but cannot take items from the stations, including condiments. • The dedicated team is continually cleaning and sanitising frequently touched areas. The occupancy will be capped at 50%.

S/N	Question		
17	Is there a minimum or maximum age for cruising?		
	Costa Cruises	Dream Cruises	Royal Caribbean International
	<ul style="list-style-type: none"> • Passengers/infants need to be above 6 months old to be allowed to board the ship. 	<ul style="list-style-type: none"> • World Dream welcome all guests above 6 months old for our Super Seacation cruises. 	<ul style="list-style-type: none"> • Infants sailing on a cruise must be at least 6 months old as of the first day of the cruise. • The minimum age to sail unaccompanied on sailings from Singapore will remain at 18 years old. • There is no limit for guests aged 70 or older; however, we recommend that anyone considered to be 'at risk' by health authorities, consult with a medical professional prior to booking their travel.

CLIA Membership

18. How do we join the CLIA Travel Agent membership?

Interested travel agents can submit an application on our website: <https://cliaasia.org/join-clia/> to info-aus@cruising.org.

19. Does CLIA have any complimentary courses for agents?

CLIA has launched a free course: Cruise Champion to support the industry in understanding the strict regulations that govern cruising operations worldwide. Access the course here: <https://clia.getlearnworlds.com/course?courseid=cruisechampion>

Restart of Cruise beyond Singapore

20. Who can join the sailings out from Singapore?

Pilot sailings will only be open to Singapore Residents which include Singaporeans, Permanent Residents and Long-term Pass Holders.

21. When will I be able to sell cruises out from Singapore in my market (outside of Singapore)?

The government will monitor the outcomes of the pilot sailings carefully in the coming months before deciding on the next steps for cruises.

Cruise Lines Contact

Costa Cruises	Dream Cruises	Royal Caribbean International
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