CLEANING PROCEDURES

Increased sanitation of all contact surfaces such as handrails, tables, chairs, desks, work surfaces, door handles, telephones and elevator controls in both front and back of house will be conducted hourly with higher concentrated solutions.

- All cleaning solutions will meet or exceed EPA standards.
- We will conduct a twice-daily fogging of all public and crew spaces.
- Multi-purpose disinfecting wipes will be made available for all guests to carry and be placed inside staterooms.

RESTAURANT AREAS

- Hand washing stations will now be available outside each dining area.
- All self-service buffets will currently suspended. Waiters will be stationed at the buffets to serve food to the guests.
- Crew will sanitize all frequently touched surfaces in restaurant areas hourly.
- Crew will sanitize all back of house areas such as pantries and office areas.
- Sanitize Logs will be accurately maintained, and records kept on file.
- Guest swipe cards will not be handled – staff will now manually type in cabin numbers.
- We have removed all communal used items such as salt/pepper pots, sugar bowls and butter bowls. These items will be replaced with single-serve sachet items.
- All tables, chairs and counter tops will be sanitized on the hour – or when vacated by the guest, whichever comes first.
- All table items will be removed each time a table is vacated. All crockery, glassware and cutlery will be washed even if unused.
- Menus will now be single-use paper printed and be discarded after each use.

BAR DEPARTMENT

- All self-service areas are currently suspended.
- We’ve discontinued general service of bar snacks (e.g. nuts, chips, etc). Guests may have an individual bowl of snacks upon request.
- When a guest has vacated an area, the bar staff will clear the glasses, sanitize the tabletop or bar counter, the chair armrests or stool and the drinks menu.
- All frequently touched surfaces in the bar areas – such as door handles and handrails – will be sanitized hourly.
- Sanitize Logs will be accurately maintained, and records kept on file.
- Guest swipe cards will not be handled – staff will now manually type in cabin numbers.
SHORE EXCURSIONS AND MOTORCOACHES

- All bus seats, windows and handrails will be sanitized with an EPA-approved solution each day before the first guests arrive.
- Stepwell handrails, seat handrails and seats will be cleaned after each service and sanitized every hour.
- The bus restrooms will be sanitized with an EPA-approved solution after each use and several times per day beyond that.
- Liquid hand sanitizer dispensers will be available at the motorcoach doors for all guests.
- All shore excursions will be conducted within the guidelines of the local municipalities we visit.

STATEROOMS

Cabin staff will clean all surfaces of staterooms with EPA-approved solutions. Additionally, each stateroom will receive a follow-up electrostatic fogging after each guest departure.

DECK DEPARTMENT

All deck rails, public swimming pools, the gangway and other external hardpoints to be thoroughly sanitized at least every hour. When the gangway is in use, sanitation will occur every half-hour.