

Health and Hygiene Concept for your Bike and Barge Tour

Dear Guests,

we are delighted to be able to start the season with you.

By means of this concept, we want to make sure to sufficiently safeguard your and the ship crew`s health and safety, and to guarantee the best possible hygienic measures on our route.

You as our guest, the captain and his crew as well as the tour management of SE-Tours, commit themselves to comply with the following regulations and to show consideration for each other.

The team of **SE-Tours** gives you a warm welcome on board!

1. Pre-Boarding

You will receive the following hygiene concept prior to departure.

- Filling out the enclosed health declaration form, you confirm that you are in good health, and that you do not display any signs or symptoms associated with COVID-19 prior to boarding.
- The health declaration form has to be handed in at the check-in or respectively, for coach tours, at the coach operator prior to getting on the bus.
- The coach operator or respectively the cruise captain is entitled to deny boarding to guests in case of false declaration or exhibition of symptoms indicative of COVID-19.
- The health declaration form will be treated according to the General Data Protection Regulation (GDPR).

Please bring along adequate nose and mouth protection in sufficient quantity for own use.

2. Minimum Standard during Covid-19-Pandemic

The guideline agreed by the members of the IG RiverTour (www.igrivertour.com, Basel, May 2020) for a minimum standard aboard a ship relates to shipboard operations of river tour vessels. **SE-Tours** strongly supports these standards. Basically, the following regulations have been incorporated:

- The minimum standards may be adapted by the shipping company if other rules apply in the area of operation than provided for in the standard.
- These measures are based on the protection concepts and recommendations issued by the official authorities and have been standardized for European passenger shipping.
- The captain is responsible for the safety on board the ship.
- The hotel manager or another designated person is responsible for implementing the hygiene regulations on board.
- At all times, the safety, health and well-being of passengers and crew on board are of the highest priority.

In case of further relaxation of the requirements through official authorities, the guidelines of hygiene standard will be adapted respectively.

3. Basic Rules

- Operational procedures are designed in such a way that a distance of at least 1.50 metres is maintained between persons.
- Where this distance cannot be maintained, protect yourself and all persons on boards wearing your own mouth and nose protection.
- We would like to ask you to avoid handshakes and hugs.
The crew is provided with appropriate protective equipment for the situation, consisting of disposable gloves, aprons or protective masks, which is changed regularly.
- On board, instructions with information on how to protect yourself from infection are placed prominently.

4. Passenger Health

- By means of the enclosed health declaration form, you have already been asked about your state of health and about possible Covid-19 diseases in your social environment.
- Boarding is permitted only with a completed health declaration form.
- At check-in, properly trained crew members will perform standard screening procedures that determine whether a passenger can board or not. (see also under Embarkation).
- The captain is entitled to deny boarding to guests in case of false declaration or exhibition of symptoms indicative of COVID-19.
- If you feel unwell, please inform immediately your SE-Tours management or the reception – ideally use the phone. As a precaution, you will be tested with a contactless clinical thermometer.
- Also during the voyage, you will regularly be questioned about your state of health.
- The distance rules of 1.50 m apply to all persons on board.

- ***Please wear the mouth and nose protection you have brought along in all areas of the ship, apart from your private cabin and during meals, in order to protect yourself and all persons on board the ship.***
- Please avoid entering other passengers` cabins, unless you belong to the same household.

5. Crew Health

- Each crew member boards with a completed health declaration form or medical certificate.
- The captain and crew are tested once a day with a contactless clinical thermometer.
- All crew members are regularly questioned about their state of health.
- Before the first journey, the crew has been trained in the use of personal protective equipment and hygiene measures.

6. Hygiene on Board

Preventing the spread of infections is a top priority. Public areas are regularly disinfected.

The captain and the crew are requested to observe personal and hand hygiene. For this purpose, appropriate instructions will be given regularly.

- When cleaning the cabins, the crew access to each cabin always requires prior hand disinfection.
- After the cleaning of each cabin, cleaning wipes must be disposed of in the appropriate manner in order to prevent cross-contamination.
- Items shared by passengers (magazines, journals or bar snacks) will no longer be available.
- The crew is required to wear a mouth and nose protection.

Hygiene Measures:

- Sufficient quantities of hand disinfectant for all persons on board are available
- All employees who come into contact with guests and are not protected by a partition must wear personal protective equipment appropriate to the situation. Personal protective equipment is changed regularly and, after use, disposed of in a closed waste bin.

- All persons on board the ship must maintain a distance of 1.50 meter from other people.
- Please wash your hands regularly with water and soap for at least 30 seconds. This is particularly important before the meals and after coming back on board from your excursion.

7. Reporting

The personal data of passengers and crew are known to the shipping company and to the tour operator, and are recorded in compliance with the GDPR, and will be deleted after the applicable data retention period.

8. Embarkation

On the day of embarkation, by means of the health declaration form, passengers are asked about their state of health (this could also be done on the bus that takes you to the ship).

- Before boarding, your temperature will be taken with a contactless thermometer.
- Please disinfect your hands when you access the ship.
- The crew will disinfect all pieces of luggage before boarding (handles). During the loading, the ship`s crew wears suitable personal protective equipment.
- The entrance to the ship is controlled by a crew member.
- Please respect the distance marks on the floor in front of the reception desk.
- The check-in at the reception desk takes place cabin by cabin, please maintain a minimum of 1.50 metres of distance from the other passengers.

Depending on the number of passengers, there may be **assigned times for embarkation**, these will be communicated in written prior to departure. Please respect the indicated time to avoid waiting times. Neither an earlier check-in nor the access to the ship prior to boarding will be possible.

9. Public Areas

Lobby / Reception

Plexiglas of adequate size or something similar, protects reception staff and passengers.

The reception desk, keys and boarding cards are regularly disinfected.

The ship lobby is not a meeting point for excursions or other activities.

Restaurant

Passengers sharing the same cabin/ belonging to the same household sit together.

A distance of 1.50 metres must be maintained between the groups of guests to the front and sides "shoulder-to-shoulder", and to the rear "back-to-back". If there is a separating element between the guest groups, the minimum distance is not applicable.

If the distance in the restaurant cannot be maintained and there is no other area available, all meals may be served in two seatings if necessary. The meal times between "early" and "late" may differ from day to day. Please respect the scheduled time for your group for organisational reasons.

All meals are served (no buffet, including breakfast).

Shared items such as table spices, cutlery baskets, butter pots will not be available.

The crew must use the appropriate personal protective equipment in the food processing area and guest area.

Bar / Lounge / Sun Deck

- Standing areas will not be available in order to avoid group formation.
- Seating at the bar counter will be removed.
- Drinks and snacks will be served exclusively. Please do not share snack bowls with other guests.
- Live-entertainment is possible with the applicable physical distance.
- Dancing parties will not be held.
- Parlour/board games are not provided.
- The library remains closed.
- Briefings by the captain or the tour manager will be held in accordance with the applicable physical distance.

10. Galley

Cleaning is carried out in strict compliance with the highest hygiene measures. The crew wears the appropriate personal protective equipment in the food, storage/processing area as well as in the guest area. Increased disinfection of the work surfaces in compliance with food-safety will take place.

11. Cabins

The cleaning of your cabin will be made in such a way as to avoid cross-contamination. After each cabin cleaning, hands are disinfected, cleaning wipes and gloves are changed.

Disinfection of door handles, remote controls, telephone, etc., in the cabins are made on a daily basis.

Remote controls may be covered with a plastic protection to make disinfection easier.

12. Bike and Barge Tours

Due to the current COVID 19 pandemic, there may be restrictions on board. These are temporary, government-mandated restrictions that may vary regionally.

Entering and leaving the ship will be organised by tour management and crew in compliance with applicable physical distance rules.

The tour management and crew will prepare all bicycles (also own bikes) ashore, keeping the 1.50 m-distance. In this is not possible, the handover of the bikes can be staggered.

During the journey, please always ensure you use the bike that has been assigned to you.

Tour management and crew disinfect saddle and handle after bringing the bicycles on board and from board.

When all bikes are back on board or are locked up on land overnight, tour management and crew will disinfect saddle and handle.

During the handover or the return of the bikes, tour management and crew wear mouth and nose protection and gloves.

The only meeting point for excursions will be in front of the ship, please keep the required physical distance.

We would like to ask to keep the applicable distance also during the cycle tours. Please cycle individually and exclusively with members of the same household in order to avoid group formation.

Keep a distance while cycling and avoid group formation at points of interest.

13. Cases of Illness on Board

If there is a suspected case of illness on board, the following procedure applies:

- At the first signs of an illness, please refer immediately to the SE-Tours tour management or to the reception – preferably use the phone – and follow their instructions.
- The passenger and the person sharing the cabin will be isolated immediately (this is valid also for family members in other cabins)
- The person is immediately equipped with personal protective equipment.
- The passenger agrees in writing to remain in self-isolation until the arrival of the medical team/the authority and to avoid contact with other people. This applies until the medical condition has been clearly determined by qualified personnel.
- The local regulations regarding the activation of medical services are observed as well as the regulations of the respective medical authorities and the local government.
- At all times the shipping company keeps accurate records of all steps taken.

I have read and understood the receipt of this hygiene concept as well as the contents and confirm this on the following page by signing the health questionnaire.