



# **Framework for UK Cruise Operations during COVID-19 for passengers**

**Version: 01**

**Last Updated: 02 October 2020**

CHAMPIONING AND PROTECTING

Table of contents

|   |   |
|---|---|
| <b>PURPOSE</b> .....  | 2 |
| <b>1. GENERAL PRINCIPLES FOR TRAVELLING SAFELY DURING THE COVID-19 OUTBREAK</b> ..... | 3 |
| 1.1. Travelling safely.....   | 3 |
| 1.2. Reasons not to travel .....  | 3 |
| 1.3 Before you go on a cruise.....  | 3 |
| <b>2. MEASURES TAKEN PRIOR TO EMBARKATION</b> .....                                   | 4 |
| 2.1 Communication .....   | 4 |
| 2.2 Screening .....   | 4 |
| 2.3 Travel Insurance .....  | 4 |
| <b>3. MEASURES TAKEN AT EMBARKATION PORT</b> .....                                    | 4 |
| 3.1 Arrival at the sea or airport .....   | 4 |
| 3.2 Passenger screening.....  | 5 |
| <b>4. ONBOARD</b> .....   | 5 |
| 4.1 Onboard public venues .....   | 5 |
| 4.1.1 Food/Beverage .....   | 5 |
| 4.1.2 Entertainment .....   | 5 |
| 4.1.3 Exercise and recreational water facilities .....                                | 5 |
| 4.1.4 Non-venue public spaces .....   | 5 |
| 4.1.5 Hair and beauty salons, and close-contact services.....                         | 5 |
| 4.1.6 Shops .....   | 5 |
| 4.1.7 Nursery and children’s play areas .....   | 5 |
| 4.1.8 Passenger self-service laundrettes .....  | 6 |
| <b>5. VISITING AWAY PORTS</b> .....   | 6 |
| 5.1 Communications.....   | 6 |
| 5.2 Screening .....   | 6 |
| 5.3 Shore excursions .....  | 6 |
| <b>6. DISEMBARKATION</b> .....  | 6 |
| 6.1 Arrival in the UK .....   | 6 |
| 6.2 Self-isolation.....   | 6 |
| <b>7. WAYS TO REMAIN SAFE</b> .....   | 7 |
| 7.1 Social distancing .....   | 7 |
| 7.2 Hand washing .....  | 7 |
| <b>8. ANNEX</b> .....   | 8 |
| Annex 1 Pre-boarding health declaration questionnaire .....                           | 8 |

## PURPOSE

The purpose of this document is to identify measures and provide recommendations **for passengers** to travel safely when travelling on a cruise ship, in the context of Coronavirus (COVID-19). This framework has been developed by the UK Chamber of Shipping in partnership with key sector stakeholders. The UK cruise sector covers a diverse range of ports, ships, and voyages. It is up to each organisation to arrive at a suitable risk control strategy based on the range of ports, ships, voyages and operations it provides.

The document outlines general measures which may be taken to enable a phased reopening of cruise travel during the COVID-19 pandemic and provides that the safety and well-being of passengers is paramount. The scientific understanding of COVID-19 is being constantly updated, and the response to it will likewise have the ability to evolve to reflect those changes to match associated risks.

Where applicable and practical this document will adopt UK Government COVID-19 guidance issued by the UK Government. In other words, UK guidance designed for situations ashore will be replicated on-board cruise ships, where appropriate.

Please note, many of the guidance sources provided throughout this document apply to England only. There may be different guidance in Scotland, Wales and Northern Ireland, as well as other countries. Passengers should check the equivalent guidance depending on area of operation.

## 1. GENERAL PRINCIPLES FOR TRAVELLING SAFELY DURING THE COVID-19 OUTBREAK

### 1.1. Travelling safely

You should help control COVID-19 and [travel safely](#) by:

- Avoiding the busiest times and routes to get to your embarkation port
- Keeping [socially distanced](#) when you travel
- Washing your hands with soap and water, or sanitising them regularly

### 1.2. Reasons not to travel

You should not travel if you fall into a category outlined by current safe travel guidance, which includes if you:

- Are experiencing any [COVID-19 symptoms](#)
- Are self-isolating as a result of COVID-19 symptoms
- Are sharing a household or support bubble with somebody who has experienced COVID-19 symptoms in the last 14 days
  - o [protect yourself and others in England](#)
  - o [protect yourself and others in Northern Ireland](#)
  - o [protect yourself and others in Scotland](#)
  - o [protect yourself and others in Wales](#)
- Have been advised that you must self-isolate by the NHS test and trace service
  - o [test and trace in England](#)
  - o [test and trace in Northern Ireland](#)
  - o [test and protect in Scotland](#)
  - o [test and trace in Wales](#)

### 1.3 Before you go on a cruise

Before booking a cruise, you should:

- Check the [Foreign, Commonwealth and Development Office \(FCDO\) travel advice on cruise ship travel](#)
- Check the [FCDO travel advice](#) for countries the cruise will call at
- Check whether you fall under the category [of clinically vulnerable or clinically extremely vulnerable](#) as you may be on the cruise line operators exclusion policy
- Check the latest health advice for your destination
- Speak to your [travel insurer](#) and check you have coverage
- Complete the [passenger locator form](#) before (re-)entering the UK
- You will not be able to travel if you are displaying [COVID-19 symptoms or meet the criteria set out in paragraph 1.2.](#)

Prior to embarking on a cruise, you should understand the public health requirements of your destination country, [restrictions on re-entering the UK](#) and read the following guidance:

- [essential international travel guidance](#)
- [foreign travel advice for each country](#)
- [guidance for British citizens travelling abroad](#)

Where possible, the cruise operator or the travel agent will inform you of measures to minimise the transmission of COVID-19.

## **2. MEASURES TAKEN PRIOR TO EMBARKATION**

### **2.1 Communication**

You will be provided with relevant public health information as well as relevant pre-travel information about mitigating the risk of COVID-19. This will be provided by either the travel agent or the cruise operator at the time of booking. If you are self-isolating at the time your cruise holiday approaches, you should contact your cruise operator.

### **2.2 Screening**

You will be screened prior to embarking on the cruise, and if you are identified as having been exposed or potentially infected by COVID-19 you may be denied boarding.

You may be asked to fill out a health declaration questionnaire (found at [Annex 1](#)) close to the day of departure but prior to arriving at port. If you are identified as having been exposed to, or likely to have been infected by COVID-19, you may be told not to travel to the port.

### **2.3 Travel Insurance**

[Travel insurance](#) is strongly recommended by the UK Government. You should take out appropriate travel insurance for overseas trips. Due to the current global situation, you are advised to check your COVID-19 related cover such as medical costs and travel disruptions. It is your responsibility to have the appropriate travel insurance at the time of travel.

You should check that you have complied with current [travel insurance related guidance](#). Failure to have appropriate insurance may leave you liable for costs associated with your medical care and repatriation.

## **3. MEASURES TAKEN AT EMBARKATION PORT**

### **3.1 Arrival at the sea or airport**

Enter the port terminal on your own, unless you are embarking with members of your household or support bubble, where relevant. Non-passengers should only enter the port terminal where needed. For example, accompanying or picking up a passenger requiring assistance, such as a disabled person.

You will be asked to adhere to the current guidance regarding the wearing of face coverings. Unless you have an [exemption](#) or legitimate reason not to, you must wear a [face covering](#) in enclosed areas of port terminals in England. You must wear a face covering in all areas of port terminals in Scotland. In Wales and Northern Ireland, it is recommended that you wear a face covering in port terminals.

Treat staff and other passengers with respect. Please remember that there are some circumstances where people may not be able to wear a face covering including for health, age or equality reasons which may not be visible.

Follow instructions from port and cruise operator staff, which may include:

- where to sit
- how to queue at check-in, security or when boarding the cruise vessel or [aircraft](#)
- instructions on screens, barriers or floor markings
- requests to move to less busy areas

### **3.2 Passenger screening**

Upon arrival at the port, you may be medically screened as a pre-boarding precaution to try and identify any symptomatic passengers. The pre-boarding screening measures will be organised into two phases, primary screening and secondary screening.

Primary screening usually includes an initial assessment by non-medical cruise or port staff. This may include using a health declaration questionnaire (found at [Annex 1](#)), observing whether you have any COVID-19 symptoms and checking your body temperature.

If you are suspected of having COVID-19 symptoms or may have been exposed to someone with COVID-19 you may be referred to secondary screening. Secondary screening may include an in-depth interview, a focused medical examination, a second temperature check and potentially a COVID-19 test.

If secondary screening concludes you have COVID-19 or has been exposed to COVID-19, you will be denied boarding.

## **4. ONBOARD**

### **4.1 Onboard public venues**

#### **4.1.1 Food/Beverage**

Food and beverage venues will be set up to follow the [onshore guidance](#).

You may be required to:

- Pre-book a table at all the food or beverage venues onboard or be given an allocated time for each meal
- Only dine with your household or travelling group

#### **4.1.2 Entertainment**

The entertainment programme will be adapted to minimise risks during events. The operator will be able to provide you with updated information on how these venues will work in accordance with [UK Government guidance](#).

#### **4.1.3 Exercise and recreational water facilities**

Specific guidance for this will be on your cruise line operator's website, and it will be subject to current [UK Government guidance](#).

#### **4.1.4 Non-venue public spaces**

Specific guidance for this will be on your cruise line operator's website, and it will be subject to current [UK Government guidance](#).

#### **4.1.5 Hair and beauty salons, and close-contact services**

Specific guidance for this will be on your cruise line operator's website, and it will be subject to current [UK Government guidance](#).

#### **4.1.6 Shops**

Specific guidance for this will be on your cruise line operator's website, and it will be subject to current [UK Government guidance](#).

#### **4.1.7 Nursery and children's play areas**

Specific guidance for this will be on your cruise line operator's website, and it will be subject to current [UK Government guidance](#).

#### **4.1.8 Passenger self-service laundrettes**

Passenger laundrettes may be closed to passengers. You should bring enough clothing for the duration of your cruise.

### **5. VISITING AWAY PORTS**

#### **5.1 Communications**

If you decide to visit local areas at destination ports, you should be aware of any unique or different national or local preventive measures and laws provided by local or national public health authorities regarding COVID-19.

#### **5.2 Screening**

If you go ashore at away ports, you may be screened before re-embarking on the ship.

#### **5.3 Shore excursions**

Cruise line operators will inform you of any external excursion and tours offered by the operator. You will be required to follow health protection measures, including social distancing, use of face coverings, and hand hygiene. You may also be subject to local health requirements. Operators may also request that if you are going on a shore excursion to wear face coverings, even if it is not a local requirement.

### **6. DISEMBARKATION**

#### **6.1 Arrival in the UK**

On arriving in the UK, you must comply with [border and immigration requirements](#). You must show proof of a completed [passenger locator form](#) at the UK border.

This applies to people entering the UK from all countries. It applies to UK residents and visitors.

You should leave the port terminal as quickly as possible. Access to the terminal is limited to passengers, crew members and staff.

Non-passengers should only enter the port terminal where needed, for example when accompanying or picking up a passenger requiring assistance.

#### **6.2 Self-isolation**

You may need to [self-isolate on your arrival in the UK](#). Whether you need to self-isolate, and for how long, depends on where you have been in the previous 14 days.

Read more about the rules to find out if you need to self-isolate, and for how long, if you are:

- [arriving in England](#)
- [arriving in Northern Ireland](#)
- [arriving in Scotland](#)
- [arriving in Wales](#)

Certain other groups of people are also [exempt from the need to self-isolate](#) - you will need to check self-isolation requirements before you travel.

## **7. WAYS TO REMAIN SAFE**

### **7.1 Social distancing**

The risk of transmission increases the closer you are to another person with COVID-19 and the longer you spend in close contact. Wherever possible and practical, you should:

- keep an appropriate distance from people outside your household or support bubble, where relevant
- minimise the time you spend near other people

Read more about:

- [social distancing in England](#)
- [social distancing in Northern Ireland](#)
- [social distancing in Scotland](#)
- [social distancing in Wales](#)

### **7.2 Hand washing**

Washing your hands is one of the most effective ways to reduce the risk of coronavirus transmission. Guidance on [staying safe and alert](#) must be adhered to.

You should:

- wash your hands regularly with soap and water for at least 20 seconds, particularly after touching surfaces
- use hand sanitiser if hand washing facilities are not available
- be aware of the surfaces you touch
- be careful not to touch your face, mouth or eyes
- cover your mouth and nose with a tissue or your elbow when coughing or sneezing
- consider bringing your own supply of hand sanitiser for the cruise

## 8. ANNEX

### Annex 1 Pre-boarding health declaration questionnaire

The questionnaire is to be completed by all adults prior to embarkation

| NAME OF VESSEL   | CRUISE LINE   | DATE AND TIME OF ITINERARY | PORT OF DISEMBARKATION |
|--|---|----------------------------|------------------------|
|  |   |                            |                        |
| Contact telephone number for the next 14 days after disembarkation           |   |                            |                        |
| First name as shown on ID Card/Passport                                      | Surname as shown on ID Card/Passport                                      |                            | CABIN NUMBER           |
|  |   |                            |                        |
| First name of all children travelling with you who are under 18 years of age | Surname of all children travelling with you who are under 18 years of age | Guardians name             | CABIN NUMBER           |
|  |   |                            |                        |
|  |   |                            |                        |
|  |   |                            |                        |
|  |   |                            |                        |

### Questions

| Within the past 14 days   | YES | NO |
|---|-----|----|
| Have you, or has any person listed above, shown symptoms of a high temperature, a new continuous cough, shortness of breath, a loss or change to taste or smell?                |     |    |
| Have you, or has any person listed above, had close contact with anyone diagnosed with COVID-19?  |     |    |
| Have you, or has any person listed above, provided care for someone with COVID-19 or worked with a health care worker infected with COVID-19 without using the appropriate PPE? |     |    |
| Have you, or has any person listed above, visited or stayed in close proximity to anyone with COVID-19?   |     |    |
| Have you, or has any person listed above, travelled from, to or through an area subject to governmental lockdown?   |     |    |
| Have you, or has any person listed above, travelled with a patient with COVID-19 in any kind of conveyance?   |     |    |
| Have you, or has any person listed above, lived in the same household as a patient with COVID-19?   |     |    |
| Have you, or has any person listed above, been contact by a national Track and Trace authority?   |     |    |