



## COVID-19 Operating Recommendations

### Introduction

Cruise Britain has worked with a representative sample of member ports and service providers to produce an aligned set of recommendations for consideration as the cruise industry restarts in the UK. Thanks must go to all those who shared information, thoughts and guidance.

The recommendations have been developed to support the shoreside sector to plan, prepare and execute and to give confidence that all those involved are as aligned as possible. This set of operating recommendations should always be considered in conjunction with local, regional or national guidelines in force at the time of any cruise call.

In addition to recommendation pointers, useful reference links have been included so that all can access centralised information. Recommendations for consideration reflect the situation at the time of distribution and may change with developments. It is not possible to clarify how long certain recommendations are advisable for. The recommendations are not meant to be prescriptive, exhaustive and cannot claim to provide solutions for every occasion or operation.

Operators will be working within the parameters of the UK Framework for Cruise Operations as published by the UK Chamber of Shipping in partnership with all relevant stakeholders, and all appropriate staff should be familiar with applicable sections of this comprehensive document. In addition, all cruise line operators will have published, and had accredited, their COVID-19 Management Plans by the time they resume operations, and it is recommended that these be included in staff information.

### Key principles for consideration

The principles below can be used as a checklist to support work that may already be in place or be being considered.

#### Assumptions

The following assumptions have been made when compiling this document.

- Operators comply with the UK Framework and have a comprehensive COVID-19 Management Plan
- Hands/face/space mitigating requirements are likely to remain in place during and after the relaxation of legal restrictions in the UK
- All passengers have a negative test prior to embarkation. Operators are likely to continue this regardless of vaccination programmes.

Definitions (these align with EU Healthy Gateways with note re key/contingency ports)

“Home port”: the port where cruise ship passengers embark to start the cruise and disembark the cruise ship at the end of the cruise. The home port should fulfil the criteria of a key/contingency port

and should always be the contingency port, but additional contingency ports could be defined by the operator.

“Key/Contingency port”: a port as designated by the cruise line within the voyage plan that can fulfil the same criteria as the home port in managing an outbreak including repatriation requirements.

Note: For Phase 1 of restart (domestic cruising) the key port is almost certain to be the home port.

“Transit port”: the port of call which is an intermediate stop for a cruise ship on its sailing itinerary, where passengers will get on and off ship for excursions. It is not known to be a requirement that transit ports can also be key/contingency ports.

## **HOME PORTS**

### **Planning**

- Risk-assessed COVID-19 Management Plan to include core capacity assessment of port and supporting resources
- Sight of relevant operator and ship's COVID-19 Management Plan

### **Communication and liaison**

- Communication
  - operators
  - staff
  - volunteers
  - community
  - stakeholders
  - media
- Designated liaison point with Port Health and other bodies as appropriate e.g. Public Health/NHS, Environmental Health, Port senior management team
- Clear reporting line, actions and responsibilities in event of case(s)
- Emergency contact list to include all relevant agencies and cruise line contacts

### **Staff**

- Testing for staff if required and process for reporting staff cases where in contact with guests. Lateral flow tests currently being provided to all employers by UK Govt. Some operators will provide testing – to be raised with operators.
- No non-essential access to terminal or vessel for staff or visitors
- Staff boarding vessel for any reason should comply with essential operator protocols

### **Passenger management**

- One-way flows
- Clear graphic signage especially for hands / face /space requirements
- Reduced personal contact points
- Reduced touchpoints
- Increased sanitation of infrastructure and facilities
- Optimised ventilation
- Assess feasibility of on-pier/within terminal retail management options

### **Embarkation / Disembarkation**

- Operator testing protocols – communication with operators on handling regime
- Any requirement for longer embarkation / disembarkation times to accommodate passenger numbers and/or operator protocols

- Provision of COVID-19 secure security screening methodology
- Temperature scanning in conjunction with any requirement by operators
- Baggage handling options and sanitisation
- Check-in: screening requirements particularly where social distancing cannot be maintained, signage, contact-less options
- Requirement for holding areas for passenger cohorts
- Requirement for medical/isolation area
- Capacity control and queue management
- Meet & Greet: reduction in contact points

## **TRANSIT PORTS**

### **Planning**

- Risk-assessed COVID-19 Management Plan to include core capacity assessment of port and supporting resources
- Sight of relevant operator and ship's COVID-19 Management Plan
- Clear understanding of protocols undertaken at embarkation port
- Clear understanding of operator passenger bubble requirements in conjunction with local requirements

### **Communication and liaison**

- Communication
  - operators
  - staff
  - volunteers
  - community
  - stakeholders
  - media
- Designated liaison point with Port Health and other bodies as appropriate e.g. Public Health/NHS, Environmental Health, Port senior management team
- Clear reporting line, actions and responsibilities in event of case(s)
- Emergency contact list to include all relevant agencies and cruise line contacts
- Reporting to vessel on local/regional restrictions prior to arrival. Bespoke reporting through port agent may be required.

### **Staff**

- Testing for staff if required and process for reporting staff cases where in contact with guests. Lateral flow tests currently being provided to all employers by UK Govt. Some operators will provide testing – to be raised with operators.
- No non-essential access to terminal (where applicable) or vessel for staff or visitors
- Staff boarding vessel for any reason should comply with essential operator protocols

### **Passenger management**

- One-way passenger flows, if feasible, which also should be considered for tender operations
- Clear graphic signage for hands / face /space requirements. Where will it be and is there something with a local flavour that can be incorporated into signage
- Meet & Greet: reduction in contact points
- Reduced touchpoints with minimum handouts or leaflets
- Increased sanitation of infrastructure and facilities
- Optimised ventilation (inside space)

- Assess feasibility of on-pier/within terminal retail management options
- Requirement for medical/isolation area or clear protocol as to reporting/actions
- Traffic control of excursion buses (if applicable) with incorporated passenger flows (one way)
- Capacity in terminal building/pier area and queue management

## **SERVICE PROVIDERS**

### **Planning and reporting**

- Risk-assessed COVID-19 Management Plan
- Sight of relevant operator and ship's COVID-19 Management Plan
- Designated liaison point with port and/or operator as appropriate
- Clear reporting to port and operator in event of staff case(s)

### **Staff**

- Consideration given to staff welfare facilities – reducing capacity where appropriate and indicating any changes or restrictions with clear signage
- Pre-shift briefings given either in smaller teams or outside/socially distanced
- Testing for staff if required and process for reporting staff cases where in contact with guests. Lateral flow tests currently being provided to all employers by UK Govt. Some operators will provide testing - to be raised with operators.
- Clear plan/strategy in place in the event a member of staff develops symptoms or tests positive whilst undertaking duties
- Staff boarding vessel for any reason should comply with essential operator protocols

### **Passenger management**

- Reduced personal contact points
- Reduced touchpoints
- Provision of digital information where possible

### **Tour management**

- Passenger shore ex bubbles with no independents may be an operator requirement
- Transportation: increased hygiene and sanitisation before/between/after tours/transport
- Tours:
  - reduced contact with guides
  - use of audio/digital devices
  - alternative outdoor or small-scale tours (guidance required from cruise lines)
  - risk -assessment to include contingency plans in event passenger/staff unwell
- Sight of visitor attraction, hospitality, third party COVID-19 Management Plans

**SAMPLE GRAPHICS** are available from other members – please contact Cruise Britain if required. Graphics are also available for download from government/public health sites and many local council sites.

**WHAT IF SCENARIOS:**

A sample list below for consideration to ensure inclusion within management plan

- Vessel arriving with suspected / confirmed Covid case
- Suspected Covid case whilst alongside
- Suspected Covid case if passenger ashore
- Suspected Covid case among staff with cruise interaction
- Increase in Covid cases in local area prior to any government advice

**RESOURCE LINKS**

- UK Framework for Cruise Operations: [Executive Summary](#) & [Operators Framework](#)
- [CLIA cruise line member policy summary](#)
- [EU Healthy Gateways](#)
- [EMSA Cruise Guidance](#)
- [Tour guiding](#)
- [Visitor economy guidance](#)
- [Heritage Locations](#)
- [Hospitality Protocols](#)

**CRUISE LINE PROTOCOLS: CONSUMER LINKS**

[Cunard](#)

[Fred Olsen](#)

[MSC](#)

[P&O Cruises](#)

[Princess Cruises](#)

[Royal Caribbean Group](#)

[Saga Cruises](#)

[Viking Cruises](#)

[Virgin Voyages](#)

**Disclaimer**

This document is not a legal document and is issued without prejudice. The operating considerations are expected to undergo revision as further guidance and operational practices develop or become necessary. This document should be read in conjunction with the latest Government social distancing guidelines, restrictions and health recommendations; in conjunction with the UK Framework for Cruise Operations published by the UK Chamber of Shipping, and in conjunction with individual operator COVID-19 Management Plans and protocols.