



Dear guests,

As members of the AIDA family, we take responsibility for each other. The health and safety of our guests and crew always come first. That is why we have always followed high standards of hygiene and safety on board our ships, in excess of the legal requirements, and why we now have additional measures on board. Thank you very much for your support and your continuous trust.

Always up-to-date: All important information on topics such as health, safety, COVID-19 test and travel conditions can always be found up-to-date at → www.aida.de/covidinfo

For your safety: social distancing and face masks

- The rules on land also apply on board: Guests and crew keep a distance of at least 1.50 meters from each other. Face masks are mandatory for guests and crew in all indoor areas, except in restaurants and bars while seated, on fitness equipment or during sport sessions and of course in the cabin. In outdoor areas, a face mask only applies if the minimum social distance of 1.5 meters cannot be maintained.
- We support the social distancing guidelines by means of adjusted capacities of the ship and all areas on board, staggered arrival and departure by groups, optimized check-in, intelligent guidance systems and, where possible, contact-free service due to the expanded use of our digital and phone services.
- So that you are always on the safe side on shore, discovery tours are initially only possible as part of guided AIDA excursions. The increased hygiene and safety measures also apply.

Hygiene and cleanliness: additional measures

- On the day of arrival and during the trip, all ships are extensively cleaned and disinfected.
- Enhanced cleaning and disinfection measures are carried out in the staterooms and all public areas according to a fixed schedule around the clock.
- All staterooms and public areas are constantly supplied with fresh air.
- We have additional disinfectant dispensers at the check-in, in all public areas and in front of restaurants, shops, and the spa and fitness area.
- We provide full training of all measures and processes. The Hygiene Officer on board is responsible for monitoring compliance and for ongoing training of the crew.

Stay healthy: prevention before and during the cruise

- Every guest has to provide information on their general health and risk enhancing factors in relation to COVID-19 before the trip and at check-in.
- A negative COVID-19-PCR test result is a prerequisite for starting the trip. You can find all information about this → [here](#)
- Guests from German risk regions according to the RKI classifications or from certain risk countries take an additional COVID-19 quick test before check-in at the port terminal. Please note that this test does not replace the required COVID-19-PCR test prior to travel. You will find the daily risk assessment update → [here](#)
- At check-in, every time one boards and exits the ship during the trip and at check-out, each guest's body temperature is scanned using contact-free technology. In addition, a medical team is prepared to clarify symptoms and other indications on site.
- Before and during the cruise, we continuously inform our guests about our current health measures and rules of conduct on board.
- All crew members undergo COVID-19 tests before initial boarding and regularly during their deployment on board.

In good hands: the best possible medical care

- In our modern medical centers on board, we have expanded the team that is available around the clock for our guests and crew, even in case of an emergency.
- The ships are equipped with modern COVID-19 test kits and diagnostic equipment for quick diagnosis in the event of suspected cases.
- We have sufficient capacities on board for necessary individual isolation in the medical center or in designated staterooms.
- Our medical staff are trained in relevant test procedures and treatment methods.
- If COVID-19 is suspected during the trip, a free medical examination on board, including COVID-19 test, will be performed.
- In case of a necessary quarantine in the destination area, we organize free accommodation and the subsequent free return trip* home.

* The costs of any necessary further medical treatment on land and medically justified return transport are borne by the guest. We therefore recommend that you take out health insurance for your trip abroad.

Strong partners: global network of experts

- Our comprehensive health protocols and measures for dealing with suspected and confirmed cases of COVID-19 were drafted with medical experts and are guided by the current recommendations of leading institutions such as the World Health Organization (WHO), the Robert Koch Institute (RKI) and by the applicable regulations in Germany, Italy and the target destinations.
- The independent certification company SGS Institut Fresenius has assessed the comprehensive COVID-19 hygiene and preventive measures on board and will verify this after starting the voyages on board.
- We continuously observe the current development and are in close contact with renowned medical experts, the authorities and institutions, and our partners at the destinations.

