



Beyond Ordinary Care Frequently Asked Questions April 1, 2021

Synopsis: Here at Windstar Cruises, the health and safety of everyone on board is a top priority. We are connected to health industry experts and following regulatory requirements in every area of the world we sail. Our team is implementing additional technologies that go beyond these requirements as part of our new Beyond Ordinary Care program.

The Beyond Ordinary Care program is a multi-layered strategy with key hospital-grade elements: HEPA filters and UV-C germicidal irradiation to filter and disinfect the air, plus electrostatic sprayers to sanitize all surfaces throughout the yachts.

We are making a multi-million dollar investment in our fleet in an effort to provide a healthy environment while sailing on a Windstar yacht. Hospital grade high-efficiency particulate (HEPA) filters along with a UV-C air zapping process (ultraviolet germicidal irradiation) are being installed on board all Windstar yachts. This is a double whammy for extra protection.

Policies may change. It's important you [check back for updates](#) to policies and procedures before you travel to embark on your Windstar cruise.

PRE-CRUISE

Q: Where can the most up-to-date information on Windstar's handling of COVID-19 be found?

A: Windstar is always updating information and policies on the Health & Safety page on Windstar's website. For the most current information on Windstar's handling of COVID-19, please refer to the below link.

<https://www.windstarcruises.com/health-safety/>

Q: Will guests be required to get a COVID test prior to leaving home?

A: Guests are subject to the entry requirements of the country to which they are traveling. At this time a significant number of countries are requiring a PCR Test within 72 hours of arrival and/or boarding a flight to the country. Over time these entry requirements will likely evolve and change.

Q: Will testing be performed by Windstar prior to embarkation?

A: Yes, COVID-19 testing will be performed pier-side on embarkation day. There is no cost to guests for pre-boarding testing. The tests conducted will be a minimally intrusive nose swab (which is less intrusive than a PCR test), unless local health authorities require a PCR test. A negative test result is required to embark.

Q: Do guests with increased risk of severe illness have any additional requirements?

A: No, however, we recommend that guests in this category consult their physician prior to travel. Guests should also refer to the U.S. Centers for Disease Control and Prevention website for further information.

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

Q: Will crew be required to get a COVID test prior to leaving home and upon embarkation?

A: All crew will be PCR tested (with a negative result required) prior to departure from home, prior to their embarkation to their assigned ship, upon conclusion of a minimum 7-day onboard quarantine, and on a weekly basis thereafter until adjusted based on sound public health and medical guidance.

Q: Will guests receive information about Safety Protocols on board?

A: The most up-to-date information will always be on the Health & Safety page on Windstar's website. All guests will be sent a letter 7 days after booking advising them where Windstar's Health and Safety updates can be found on the website. A similar letter will be sent 7 days prior to departure. We highly recommend that guests check the Windstar website prior to departure as well as check on the official websites for the destination countries to be visited for all requirements.

Q: Are guests required to wear masks while traveling to the ship?

A: Guests will be strongly encouraged to wear masks during travel to the ship, as well as follow any mask mandates in place from local health authorities.

Q: If guests are exposed to COVID prior to travel will they be allowed to embark?

A: Guests will be allowed to embark if:

- they have a vaccine series completed at least 14 days prior to embarkation;
- their COVID-19 test at embarkation is negative; and
- they pass the pre-embarkation health screening (no symptom history, cough and/or difficulty breathing).

EMBARKATION

Q: How will Social Distancing be facilitated during embarkation?

A: Embarkation will be staggered. Check in and pre-boarding screening will happen at the port/terminal prior to boarding and all guests will be socially distanced during this process. Guests will not congregate in the lobby for check in.

Q: How will staggered embarkation work? How will guests know when to arrive at the ship for embarkation?

A: Windstar or Port Staff will assist in the staggered and socially distanced check-in process. Ship boarding times will be a range of hours, which will be communicated to the guests.

Q: What can I expect for the pre-boarding screening?

A: Guests will be checked for symptom history, cough and/or difficulty breathing.

Q: Will temperature checks be required as part of the pre-boarding screening?

A: No, Windstar will not check temperatures during embarkation unless required by local health authorities.

Q: Will Windstar supply masks or other equipment on board?

A: Each cabin will have a PPE (Personal Protective Equipment) kit consisting of two masks, two pairs of disposable gloves, and a travel-size bottle of hand sanitizer. Additional masks, gloves, and hand sanitizer will be available upon request.

Q: What will the muster drill look like?

A: The muster drill will be operated in two sessions, and for sanitation purposes, guests will not be using life preservers during the drill.

VACCINES

Q: Will vaccination be a requirement to embark on a Windstar Cruise?

A: Yes, Windstar has implemented a vaccine mandate until further notice, requiring all guests to be fully vaccinated with a current COVID-19 vaccine at least 14 days before embarkation.

Q: Why is Windstar requiring vaccinations?

A: Windstar has made this decision based on our concern for the health and safety of for our guests, crew members and the communities we visit on our cruises.

Q: What is considered to be “fully vaccinated”?

A: Fully vaccinated means to have completed the prescribed quantity of injections and elapsed time according to the vaccination brand’s specifications. For example, Pfizer and Moderna both require 2 injections, Johnson and Johnson requires 1 injection. The typical guidance is full efficacy is reached 14 days after the applicable quantity of injections. Additional guidance can be found on the website under Health & Safety.

Q: Will the crew be vaccinated?

A: The crew will be vaccinated as soon as vaccinations are available to them.

Q: Will Windstar sail if all crew members have not been vaccinated?

A: Windstar’s intent is for the crew to be vaccinated as soon as vaccinations are available to them. Not all crew may have access to vaccines by the time we resume sailing. Whether vaccinated or not, crew will wear masks, socially distance, and go through regimented COVID-19 related surveillance continuously and be COVID-19 tested weekly.

Q: Will proof of a vaccine be required for guests to board?

A: Yes, proof of vaccination will be required at check in on the pier. Proof includes the original vaccination record document issued by either (1) the country’s health authority that administered the vaccination (i.e. U.S. CDC’s Vaccination Record Card) or (2) the guest’s medical provider that administered the vaccination.

Q: Are masks still a requirement for vaccinated guests?

A: Yes, since our itineraries navigate to many different countries with different regulations, it is Windstar’s policy that all guests and crew, regardless of vaccination, follow mask mandates.

Q: Are COVID tests still a requirement for vaccinated guests?

A: Yes. Science shows that the vaccines significantly reduce the likelihood of getting COVID-19, but they do not reduce the risk 100%. Pre-embarkation testing will be required for the health and safety of our guests, crew members and the communities we visit on our cruises. (See Pre-Cruise section above.)

Q: Are there any exceptions for individuals who cannot take a vaccine?

A: We are not currently making any exceptions to the vaccination policy. This group of guests would not be permitted to sail at this time.

Q: Are there any exceptions for unvaccinated individuals under the age of FDA vaccine approval?

A: We are not currently making any exceptions to the vaccination policy, and so unvaccinated children would not be permitted to sail at this time.

Q: What about guests who do not want to be vaccinated?

A:

For guests not yet booked: the vaccination mandate is in effect until further notice; we will be happy to welcome these guests aboard when they are ready to sail with us and abide by this mandate.

For guests with existing bookings: these guests may take advantage of our TABP (Travel Assurance Booking Policy) policy or cancel according to our cancellation policy for their sailing dates to receive a refund.

<https://www.windstarcruises.com/travel-assurance-booking-policy/>

Q: What if a guest has a booking with plans to be vaccinated but one or more of the guests in the party are unable to meet the vaccine mandate prior to the sailing?

A: No exceptions will be made for guests to be vaccinated. If the guest is unable to meet the requirement and it is within 60 days of the sailing then the TABP policy will apply.

Q: Are there COVID vaccines (i.e. AstraZeneca or from other countries) that are not acceptable?

A: Windstar will accept proof of vaccination for any vaccine that has been approved for use in the guest's home country.

Q: What if I have been vaccinated but am exposed to someone who has tested positive for COVID?

A: Guests will be allowed to embark if:

- they have a vaccine series completed at least 14 days prior to embarkation;
- their COVID-19 test at embarkation is negative; and
- they pass the pre-embarkation health screening (no symptom history, cough and/or difficulty breathing).

ENHANCED SANITATION

Q: What are the enhanced cleaning procedures on board?

A: Increased public area sanitation, additional hand sanitizer stations, Evaclean Electrostatic Misters, and use of UV-C Light Wands. In addition, all of our vessels' HVAC systems have been upgraded with UV-C sanitizing and HEPA filtering.

Q: How often will public areas be cleaned?

A: Public area common touch points will be sanitized 4x times daily (24 hour period) during normal operations. Public area common touchpoints will be sanitized continuously during times of high traffic. This includes embarkation, disembarkation, events, and meal times.

Q: Where will guests find sanitizing stations?

A: Windstar will place hand sanitizer stations at the following locations: entrance to all venues, common areas, and gangway.

Q: Will crew provide hand sanitizer to guests?

A: Hand sanitizer will be available at all venue entrances, including gangways and other locations on the ship. During specific periods, crewmembers will be at venue entrances encouraging guests to use hand sanitizer.

Q: What other changes has Windstar made to onboard sanitation procedures?

A: Windstar has added an additional crew position onboard to maintain our Beyond Ordinary Care-enhanced HVAC Systems.

Q: Will tenders, inflatables and other methods of transportation undergo additional cleaning?

A: Yes, tenders/inflatables and port shuttles will be cleaned after each use.

MODIFIED GUEST EXPERIENCE

Q: Are guests required to wear masks?

A: Yes, guests will be required to wear masks when inside public venues, and outside whenever social distancing cannot be maintained. Notable exceptions include in cabins, while eating, and while swimming. Refusal to cooperate with this policy may result in early disembarkation.

Q: Will Windstar conduct temperature checks on all guests daily?

A: No. We will take guests' temperatures upon request by the guest and/or if required by local health authorities.

Q: Can we shake hands, hug or physically greet each other?

A: At this time, we are discouraging physical contact with non-affiliated parties onboard, including but not limited to handshakes, hugging and fist/elbow bumps. We have created a new "Windstar Wave" to help assist us in this goal onboard.



Q: Is the Bridge still open for visits?

A: Yes! We will allow visits to the bridge with proper social distancing and masks required. Surf/Star Class ships will be allowed to have up to 5 people at a time, and the Wind Star/Wind Spirit will accept up to 3 people at a time.

Q: Will you still operate the Signature Deck and Beach BBQ's?

A: Yes, we will still operate both the Deck and Beach BBQ's (where applicable) with self-service for food and beverage suspended until further notice.

Q: Will the gym, spa or fitness classes be open for use during our cruise?

A: Yes, we will operate the gym, spa, and fitness classes at reduced capacity. Enhanced cleaning protocols will be maintained and social distancing will be expected.

Q: Will the pools and water sports platforms be open for use during our cruise?

A: Yes, with social distancing measures and reduced capacity in place.

Q: Will Windstar still offer Room Service?

A: Yes, we will be offering room service as normal on all ships and guests are welcome and encouraged to dine in their rooms. The added option to pre-order room service will be available for the AmphorA dinner menu as well.

Q: Will Windstar have expanded dining hours due to reduced capacity of the dining venues?

A: Due to overall reduced passenger capacity on board, we expect the reduced dining venue capacity to have negligible effect on dining times. This policy may be re-assessed over time.

Q: Are guests able to take independent tours or go ashore freely?

A: Since Windstar cannot maintain regulations for independent tours and unaffiliated private businesses and transportation, all off-ship travel is restricted to only shore excursions offered through Windstar, all of which have been vetted to ensure the proper health and safety measures. This measure is for the safety of all of our guests, crew, and other ports to which the vessel will travel. Exempt from this policy are private islands and remote ports of call.

Q: Will Shore Excursions have reduced guest capacity?

A: Tour buses and port shuttles will operate at reduced capacity in accordance with local area guidance and standards.

Q: Will tenders operate at reduced capacity?

A: Yes, tenders will operate at the reduced capacity required by the tender configuration to support social distancing. Due to overall reduced passenger capacity on board, Windstar does not expect this to drastically affect any timing details.

TESTING ON-BOARD, MEDICAL STAFFING AND EQUIPMENT

Q: Does Windstar have PCR and similar testing equipment onboard?

A: Windstar has a reliable PCR testing capability on its ships and is expanding the onboard PCR testing capacity. Also, all ships will have Antigen-type testing onboard.

Q: Has Windstar increased its medical equipment onboard?

A: Yes, Windstar has adjusted its stores of medication and medical supplies on all ships. We do recommend guests bring at least 14 additional days' supply of any prescription medications. This is in addition to any prescription medications brought for their intended cruise vacation duration.

Q: Will Windstar be able to test guests onboard to facilitate current CDC requirements for returning air passengers?

A: Yes. Windstar will offer disembarkation testing at a nominal charge, utilizing onboard testing systems.

Q: Has Windstar increased its medical team staffing for the Beyond Ordinary Care program?

A: Yes, Windstar has tripled the medical team onboard each ship.

CREW WELLNESS AND TRAINING

Q: Will the crew be tested regularly?

A: Yes, all crew will be tested (with a negative result required) prior to departure from home, prior to their embarkation to their assigned ship, upon conclusion of a minimum 7-day onboard quarantine, and on a weekly basis thereafter until adjusted based on sound public health and medical guidance.

Q: Will crew be required to wear face masks?

A: Yes, crew will be required to wear face masks at all times, except when social distancing can be maintained or they are in their cabins, eating, or drinking.

Q: Will the crew be trained in upgraded health and safety measures?

A: Yes, Windstar has always taken the lead in health and safety and we have implemented new training standards for all crew onboard. In addition, we have created specific training for certain areas such as housekeeping, food and beverage teams and other guest facing positions.