



Subject: Health & Wellness Notification

March 4, 2020 – 8:30 pm PT

A new respiratory virus, called coronavirus COVID-19, has been identified as the cause of an outbreak of respiratory illness that began in December 2019 in the city of Wuhan, Hubei Province, China. Additional cases are now being identified in other countries. You can find updated information on the [Centers for Disease Control and Prevention](#) (CDC) website.

The safety and security of guests and crew are top priorities at Windstar Cruises. Windstar has implemented an enhanced health screening questionnaire for guests and crew to screen for possible coronavirus COVID-19. Additionally, crew travel is being routed through lower-risk areas.

No one will be allowed to board a Windstar ship who, in the 30 days prior to embarkation:

- has been in or travelled from or through **China, Hong Kong, Macau, South Korea, Singapore, Japan, Iran or Italy**, or any other country listed by the CDC as having “[ongoing community transmission;](#)” or
- has had close contact with, or helped care for, anyone suspected or diagnosed as having coronavirus COVID-19, or who is currently subject to health monitoring for possible exposure to coronavirus COVID-19.

Prior to boarding a ship, all passengers and crew will be administered a no-touch thermal scan to screen for fever. Anyone with a fever ( $\geq 38^{\circ}\text{C}/100.4^{\circ}\text{F}$ ) will not be allowed to board the ship.

As a member of Cruise Lines International Association, Windstar maintains close contact with health professionals and regulators around the world and will modify policies as developments emerge. Additionally, Windstar Cruises has implemented its highest levels of sanitation on all ships.

There is currently no vaccine to prevent coronavirus COVID-19. The best way to prevent infection is to avoid being exposed to this virus. However, as a reminder, the CDC always recommends everyday preventive actions to help prevent the spread of respiratory viruses:

- Wash your hands often with soap and water for at least 20 seconds, especially after using the restroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick, including sharing cups or eating utensils.
- Stay home when you are sick.
- Cover your cough or sneeze: cough or sneeze into your elbow, or cover with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

If you experience any symptoms of any illness while on board, please stay in your cabin and contact the Medical Center. Consultation charges will be waived for guests presenting with symptoms of the coronavirus COVID-19. If you develop symptoms after leaving the ship, see a doctor right away.

In an effort to share information with you about traveler health, please refer to the attached brief FAQ. We look forward to serving you on board.

Thank you,

Windstar Cruises

**Updated: 3/4/2020**

**FAQs: Novel Coronavirus 2019-nCoV**

***What are Coronaviruses?***

Coronaviruses (CoV) are a large family of viruses that usually cause respiratory illness. A new (novel) CoV was identified in Wuhan, China, in December 2019 and is called coronavirus COVID-19.

***What is the current situation?***

The new coronavirus is causing an outbreak of illness in the city of Wuhan, China. Additional cases have been confirmed in other countries including the United States. The situation remains fluid. Stay up to date by visiting the [Centers for Disease Control and Prevention](#) website.

***What are the symptoms of 2019-nCoV***

Signs of infection may include respiratory symptoms, such as fever or feverishness, cough, shortness of breath, and breathing difficulties.

***How is the virus transmitted?***

Health authorities say it can be passed from one person to another through close contact, such as caring for or living with an ill person.

***How can I minimize the risk of catching or spreading a respiratory illness?***

The Center for Disease Control and Prevention always recommends everyday preventive actions to help prevent the spread of respiratory viruses:

- Wash your hands often with soap and water for at least 20 seconds, especially after using the restroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick, including sharing cups or eating utensils.
- Stay home when you are sick.
- Cover your cough or sneeze: cough or sneeze into your elbow, or cover with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

***What are the treatments?***

There is no specific antiviral treatment recommended for coronavirus COVID-19 infection. Individuals with respiratory infections should seek medical care to help relieve symptoms.

***Is coronavirus COVID-19 the same as SARS or MERS viruses?***

It is a similar type but not the same virus that caused SARS or MERS.

***What is the preventive action Windstar has taken?***

Along with other Cruise Lines International Association member cruise lines, Windstar Cruises now requires each guest and crew member to fill out a health questionnaire specific to coronavirus COVID-19 prior to boarding the ship and undergo a no touch thermal scan to screen for fever. Anyone with a fever ( $\geq 38$  C°/100.4 F°) will not be allowed to board the ship.

The sanitation levels on all ships have been at elevated levels for several weeks.

Guests or crew who have been in or travelled from or through **China, Hong Kong, Macau, South Korea, Singapore, Japan, Iran or Italy** in the 30 days prior to embarkation, and anyone from a country listed by the Centers for Disease Control and Prevention as currently experiencing ongoing community transmission, are not being allowed to board the vessels. Guests who within 30 days before embarkation have had close contact with, or helped care for, anyone suspected or diagnosed as having coronavirus COVID-19, or who are currently subject to health monitoring for possible exposure to coronavirus COVID-19, are not being allowed to board the vessels. Additionally, crew travel is being routed through lower-risk areas.

If you experience any symptoms of illness while on board, please stay in your cabin and contact the Medical Center. Medical visitation fees are currently waived on board Windstar Cruises' ships for guests presenting with symptoms of the coronavirus COVID-19. If you develop symptoms after leaving the ship, see a doctor right away.