



COVID-19 POLICIES AND PROCEDURES

VIKING RIVER CRUISES UK LIMITED ("Viking") A company registered in England and Wales (Co.No.01283655) whose registered office is at Nelsons House, 83 Wimbledon Park Side, London, SW19 5LP.

The Policies and Procedures set out below are in addition to Viking's COVID-19 Terms and Conditions which form part of our Booking Conditions and which are available to view at www.vikingcruises.co.uk/terms-conditions. Our COVID-19 Policies and Procedures can be found in Part I of this document.

BY ARRIVING AT THE RELEVANT PORT OF INITIAL EMBARKATION, ALL GUESTS ACCEPT THAT THEY ARE REQUIRED TO COMPLY AT ALL TIMES WITH OUR POLICIES (INCLUDING ANY UPDATES OR VARIATIONS TO THE SAME AND ANY VARIED OR ADDITIONAL POLICIES DETERMINED BY THE MASTER). FAILURE TO COMPLY IS LIKELY TO RESULT IN THE RELEVANT GUEST BEING REQUIRED TO DISEMBARK THE VESSEL WITHOUT COMPENSATION OR OTHER LIABILITY ON THE PART OF VIKING.

IMPORTANT NOTICE FOR OUR GUESTS—PLEASE READ CAREFULLY: The following additional Policies and Procedures have been developed based on guidance and directives from health authorities, governments in the UK and other relevant countries, medical and public health experts. All guests must read and comply with these policies and procedures at all times which are subject to change without notice due to evolving COVID-19 recommendations and requirements. Guests must familiarise themselves with our policies and procedures in effect at the time of embarkation as well as any follow up communications and updates provided. guests must read and familiarise themselves with our booking conditions which are available to view at www.vikingcruises.co.uk/terms-conditions. The acknowledgement and acceptance of public health risks, including COVID-19, is in our Privacy Policy, which is available to view at <https://www.vikingcruises.co.uk/COVID19privacynotice>.

BOOKING AND PRIOR TO TRAVEL

- **Pre-Travel Health Survey.** Before any guest can join a cruise/cruisetour, the guest may need to complete a specific Health Survey. All guests who are booked but not yet departed may receive an email from Viking 7 days before the scheduled date of departure with a health survey that must be completed and returned to Viking no later than 5 days prior to departure. Detailed information relating to pre-embarkation COVID-19 testing procedures and temperature checks during the embarkation process may also be provided.
 - **Secondary Screening.** If a guest provides information that may put them at risk of being denied boarding, the guest shall receive a telephone call for a secondary screening. If the guest is deemed to be at risk of having COVID-19, the guest shall be offered the option to rebook the cruise for a later date free of charge or cancel in line with current policy.
 - If, at any time between submitting the pre-cruise Health Survey and the date of departure, a guest either tests positive for COVID-19, or is exposed to someone who is or is suspected of having COVID-19, or if any information in the general medical questionnaire needs to be updated, the guest must contact Viking at vikand@vikingcruises.com as soon as feasible to convey this information.
- **Vaccinations.** All guests must have received the required dose(s) of a COVID-19 vaccine approved or authorised by the UK Medicines and Healthcare products Regulatory Agency at least 14 days prior to the date of embarkation. Guests are advised that Viking does not procure or administer vaccines. Obtaining the vaccine and required proof of inoculation satisfactory to Viking is the sole responsibility of each guest. A copy of the vaccine confirmation/record card or such other evidence of inoculation as Viking may in its absolute discretion accept *must* be received by Viking, no later than 14 days prior to the scheduled date of departure.

Guests will also be prepared to show proof of vaccination at embarkation and to appropriate authorities as required during travel. Any guest who fails to comply with the vaccination and documentation requirements may be denied boarding without refund, credit, or compensation. Guests who have already booked a reservation prior to the adoption of this policy *and* who object to being vaccinated are encouraged to contact Viking to discuss refund or future cruise credit options. Guests are also responsible and must comply with any country requirements throughout their voyage. If a country requires the guests to be booster compliant, Viking is not responsible for any non-compliant guest being denied entry to the country. Information on various country requirements are available in the Pre-Departure Information-Trip Requirements.

EMBARKATION PROCEDURES

- **Travel to Embarkation Port.** All public health requirements and recommendations must be followed (eg frequent hand sanitation, wearing of face masks, and appropriate social distancing where feasible) during travel to the Embarkation Port or other arrival terminal. Transportation from any airport or other arrival terminal will be undertaken in reduced group sizes, with the frequency of transfers being increased to accommodate the smaller group sizes. The wearing of face masks and frequent use of hand sanitisers may be required during transportation from the airport.
- **Embarkation Procedure.** All guests may need to undergo the following steps to mitigate the risk of COVID-19 prior to beginning their cruise:
 - Receive a negative Polymerase Chain Reaction (PCR) test for COVID-19 on the day of embarkation.
 - Pass a temperature check (meaning a temperature reading of less than 100.4°F/38.0°C).
 - Answer questions related to COVID-19 symptoms or possible exposure and general health information.
 - Accept and agree to wear/allow contact-tracing technology during your cruise.
 - Complete any required check-in procedures.

The health screening procedures may vary depending on whether the cruise is on Viking's Ocean-cruising vessels or Viking's River-cruising vessels. The details of the COVID-19 boarding procedures will be provided to guests in an email sent before the scheduled embarkation date and/or in www.MyVikingJourney.com.

ON BOARD

- **Screening on Board.** Guests may be screened for COVID-19 infection by PCR testing, periodically, at the discretion of Viking. Guests will be required to provide a saliva sample in a sample tube or other methods of testing for collection at a designated place by Viking staff. Guests may also be required to undergo daily temperature checks and temperatures will be measured continuously onboard through a system of cameras equipped with infrared thermal sensors. These thermal cameras have face recognition capabilities and will measure the temperature of any individual approaching the reception desk or walking in onboard corridors.
- **Public Health Practices.** Guests are expected to follow existing public health measures such as hand hygiene, face mask wearing, and social distancing.
- **Contact Tracing.** Guests may be assigned small devices at embarkation and may be required to wear such devices throughout the cruise. These devices can facilitate contact tracing for all guests on and off the ship. In the event such devices are used, data will be stored by guest ID number and will only be accessed if there is a suspected or confirmed COVID case.
- **Reporting Symptoms.** Guests will be required to report any symptom that could be related to COVID-19 to guest services as soon as possible. Guests showing and/or reporting symptoms will be assessed by a medical professional, either on board or via a telemedicine connection.

SHORE EXCURSIONS.

Depending on local conditions, guests may only be allowed to participate in excursions or activities executed and escorted by Viking-approved tour operators who maintain Viking's level of COVID-19 controls to help limit potential exposure. Throughout the duration of the shore excursion, guests may be asked to remain with their cruise companions. There may be additional restrictions during shore excursions depending on local conditions.

Non-compliance by any guest or a members of a guest's travelling party with Viking's *COVID-19 Policies and Procedures* shall be grounds for refusal to re-board after going ashore.

PRE- AND POST-CRUISE EXPERIENCES.

Viking will, where feasible, offer pre- and post-cruise experiences. Before departure, Viking will assess whether certain pre- or post-cruise programmes should be limited and/or cancelled, depending on variables such as COVID-19 prevalence in the country visited, any travel restrictions in the relevant locale, and the overall risk. If Viking cancels a pre- or post- cruise experience, a refund of monies paid will be available. Programmes may be modified to allow for social distancing, the avoidance of mass gathering events, and generally to reduce overall COVID-19 risks. Guests will be required to comply with local regulations when participating in any pre- and post-cruise experiences.

DISEMBARKATION.

All guests will be required to check-out and disembark by the scheduled time. Whilst disembarkation procedures may differ depending on flight times and whether a post-cruise excursion has been planned, all guests must abide by Viking's *COVID-19 Policies and Procedures* (e.g., mask wearing, social distancing) during these procedures. Should the country to which you are returning, or your airline require a COVID test for your return flight, Viking will provide you with final COVID certificate prior to your disembarkation.

ACCEPTANCE OF RISKS

Whilst Viking has implemented protocols based on advice from medical experts and health authorities, during travel to or from the vessel, in boarding areas, while on board the ship and during activities ashore, guests may be exposed to COVID-19. This risk of exposure to COVID-19 is inherent in most activities where people interact or share common facilities, is beyond Viking's control, and cannot be eliminated under any circumstances. Every guest accepts this risk when embarking on a cruise and as stated in the Acknowledgment and Acceptance of Health Risks, including COVID-19.

CONSEQUENCES OF NON-COMPLIANCE WITH COVID-19 POLICIES AND PROCEDURES

Any non-compliance by a guest or members of a guest's travelling party with Viking's *COVID-19 Policies and Procedures* shall be grounds for refusal to embark, reboard after going ashore, or other steps deemed necessary in Viking's sole discretion to protect the health and well-being of others. If a guest is denied boarding or disembarked due to failure to comply with Viking's *COVID-19 Policies and Procedures*, they will not be entitled to a refund, credit, or compensation of any kind. Guests will be responsible for all costs and fines, including without limitation travel expenses, lodging and medical expenses and for the provision of proper travel documentation for any port, or for departures from/or arrival to the UK.