
COVID-19 Health & Safety Protocols

The entire team at Beauport Hospitality Group takes great pride in the services we provide every one of our guests, at all of our properties. As we prepare for this Cruise Season in an ever-changing environment, we've put together the following safety and sanitation protocols, guided by the CDC, state and local health officials, and our own founding. As we start cruising once again, we are committed to creating the safest environment possible for our guests and team members.

Pre-boarding Protocols

- Reservations are required to manage capacity and ensure adequate physical distancing among guests and employees
- Reservations may be made for parties up to 6 people only
- Contact information will be collected through cruise booking reservation

Boarding

- Contactless check-in and extended boarding times allowing for social distancing
- Ample staging and distance marking for queuing and gangway areas during extended boarding times

Onboard

- Reduced guest capacity on all vessels with tables distanced at 6 feet apart
- Temporary closure of dance floor on all decks
- Hand sanitation stations throughout the vessel
- Laminated menus sanitized in between usage
- New food protection and sanitation measures in place for plated or buffet service to include guard shields and covers for plates. As always, our buffet attendants will be at your service throughout the service process
- "Guest only" pens available for guests who require a pen to sign bill and will be labeled as "sanitized"

Enhanced Safety, Cleaning and Sanitation Protocols

- All spaces and surfaces will be sanitized before and after each cruise, using electrostatic disinfectant fogger sanitation systems
- During cruise, high-touch surfaces will undergo routine sanitation. Particular attention will be paid to tables, chairs, knobs, door handles, and bathrooms
- All hand sinks are properly equipped with soap dispensers and paper towel dispensers with signage for appropriate hand washing
- Receiving station and receiving protocols have been implemented for proper sanitation of all deliveries
- Deliveries and outside vendors will be limited as much as possible
- Tables will be spaced at least 6' between to allow for distance between parties

Employee Safety Protocols

Before returning to work, each employee will undergo intensive COVID-19 safety and prevention training. Upon returning to property, the following employee protocols will be in place:

- Daily health screening procedures and evaluation of personal hygiene standards, including hand washing, sanitation station usage and clean uniforms
- Employees will be required to wear masks at all times
- If an employee does not feel well, they will be instructed to stay home
- If an employee travels, they will be instructed to quarantine for 14 days
- Employees who are exhibiting any symptoms of COVID-19 will be instructed to immediately notify their manager, manager will alert security, and employee will be asked to go home
- If we are alerted to a presumptive case of COVID-19 on property, all associated employees will be informed and asked to quarantine, while maintaining employee privacy
- Hand sanitizing stations will be available throughout front and back of the house
- Shared tools will be sanitized before, during and after work shifts. This includes phones, computers, payment terminals, kitchen tools, engineering tools, safety buttons, keys, time clocks and all other direct contact items used throughout the property

We look forward to having you on board! For questions regarding booking or safety procedures, please contact: beauportcruiselines@cruiseportgloucester.com

