

Cruises to feel good and safe

We look forward to setting course with you for the most beautiful rivers and natural landscapes in Europe.

For A-ROSA, the health, safety and well-being of all guests and crew members is always our highest priority. In order to mutually commence the "new and safe normality", we have established the A-ROSA Care Team, which consists of internal and external specialists. Based on the official orders and recommendations from the Robert Koch Institute, Germany's federal government agency and research institute responsible for disease control and prevention, our Care-Team has developed a comprehensive hygiene and health concept that further expands on our already very high safety standards. We follow current developments and recommendations closely and are in daily contact with the port and health authorities. Our decisions are based on these assessments and the travel advices of the German Foreign Office, and are always following the motto "Safety First". If a travel area is designated as a COVID 19 risk area by the Robert Koch Institute (RKI), our care team develops alternative schedules. In this way, we consistently pursue our "Safety First" strategy and offer our guests the all-round safe vacation they are used to with A-ROSA.

Of course, you can be sure that your wonderful time on board is still guaranteed. You can look forward to our friendly and welcoming service, plenty of relaxation and an absolute feel-good atmosphere. Our crew will do everything to make your holiday with us as pleasant and carefree as possible.

Frequently Asked Questions

Can I book travel with A-ROSA?

We are looking forward to welcome you on board and to make sure, you have a great time. You can book your A-ROSA cruise for 2020 or 2021 on our website, with the A-ROSA Service Center or with your travel agency. Your holiday is still in the best hands with us, because we take care of your safety.

At A-ROSA, we place great importance on cleanliness and hygiene on board of our ships. The standards go far beyond common measures. In the course of the pandemic, our A-ROSA Care Team has developed a hygiene and health concept that puts even greater emphasis on your safety and health.

Please also note that within the framework of the A-ROSA Premium Tariff, you have the option to change your booking once free of charge, up to 30 days before departure. You can find more information about the advantages of our premium tariff [here](#).

For further peace of mind please contact A-ROSA Service Centre's for any transfer, flight or pre-and-post hotel bookings.

Besides all guests, who decide up to 30.11.2020 for a journey in the season 2021 profit from an included travel resignation insurance. For maximum security, we offer a new corona protection in cooperation with HanseMerkur. This add-on service includes coverage of cancellation costs in case of domestic isolation, which becomes necessary due to an official measure or an order by

authorized third parties. In addition, this insurance also covers the costs if access to the ship cannot be granted on the day of arrival for legitimate reasons.

Is my trip taking place?

With an extended hygiene and health concept adapted to the special situation, we have resumed our A-ROSA river cruises and are currently cruising the Rhine and Danube. We are closely monitoring the country-specific travel instructions of the German Foreign Office as well as official regional regulations, which may lead to adjustments. If an international travel area is designated by the Robert Koch Institute (RKI) as a COVID-19 risk area or a national region is declared a domestic German area with an increased risk of infection, we develop alternative schedules to ensure that we do not visit any ports within these areas. In this way, we consistently pursue our "Safety First" strategy and offer our guests the all-round safe vacation they are used to with A-ROSA. All guests are asked to regularly check www.arosa-cruises.com/river-cruises/company/current-travel-information for the latest route changes before departure.

What happens if one of the destinations of my route is declared a risk region?

The health and safety of guests and crew members is A-ROSA's first priority. We monitor current developments very closely and are in daily contact with the port and health authorities. Decisions are made based on these assessments as well as the travel advice of the German Foreign Office. If a region we are sailing is declared a risk area, we will not call the port. Instead, we will develop an alternative schedule at short notice, targeting nice harbours outside the risk area.

What requirements do I have to meet to travel with A-ROSA?

For A-ROSA, the health, safety and well-being of all guests and crew members is always our highest priority. In order to guarantee these in the best possible way and to make your holiday as relaxed and safe as possible, we can only grant access to our ships to completely healthy persons. In order to ensure this, we will send you a declaration of fitness to travel in advance, which we ask you to sign at check-in. We also check your body temperature using a contactless infrared thermometer. Without a signed declaration, embarkation will be refused.

The following statements must be correct:

1. I am currently healthy and have no signs of illness, such as coughing, flu-like symptoms or fever ($\geq 37,8^{\circ}\text{C}$ / $100,4^{\circ}\text{F}$)
2. I have not been in contact with persons in whom the corona virus has been detected in the past 14 days, nor have I been involved in medical/nursing care.
3. I am not currently under domestic quarantine.
4. I have not been found positive for the corona virus.
5. I have not been abroad in the past 14 days in a region defined by the Robert Koch Institute as a risk area during this period. For A-ROSA the regions defined by the Robert Koch Institute during this period apply.

In the event that statements do not apply to you, A-ROSA offers attractive and free rebooking options as a gesture of goodwill. Please contact us for further consultation.

Can I rebook or cancel my trip free of charge?

The health and safety of our guests and crew members is our top priority. We therefore continue to monitor current developments very closely. Our general terms and conditions are the basis for any cancellation or rebooking requests. Of course, the official travel warnings of the German Foreign Office are taken into account.

For guests who have booked the PREMIUM all-inclusive fare, a one-off rebooking of the travel date or ship is possible free of charge, up to 30 days before the start of the trip, while retaining the overall package.

What happens if I cannot make the journey?

In advance of the trip we will send you a declaration of fitness to travel. If you are unable to sign it, please contact us as soon as possible on +49 381 202 6001.

What additional hygiene measures do you envisage on board?

For A-ROSA, the health, safety and well-being of all guests and crew members is always our highest priority in order to mutually commence the "new and safe normality", we have established the A-ROSA Care-Team, which consists of internal and external specialists. Based on the official orders and recommendations from the Robert Koch Institute, Germany's federal government agency and research institute responsible for disease control and prevention, our Care-Team has developed a comprehensive hygiene and health concept that further expands on our already very high safety standards.

This concept stipulates that a minimum distance of 1,5 metres must be maintained everywhere on board. The crew will wear a mouth and nose cover throughout. Our guests are also obliged to cover their mouths and noses in the public areas - except at table and in the fresh air.

In addition, we would like to point out that the cough and sneeze etiquette must be observed and that hands must be washed and disinfected regularly. We provide adequate facilities for this on board. The existing cleaning and disinfection plans have been further condensed and intensified.

What measures do you envisage in the gastronomic areas?

The wellbeing of all guests is A-ROSA's highest priority, apart from their safety. Guests can rest assured that the hygiene and health measures will be implemented in a fashion not to impact their enjoyment, relaxation and overall holiday experience. This will also reflect in the dining experience. Our popular buffet selection will now be served to your table. Starting with comprehensive breakfast options, guests can look forward to delicious 3-course lunches and 4-course dinners, all inspired by the respective local regions. On the Danube, for example, there will be a Hungarian Night, on the Northern Rhine the menu will be influenced by Holland and Belgium and on the Southern Rhine A-ROSA will offer culinary delights such as Black Forest and Swiss Cuisine dinners. For our little guests there is a special "Kids Menu".

The hygiene and health concept currently envisage that a total of four people from a maximum of two different households can sit together at one table. For dinner, we will be assigning you a fixed table place. Of course, we make sure that guests travelling together are placed together, taking into account the regulations. A minimum distance of 1.5 metres is maintained between the occupied tables. Where this is not structurally possible, the occupied tables are separated from each other by a transparent plexiglas panel. Depending on the capacity utilisation, meals are served in one or two table times. The maximum seating capacity per session is determined by strict

observance of the distance rules. We kindly ask you to place your orders for drinks in the restaurant and lounge directly at the table, where we will be happy to take them. Contact details of guests sitting together will be recorded in accordance with data protection regulations, as is also known in onshore catering establishments.

Are the SPA-ROSA and the pools accessible?

We look forward to pampering you with massages or treatments in our SPA-ROSA. For this purpose, the hygiene measures have been further intensified. The sauna, pool, whirlpool and fitness room can also be used, provided that the rules of hygiene and spacing are observed. Relevant details can be obtained on board.

Are there any excursions?

We are pleased to be able to offer you a varied excursion programme. If no other regulation is available, the excursion buses may be filled to capacity if the masking requirement is observed and the first row behind the driver is kept clear. Otherwise, the respective regulations of the countries and destinations are implemented. For excursions without a bus, such as a city walking tour or a bicycle tour, the number of participants is limited to the local maximum number of participants. If possible, please bring your own headphones for use with our audio equipment.

Are the A-ROSA ships operating at full capacity?

For the time being, our ships will not operate at full capacity. Our hygiene and health concept provides for various measures to ensure that a minimum distance of 1.5 metres can be maintained on board. All measures were tested in a simulation on board and adapted to the individual conditions. Accordingly, capacity utilisation varies from ship to ship.

Is there a general obligation to wear a face mask on board?

As long as the official instructions require it, our guests are obliged to wear a mouth and nose cover in the public indoor areas. This therefore does not apply to the table in the restaurant or lounge, nor on the sun deck or aft deck. For our youngest guests, the wearing of this cover becomes compulsory from the age of 6 years. For crew members, wearing this cover is obligatory in the public areas on board.

Can I visit the ship or family members on board as an external guest?

Due to the increased safety and hygiene requirements and until further notice, we can only grant access to the ship to guests travelling with us on the particular cruise.

Can families with children currently travel with A-ROSA?

At A-ROSA, children up to 15 years of age accompanied by a supervising adult travel free of charge and we are happy to welcome even our smallest guests back on board our ships. From mid-October, we will carry out a test run of the Kids Club on one of our Danube ships. Our aim is to offer a Kids Club on all cruises again by the 2021 season at the latest.

What measures are taken if a suspicious case occurs on board?

Should there be a suspicion of a corona virus infection on board, the affected guest and his close contacts on board will be quarantined in his own cabin. The guest is exclusively taken care of by our specially trained crew in compliance with strict hygienic regulations. All A-ROSA ships are

equipped with a room-air system consisting of fresh air, circulating air conditioning and exhaust air. In the cabins, fresh air is drawn in from outside to inside, filtered and supplied. Each area and each cabin have its own exhaust air and fresh air supply. In addition, the ventilation units are fitted with F7 fine filters which filter out particles between 0.5-50µm. Individual areas are not connected to each other via the ventilation system, so that transmission via the room-air-technology system is almost impossible. The A-ROSA Care-Team, which consists of internal and external specialists, will coordinate the further procedure together with the A-ROSA fleet doctor Dr. med. Jens Tülsner and the local authorities. In the event of a positive finding, the room will not be put back into operation until an extended disinfection protocol has been carried out by a licensed expert and approved by the public health department.

What measures are taken in external means of transport?

At present, there are no guidelines or specifications for maintaining the minimum distance in buses, trains or aircraft. However, A-ROSA advises its partner agency not to fill up the buses.

Can international guests travel with A-ROSA?

For A-ROSA, the health, safety and well-being of all guests and crew members is always our highest priority. Therefore, our A-ROSA Care-Team has developed a comprehensive hygiene and health concept, which has further enhanced our always very high safety standards and adapted them to this special situation. The concept specifies that the first trips will be carried out with a reduced number of guests. Therefore, for the time being, travelling with A-ROSA is only possible for guests from the EU and the Schengen area. As soon as further relaxation is possible, we will expand the number of guests accordingly. Guests from a region, which is declared an international risk area by the German Robert Koch-Institute, may only come on board with a negative PCR or Antigen test result not more than 48 hours old.

OVERVIEW OF THE KEY MEASURES

General

- A minimum distance of 1,5 metres will apply to the entire ship, which will be implemented using a guidance system with aisles as 'one-way-streets', floor markings, reduced size dining areas and seating groups, ensuring the required distancing.
- Specific rules of conduct for the ships will be communicated regularly by means of posters, information videos and ship announcements.
- Existing cleaning and disinfection plans and logs will be further enhanced.
- Effective disinfectants will be provided, and their use will be checked at all entrances (ship, restaurant, lounge, sun deck, work and crew areas).
- In the public areas, all crew members and guests must wear a full mouth and nose cover. This does not apply to guests who are seated at a dining table or in the open-air areas.
- A-ROSA ships are already equipped with an air conditioning system that provides all cabins and public spaces with separate air supplies. Fresh air is drawn into each cabin and public space, it is then filtered before being released back outside.
- Access to the ship by external persons will be kept to the necessary minimum.

Prior to departure

- Guests will be sent a declaration of fitness to travel and the rules of conducts onboard. These must be signed and handed over on arrival at the ship.
- In addition, guests must carry out a 'self-check' for symptoms and not travel if any of the results are positive.

Embarkation

- On arrival at the ship, in a specially designed reception area, guests' body temperature will be checked using an infrared thermometer and the necessary documents will be collected.
- Guests baggage will be disinfected.

Dining

- All tables will be positioned so that the minimum distance required can be maintained.
- Lunch and Dinner are offered at two staggered times and are served at firmly assigned tables, depending on the capacity utilisation
- Cutlery racks and table decorations will be removed.

Spa

- The SPA-ROSA offering will be reduced and carried out in accordance with newly established hygiene and distancing rules.

Excursions

- The group sizes for all excursions will be reduced.
- Any audio equipment, bikes etc will be disinfected after every use.

Crew

- Manuals have been created and processes will be practiced via e-learning and on-site training.
- Reinforced hygiene measures and social distancing rules will apply. In areas where this is not possible, mouth and nose coverings or plexiglass protection will be used.
- There will be staggered work hours, breaks and mealtimes for the crew.
- Regular cleaning of personal work clothes (uniform, mouth and nose cover, gloves) will be carried out by the on-board laundry.
- Work equipment will be provided for each individual crew member for their personal use only, where possible. Where not possible, cleaning or disinfection will take place after each use.