

# *A-ROSA*

## *COVID-19 Product, Operations & Policy Update!*



August 2020

**aROSA**   
Cruising differently



*We set sail again... effective June 2020*



# *Guest Feedback... from first Rhine & Danube cruises post COVID-19 lockdown*

"None of the adjustments made, to adhere to the health protocols diminished the wonderful time our group had on board of A-ROSA!"

Franziska Bergmann, Tour Guide, sailed on the *Rhine* onboard of A-ROSA FLORA

Renate Lange Heinicke & Jürgen Luce,  
sailed on the *Danube*  
onboard  
of A-ROSA MIA

"The service onboard was outstanding. The crew was a perfect team, doing an excellent job in the *new normal* environment"





# A-ROSA's 5 Points of Difference

*COVID-19 related  
adjustments apply  
until further notice*




1. **Buffet-Style Gourmet Meals**.... no set meal times or tables
2. **Free and unlimited drinks** throughout the day.... incl. speciality coffees & alcoholic beverages
3. **Kids** are welcome on board & **travel for free\***.... except Douro (25% discount applies)
4. **Shore Excursions**.... preselect on website.... **pay onboard**
5. **Unique combination of** short & long **itineraries**.... 3 to 16 nights

**Flexibility**  
**INDEPENDENCE**  
**Choice**



\*Up to 15 years of age and if accompanied by a full fare paying adult



Currently replaced with served meals: comprehensive breakfast, 3-course lunch, 4-course dinner plus snacks  
(Adjustments due to COVID-19 related hygiene and health procedures)

## PREMIUM *TARIFF* INCLUSIONS

- FullBoardPlus Buffet-Meals
- High-quality drinks throughout the day (alcoholic and non)
- Booking change (one time) free of charge
- Children up to 15 years travel free\*
- Transfers
- 15% discount on spa treatments
- Choice of cabin
- WiFi
- Bottled Water
- And much more

\* At least one parent or adult with parental consent in the cabin, only valid for the cruise portion of the journey. Except Douro, where 25% discount applies.

# COVID-19 Related Policy Adjustments

## Assistance for ANZ Guests with **existing bookings**, impacted by border closures

- Rebook free-of-charge for an equivalent A-ROSA cruise in 2021
- Onboard credit of up to € 150 per adult
- Option to change the replacement booking up to 48 hours prior to departure
- Full refund of the originally paid cruise fare, if unable to cruise by the end of the 2021

## Peace of Mind for ANZ Guests **wishing to make new bookings**

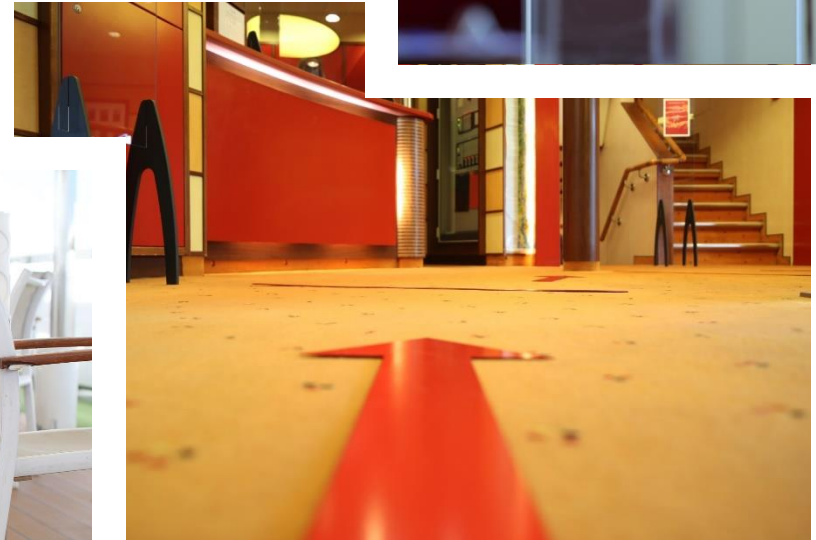
- A-ROSA *Care Team* created health and hygiene concept, based on recommendations from Germany's disease control and prevention agency and the WHO
- Comprehensive guidelines for guests, making sure that their wellbeing is top priority
- A-ROSA's *Premium All Inclusive* tariff includes foc reservation change up to 30 days prior to departure
- Cancellation fee of only 25% applies (up to 31 days before departure)
- **PLUS** great Early-Bird-Offers have been extended!





# On Board Hygiene & Health Measures

- Minimum distance of 1.5 metres to other people (*all seating on board has been arranged to comply with this rule*)
- Floor markings are in place to guide guests and assist with social distancing
- Face masks to be worn in all public areas (*except while dining, in alfresco areas & in the lounge*)
- Specific rules of conduct apply e.g. sneeze etiquette
- Hand sanitiser dispensers are located throughout the ships for convenient & frequent use
- Enhanced cleaning & disinfection protocols are in effect
- Separate air conditioning system for each cabin and public areas guarantees fresh air supply



# Symptome /

*Symptoms of sickness*

Fieber / *Fever*

Husten / *Cough*

Erkältung / *Cold*



## EMBARKATION PROCESS

- Guests are required to complete & sign a declaration of travel fitness form & accept rules of conduct on board prior to boarding
- Guests must carry out a 'self-check' for potential symptoms of sickness
- Specially designed reception area has been set up
- Guests' body temperature will be checked on arrival, using an infrared thermometer
- Necessary documents will be collected at check in
- Guests' luggage will be disinfected



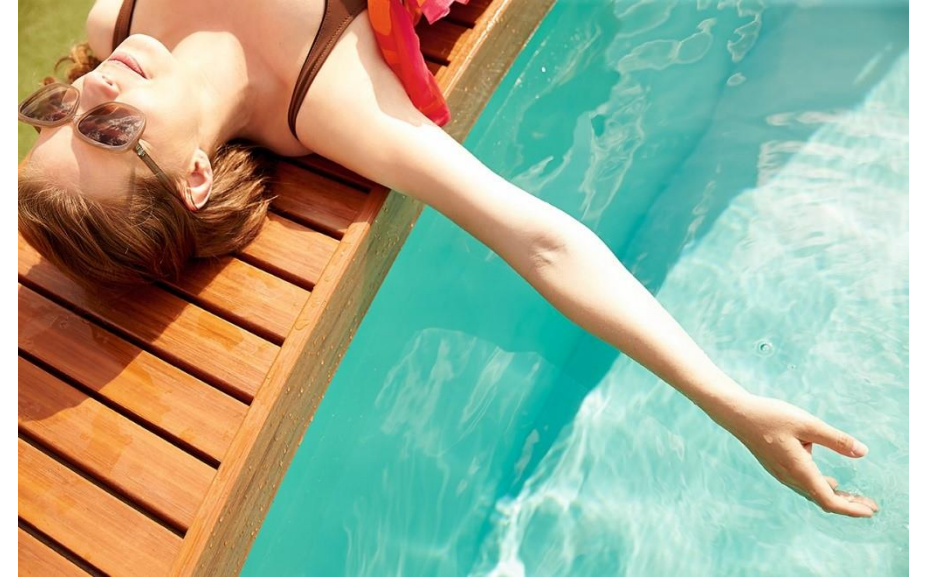
# *Dining & Beverages*

- Tables are positioned to maintain at least 1.5m minimum distance between guests
- Comprehensive served breakfast options with speciality coffees (free seating)
- Served gourmet 3-course lunches (free seating) and 4-course dinners (assigned table)
- Afternoon tea/coffee snacks
- Drinks orders to be taken and served directly at the table (applies to lounge bar also)



# *Spa, Pool & Fitness Areas*

- Limitation of guest numbers per facility
- Massages and beauty treatments are being offered
- Hygiene measures have been further intensified
- Pool, whirlpool and fitness room are available
- Sauna is closed





# SHORE EXCURSIONS

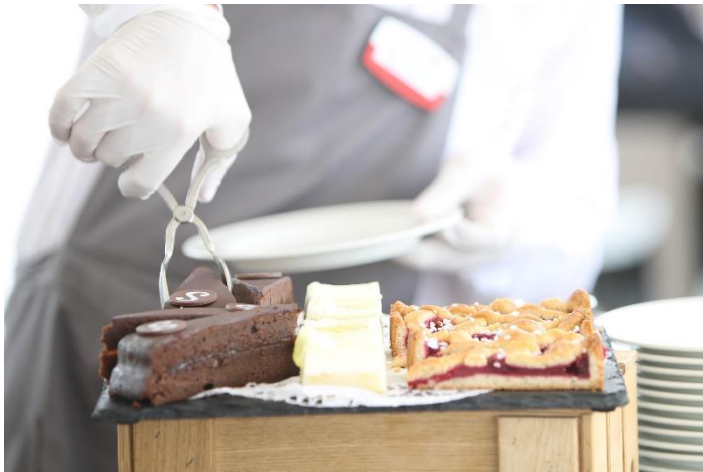
- Comprehensive shore excursion programme is available
- Social distancing rules apply
- Reduced group sizes for bicycle tours, city tours and bus tours
- Audio equipment\*, bikes etc are being disinfected after every use

\*Guests are encouraged to bring & use their own audio equipment/ headphones if possible



# *Crew Procedures*

- Creation of in-depth manuals
- Targeted procedures to be practiced via e-learning and on-site training
- Staggered work hours, breaks and mealtimes
- Intensified frequent cleaning of work clothes by the on-board laundry
- Work utensils not to be shared where possible; otherwise cleaning or disinfection to take place immediately after each use
- Protective equipment to be worn and regular health checks





# *Current Travel Information on A-ROSA's Website*

<https://www.arosa-cruises.com/river-cruises/company/current-travel-information.html>

## Frequently Asked Questions

- ⑤ OVERVIEW OF THE KEY MEASURES
- ⑤ IS MY TRIP TAKING PLACE?
- ⑤ CAN I BOOK A NEW CRUISE WITH A-ROSA?
- ⑤ CAN I REBOOK OR CANCEL MY CRUISE FREE OF CHARGE?
- ⑤ WHAT REQUIREMENTS DO I HAVE TO MEET TO TRAVEL WITH A-ROSA?



# Why book a 2021 A-ROSA River Cruise now?

**2021 Double-Super-Early-Bird  
Extension**  
*until 31 August 2020*

Savings  
of up to  
**\$1,000**  
pp



**aROSA**   
Cruising differently



# WE LOOK FORWARD TO WELCOMING YOUR CLIENTS ON BOARD A-ROSA SOON!



For more information and bookings please  
contact: Francis Travel Marketing  
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