

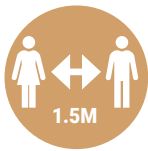



We are ready to welcome you back to cruising with confidence. Our **Cruise Well** protocols include extra practices that we will be undertaking in response to the COVID-19 pandemic. These extra practices will help you to have peace of mind when travelling with us.

OUR PRACTICES	Check-in	Onboard
 Hand Sanitising Stations	<ul style="list-style-type: none">• At Check-in	<ul style="list-style-type: none">• In the Saloon and all common areas• In your cabin
 Enhanced Cleaning	<ul style="list-style-type: none">• At Check-in	<ul style="list-style-type: none">• High contact areas including cabins, door handles, hand rails, bathrooms, chairs, tables and counters
 Physical Distancing	<ul style="list-style-type: none">• Limited passengers in areas, with a 2m² per person limit allowed for each space• Minimum 1.5m distance between guests• Monitoring of numbers of passengers in each space• Distance markers and hygiene signage are displayed	
 Modified Services		<ul style="list-style-type: none">• Individual condiment servings• No buffet meals or shared servery areas

OUR CREW

All crew members have undertaken mandatory COVID-19 training and will be competent in our safety protocols whilst maintaining great service for our guests. In addition to face masks and gloves being readily available to our crew, temperature testing will also occur prior to commencement of their work shift.

OUR CUSTOMERS

We strongly encourage you our guests, to not cruise if you are unwell or have any COVID-19 symptoms. Guests who may become unwell whilst cruising may be required to leave the vessel. We respectfully request that you complete our health check questionnaire and undergo temperature testing prior to boarding.

THANK YOU

Ps Emmylou has been plying the waters of the mighty Murray River since 1983 with our wonderful crew ensuring the health, safety, and well-being of thousands of guests over this time. We thank you for your cooperation regarding our **Cruise Well** protocols and if you have any questions, please do not hesitate to contact one of our crew.

Thank you and enjoy your cruise!

The Captain & Crew