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MINISTRY OF PORTS, SHIPPING AND WATERWAYS  
नौवहनमहानिदेशालय, मुंबई  
DIRECTORATE GENERAL OF SHIPPING, MUMBAI

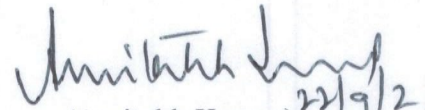
**F.No. 25-17011/62/2020-NT – DGS**

**Date: 22.09.2021**

DGS Order 31 of 2021

**Subject: Standard Operating Procedures for resumption of domestic cruise in Indian waters - reg.**

1. Due to the Covid-19 pandemic, cruise activities were suspended. It has now been decided to gradually resume domestic cruise activities as the Ministry of Health and Family Welfare has issued “guidelines for domestic travel (flight/train/ship/ bus inter-state travel) dated 25.08.2021.
2. In view of the same, Standard Operating Procedures [SOP] for cruise activities has now been developed in consultation with the cruise industry.
3. The SOP contains specifics instructions for each activity expected at Ship, Port and Interface areas and is divided in four parts as follows;
  - i. Annexure I: General instructions for commencement of cruise travel
  - ii. Annexure II: The detailed guidelines to be followed by cruise passengers.
  - iii. Annexure III: Specific operating guidelines for major stakeholders. (Cruise lines)
  - iv. Annexure IV: Specific operating guidelines for major stakeholders. (Seaports)
4. The SOP also follows a goal-based approach, suggesting for each part the topics to be addressed by the stakeholders involved.
5. The copy of Standard Operating Procedures for resumption of domestic cruise activity in Indian waters” is enclosed along with this DGS Order.
6. The SOP comes into force with immediate effect.

  
(Amitabh Kumar) 22/9/21

Director General of Shipping &  
Additional Secretary to the Government of India

# **Standard Operating Procedures [SOP] for resumption of domestic cruise activities in Indian waters**

Annexure I: General instructions for commencement of cruise travel

Annexure II: The detailed guidelines to be followed by cruise passengers.

Annexure III: Specific operating guidelines for major stakeholders.

(Cruise lines)

Annexure IV: Specific operating guidelines for major stakeholders. (Seaports)

## ANNEXURE - I

### **General instructions for commencement of cruise travel.**

Cruise tourism, both domestic and international, has been prohibited since 18.03.2020. The Ministry of Health and Family Welfare have issued “guidelines for domestic travel (flight/train/ship/ bus inter-state travel) dated 25.08.2021 in super session of the earlier guidelines issued on 24.05.2020”.

Now, it has been decided that domestic cruise tourism shall resume after following general instructions and detailed guidelines for cruise ships.

- The SOP would be applicable for Ports, Security agencies, health authorities, Cruise ships and passengers.
- Individual Ports/ Cruise lines shall have flexibility to implement stricter of the provisions than those stipulated by the state Government or Cruise lines, concerning a particular operations/medical protocol”.
- The Covid-19 Ship and Port Management plan shall include the maximum number of passengers permitted based on the followings criteria’s;
  - i. The residential-cabins may be occupied at full capacity.
  - ii. The other cabins/passenger’s spaces having bunks facilities such as dormitories, public spaces, etc., shall be considered at 75% capacity.
  - iii. Passengers are required to have;
    - both the dose of the vaccinations 15 days prior to date of boarding and negative RT-PCR test report taken not more than 72 hours prior to the scheduled boarding, or
    - Negative RT-PCR test report taken not more than 72 hours prior to scheduled boarding.
  - iv. The cruise lines need to obtain permission of the competent authority of the destination port prior arrival at that port.
  - v. The passengers disembarking at the destination ports have to follow the guidelines of the Ministry of Health & Family welfare and Respective State Government for movement of domestic passengers.
  - vi. Use of swimming pool & spa as per the protocol of State Government concerned.
  - vii. **This SOP be reviewed in one month from date of issue.**

## ANNEXURE - I

### 1. Requirement for Ship boarding & Ship preparedness Pre-Travel Checks

- i. Submit a Pre -travel Health Questionnaire online by passengers in advance to cruise companies during the web check in.
- ii. Only the guests who have filled the Questionnaire will receive the boarding pass.
- iii. E-Tickets & E-Boarding Pass to be used by cruise companies to minimize the use of paper.
- iv. Ships to be fitted with onboard medical facilities as per COVID-19 Company and ship management plan, with shipboard doctors and adequate medical professionals available around the clock, 24/7, to provide initial medical care and emergency response in the event of illness and help prevent disease transmission subject to proper implementation of COVID 19 Company and Ship Management plan [i.e. CCSMP]. Also, arrangements for obtaining for 24 hours radio medical advice may be also be made.
- v. Each ship must have a contingency plan for the management and handling of possible cases of COVID-19 [ i.e., Disease Outbreak and Management Plan (DoMP)] as per DGS Order 03 of 2020, duly adapted to the peculiarities of the ship in accordance with COVID-19 Company and Ship Management Plan [i.e. CCSMP] prepared in accordance with IMO/Ministry of health & Family welfare/Ministry of Ports, Shipping & Waterways Guidelines.

## ANNEXURE - I

### 1. Embarkation process

#### Online Check In

##### a) Promote digital travel

- i. Must register a credit card or other online means of payment transfer by passengers or their representatives.
- ii. Digital documents.
- iii. Confirm fixed Check in time

##### b) At Port Entrance

- i. Security Check at window desk to maintain social distance from passengers.
- ii. Mandatory Temperature Checks using a not touch equipment.
- iii. Hand scanners for boarding pass
- iv. Personnel to wear tripled layer masks.
- v. Schedule arrival times to control numbers at gate.
- vi. *Negative RTPCR report irrespective of vaccination (72 hours) prior to sailing date.*
- vii. *Boarding pass to be issued to only passengers with negative RTPCR report done not more than 72 hours prior to sailing.*
- viii. *Validate Negative-RTPCR report with Indian Council of Medical Research (ICMR) website.*
- ix. Communicate to passengers to open Aarogya Setu App for COVID tracking or alternate arrangements/apps may be provided by cruise liners for contact tracking on ships where there is no mobile network on board cruise liners.

##### c) Arrivals Terminal

- i. Ports to have Sanitization stations.
- ii. Sufficient waiting area to prevent congestion in the Terminal.
- iii. Provision of Thermal Camera
- iv. Ports to define pathways & queuing requirements and barriers to maintain social distancing
- v. Signage for information of passengers and avoid mixing up with other ship crowd.

## **ANNEXURE - I**

### **d) Bus Transfer/Shuttle services**

- i. Ensure enough buses to allow for social distancing
- ii. Airport style buses to allow for quick entry & exit and efficient luggage management.
- iii. Buses fogged between trips
- iv. Driver to wear PPE kit.
- v. Ventilation and air conditioning of the buses shall be adequately enhanced for COVID-19 Pandemic.

### **e) Sanitation**

- i. Luggage sanitation immediately after the port gate.

### **f) Arrivals Lounge.**

- i. Well-spaced seating.
- ii. Availability of hand Sanitization.
- iii. Manned water station
- iv. Supervision and appropriate signage for clear gangway and to avoid crowds.
- v. Terminal to be regularly sanitized – Emphasis on high touch areas and surfaces.
- vi. Avoid different passenger flows from any other ships arrivals and departures.

### **g) Port Check In**

- i. Passengers brought in batches from Arrival Lounge.
- ii. Check in location to allow for social distance queuing.
- iii. Floor marks and signs to organize flow.
- iv. No boarding until the ship is completely empty from passengers that have planned to disembark.
- v. Self-scan Boarding Plan (from on line check in).
- vi. Self-scan cruise card.
- vii. Sufficient staff over the ship and ground avoiding contact with each other.
- viii. Plexiglas screens for each check in desk.
- ix. Hand sanitizing stations at each check in desk.

## **ANNEXURE - I**

### **h) Boarding**

- i. Hands free scan of cruise card – swipe to on board
- ii. Controlled entry to ship.
- iii. Revised Guest Welcome (No hand shake)

## **2. Disembarkation process on board prior to port arrival.**

### **a) Preparation for Disembarkation Arrangements:**

- i. Process to maintain social distancing
- ii. Strict enforcement to be out of cabins and use the ship timings and locations for disembarkation.
- iii. The baggage shall be strictly delivered in accordance with Covid-19 Port, Company and ship Management plan.

### **b) Check out**

- i. Wear Face-mask for protection.
- ii. Additional phone queries to reducing queuing. (Passengers receive a phone call or a notification while inside the cabin or at any other area on a Cruise vessel to avoid crowding while exiting the ship).
- iii. The ship must define specific waiting areas away from the main Reception and Gangway which can be used by Passengers. Announcements to be made by the Cruise Ship crew to follow social distancing while Guests are on the specific areas on a Cruise Ship.
- iv. Empty reception areas during disembarkation to avoid crowds in awaiting area.
- v. Straight to gangway.
- vi. Announcement to maintain social distance requirements.

### **c) Exit to the terminal**

- i. Different Exit point for disembarking guests.
- ii. If a separate exit point is not available, other measures are to be taken such as signage, physical distancing, marked walkways and additional personnel to manage guests.
- iii. Clear pathway to move away guests from the immediate area without impacting on arriving guests.
- iv. Domestic cruises passengers go straight to their transport carrier for exit.

## **ANNEXURE - I**

### **d) Bus Transfer/Shuttle service**

- i. Ensure enough buses to allow for social distancing.
- ii. Airport style buses to allow for quick entry & exit and efficient luggage management.
- iii. Buses fogged between trips.
- iv. Driver to wear PPE kit.
- v. Ventilation and air conditioning of the buses shall be adequately enhanced for COVID-19 Pandemic.

### **e) Final Exit at the port Gate**

- i. Self-scan cruise card.
- ii. Supervision would be a must to ensure social distancing and avoid queues.
- iii. Passengers are advised to go straight on to their transport and not wait at the port exit to prevent crowds.
- iv. Organize flow to separate from incoming passengers.



## ANNEXURE- II

### **[The detailed guidelines to be followed by cruise passengers]**

Mentioning the movement of a passenger from the origin to the destination.

#### **FOR EMBARKATION**

**1. From Origin to Seaport - Only such passengers who produces COVID - 19 negative report based on tests conducted not more than 72 hours prior to scheduled departure shall be permitted to board Cruise Ship during embarkation at port.**

- i. Passengers should familiarize themselves about the new procedures at the seaport. Especially, about the norms of social distancing, minimum touch, baggage limitations, COVID-19 declaration, registering on Aarogya Setu App, digital payments, use of authorized taxis, etc. Expect slower processes and hence avoid last minute reaching the seaport, adhering to specified arrival times for check in, the wearing of face masks etc.
- ii. Passenger to ensure that he/she has made a web check-in and obtained a boarding pass.
- iii. Passengers, before entering the terminal, to ensure wearing of protective gear, as per the prevailing requirement. He will continue to wear the mask until they have embarked the ship.
- iv. Passenger to report at the seaport as per reporting time specified by the cruise lines.
- v. The passenger shall not travel if he/she is staying in a containment zone. Also, they should not travel if they have been tested positive for COVID-19. The passengers are expected to certify the status of their health through the Aarogya Setu app or a self-declaration form available online at the time of booking ticket.
- vi. If a passenger who is not permitted to cruise, undertakes a cruise journey he/she shall be liable for penal action.
- vii. The passenger needs to provide to the Cruise line with an online declaration to the following effect at the time of ticket booking. The same will be verified by the cruise lines at the time of issuing boarding passes;
  - a. I/we am/are not residing in any containment zone.
  - b. I/we am/are not suffering from any fever/cough/any respiratory distress.
  - c. I/we am not under quarantine.

## ANNEXURE- II

- d. I/we develop any of the above-mentioned symptoms, I shall contact the concerned health authorities, immediately.
  - e. I/we have not tested COVID-19 positive in last two months.
  - f. I/we am eligible to travel as per the extant norms.
  - g. I/we make my mobile number/contact details available to the cruise lines whenever required by them
  - h. I/we undertake to adhere to the health protocol prescribed by the destination State / UT.
- viii. The cruise lines shall ensure that the boarding pass is issued only after the declaration given above has been made by the passenger. In case of a PNR having more than one passenger, the declaration would be deemed to be covering all the passengers mentioned in the PNR.

### 2. At the Seaport:

#### a) Entering the Port

- i. Passengers must complete a mandatory temperature check. This will be done by a designated staff at seaport. The status of 'Aarogya Setu; should be displayed to the staff.
- ii. In case of non-availability of Aarogya Setu, the passenger should be facilitated to go to a counter provided by the seaport where the app can be downloaded. Children below 14 years of age will be exempt from this requirement.
- iii. *Boarding pass to be issued to passengers with negative RTPCR report done not more than 72 hours prior to sailing irrespective of vaccination.*
- iv. The passenger shall then move to the Security counter at the entry check point. He/she shall display to show his/her identity card, the boarding pass/e-boarding pass to the security staff. The security staff on confirming the identity of the person should allow him / her in.
- v. Passengers to adhere to social distancing which would be specified at the seaports through markings like circle, square or tensor barrier as specified at the seaport and the instructions of the port staff may be followed up.

## ANNEXURE- II

### **b) Entering the terminal building.**

- i. The passenger wears the face mask from the gate to the terminal as well as inside any vehicle and carry out required documents / e-documents. He/she would continue to wear his mask when getting down the vehicle and reaching the terminal and while inside of the terminal.
- ii. Passengers will walk to the designated area for the thermal screening facility near the entry gate.
- iii. He should get himself/herself checked for temperature. This will be done by a designated staff of the Seaport. The status of "Aarogya Setu" should be displayed to the staff.
- iv. In case of non-availability of Aarogya Setu, the passenger should be facilitated to go a counter provided by the seaport where AarogyaSetu can be downloaded. Children below fourteen years of age would be exempt from this requirement.
- v. *Boarding pass to be issued to passengers with negative RTPCR report done not more than 72 hours prior to sailing irrespective of vaccination.*
- vi. The passenger shall, then, move to the CISF/Security counter at the entry check point. He/she shall display to show his identity card, the boarding pass/e-boarding pass to the CISF/Security staff. The CISF staff on confirming the identity of the person shall allow him/her in.
- vii. Passengers to adhere to the social distancing which would be specified at the seaports through markings like circle, square or tensor barrier as specified at the seaport to be used by the passenger and the instructions of the Port staff.

### **c) Security /Port Check In.**

- i. Arrangements have been made at seaports to guide passengers to walk through the pre-embarkation security screening. Passengers should follow the directions as announced by the authorities.
- ii. Passengers should divest of all metal on their body to facilitate the security screening. Also, bring luggage as per specified size allowed by the cruise lines.
- iii. Security staff will practice 'minimum touch' concept to reduce physical contact with the passengers. Passengers to cooperate with security staff by following the instructions for their own safety and security.

## **ANNEXURE- II**

### **d) Terminal Lobby**

- i. Passengers to proceed to security hold area after security screening.
- ii. While waiting in the security hold area they should maintain social distancing and sanitization protocols. Chairs marked 'Not for Use' should not be occupied.
- iii. While going around F&B, retail outlets, etc., passengers maintain hygiene and should be aware of the social distancing and locations where sanitizer would be available.
- iv. Passengers should dispose of all the bio hazardous material like used masks, gloves, tissues etc. in the yellow colored disposable bins/bags placed at strategic locations at the seaport.

### **e) Boarding**

- i. Passenger should give attention to the various communication materials displayed at the seaport about various health advisories relating to pre-boarding and during the voyage.
- ii. Passenger to collect the safety kit from the cruise lines near the boarding counter or gangway. They should wear mask, face-shield and sanitize their hands before proceeding to the boarding gate for scanning of the boarding pass.
- iii. Passenger should give attention to boarding announcements and reach the boarding queue by following distancing.
- iv. Check-in of the boarding pass would be done by the passenger by self- Scanning of e-boarding pass.
- v. Passengers would be required to show their ID card to the cruise line staff at the boarding gate.
- vi. Passenger to board the ship in a sequential manner as per the announcement by the cruise lines.
- vii. Safety Drill and on-board trainings shall be conducted as per the COVID-19 Ship management plan.

**FOR DISEMBARKATION**

**1. From Seaport to Destination:**

**a) Disembarkation**

- i. Passenger should give attention to disembarkation announcements on board and reach the disembarkation queue by following social distance as per COVID-19 Port Management plan.
- ii. The Cruiselines shall have travel bubble arrangements for passenger transport services to visit to the city and boarding back.
- iii. Rapid Antigen Test to be done for passenger whosever goes out before boarding back.**
- iv. Anyone crew/ passenger shows symptoms or test positive; the cruise line will immediately inform the authority.**

**b) Entering the terminal building.**

- i. Passenger should give attention to the various communication materials displayed at the seaport about various health advisories relating to de disembarkation.
- ii. He/she walk in the forecourt area and arrive at the thermal screening facility near the entry gate.
- iii. He should get himself/herself checked for temperature. This will be done by a designated staff of the Seaport. The status of "AarogyaSetu" should be displayed to the staff.
- iv. In case of non-availability of AarogyaSetu, the passenger should be facilitated to go a counter provided by the seaport where AarogyaSetu can be downloaded. Children below fourteen years of age would be exempt from this requirement.
- v. The passenger shall, then, move to the Port Security at the entry check point. He/she shall display/show his identity card, the boarding pass/• e-boarding pass to the CISF staff. The CISF staff on confirming the identity of the person shall allow him/her in.
- vi. Passengers to adhere to the social distancing which would be specified at the seaports through markings like circle, square or tensor barrier as specified at the seaport to be used by the passenger.
- vii. Passenger to disembark from the vessel at the seaport as per reporting time mentioned by the cruise lines.
- viii. The passengers are expected to certify the status of their health through the AarogyaSetu app or a self-declaration for to the following effect.

## ANNEXURE- II

**Health screening questionnaire/Self-Declaration** - This health questionnaire shall be submitted at the time of booking tickets and will be verified at the time of issuing boarding passes before commencement of journey. The questionnaire/self-declaration is as follows;

In the last 8 days before your journey, have you had any of the symptoms? (Please mark yes or no against each symptom)

- |   |         |
|---|---------|
| a. Recently developed cough (dry or productive) | YES/NO. |
| b. Fever (or feeling feverish)                  | YES/NO  |
| c. General weakness                             | YES/NO  |
| d. Generalized muscle ache                      | YES/NO  |
| e. Sudden loss of smell and/or taste            | YES/NO  |
| f. Any respiratory distress                     | YES/NO  |
- ii. In the last 14 days before your journey, were you in contact with anyone diagnosed with COVID-19 inspection? YES/NO
- iii. In the last four hours before temperate check, have you consumed antipyretics or other analgesics? YES/NO
- iv. In the last 14 days before your journey, list the cities and countries you have visited and indicate the duration of your stay in each one;
- Place .....Date of arrival .....Date of dep.....  
Place.....Date of arrival.....Date of dep.....
- v. I/we am/are not residing in any containment zone.
- vi. I/we am are not under quarantine.
- vii. I/we develop any of the above-mentioned symptoms I shall contact the concerned health authorities, immediately.
- viii. I/we have not tested COVID-19 positive in last two months.
- ix. I /we am eligible to travel as per the extant norms.
- x. I/we make my mobile number/contact details available to the cruiselines whenever required by them
- xi. I/we undertake to adhere to the health protocol prescribed by the destination State/UT.
- xii. Assessment section
- |   |        |
|---|--------|
| a. Temperature check:   |        |
| b. Other vital Signs:   |        |
| c. In the last four hours before temperate check, have you consumed antipyretics or other analgesics? | YES/NO |
| d. Assessment Decision: .....   |        |

## **Annexure - II**

### **c) Security**

- i. Arrangements have been made at seaports to guide passengers to walk through the dis-embarkation security screening. Passengers should follow the directions as announced by the authorities.
- ii. Passengers should divest of all metal on their body to facilitate the security screening.
- iii. Security staff will practice 'minimum touch' concept to reduce physical contact with the passengers. Passengers to cooperate with security staff by following the instructions for their own safety and security in accordance with COVID-19 port management plan.

### **d) Exit from Port**

- i. Passenger should use the authorized transportation using arrangements of travel bubbles maintaining the prescribed hygiene protocols.
- ii. Only authorized vehicles are allowed for taking the passenger from the seaport.
- iii. Passengers are advised to follow the social distancing and hygiene while travelling in any mode of transportation.
- iv. On arrival at their destination, the travelling passengers will have to adhere to such health protocols as are prescribed by the destination State/Union Territory.
- v. Passengers, before exiting the terminal, to ensure wearing of protective gear, as per the prevailing requirement.

### **Annexure - III**

#### **[Specific Operating Guidelines for Major Stakeholders (Cruise lines)]**

The cruise lines shall make all arrangements as per COVID-19 Company and Ship management plan so as to ensure that the risk of transmission of COVID-19 virus is minimized. Precautionary measures need to be taken within the ship as well as at the time of check-in, boarding and arrival at the destination. The cruise lines shall ensure coordination among the other service providers such as the seaports, security agencies, ground handling agencies etc. without compromising on the generality of the above, the cruise lines shall take the following measures:

- A) Pre-Departure Requirements - Cruise ships shall permit boarding of only such passengers who produce negative RTPCR report done not more than 72 hours prior to sailing. All crewmembers should be vaccinated.**
- i. All cruise lines to disseminate the information regarding the precautionary measures to be taken by the passengers. This should be done through their web-sites, travel agents, call centers, display at seaports, and assistance booths at the seaports. etc.
  - ii. Cruise lines to train/ educate their staff and the staff of the ground handlers about the various measures that need to be taken.
  - iii. Cruise lines to ensure that their ship is sanitized after every trip and the end of the day, as per the protocol if any as prescribed by the Ministry of Health and Family Welfare [MoHFW].
  - iv. All cruise lines to take adequate steps to ensure that all tickets are sold electronically. They should build enough redundancy so as to ensure uninterrupted service to the passengers.
    - (A). A self-declaration form. The passenger shall give a declaration to the following effect. In the last 8 days before your journey, have you had any of the symptoms? (Please mark yes or no against each symptom)
      - a. Recently developed cough (dry or productive) YES/NO
      - b. Fever (or feeling feverish) YES/NO
      - c. General weakness YES/NO
      - d. Generalized muscle ache YES/NO
      - e. Sudden loss of smell and/or taste YES/NO
      - f. Any respiratory distress YES/NO
      - g. In the last 14 days before your journey, were you in contact with anyone diagnosed with COVID-19 inspection? YES/NO



### **Annexure - III**

- h. In the last four hours before temperate check, have you consumed antipyretics or other analgesics? YES/NO
- i. In the last 14 days before your journey, list the cities and countries you have visited and indicate the duration of your stay in each one;  
Place .....Date of arrival .....  
Date of dep..... Place.....  
Date of arrival.....Date of dep.....
- j. I/we am/are not residing in any containment zone. I /we am arenot under quarantine.
- k. I/we develop any of the above-mentioned symptoms I shall contact the concerned health authorities, immediately.
- l. I/we have not tested COVID-19 positive in last two months. I /we am eligible to travel as per the extant norms.
- m. I/we make my mobile number/contact details available to the cruise lines whenever required by them
- n. I/we undertake to adhere to the health protocol prescribed by the destination State/UT.
- o. Assessment section
  - a. Temperature check:
  - b. Other vital Signs:
  - c. In the last four hours before temperate check, have you consumed antipyretics or other analgesics? YES/NO

Assessment Decision: .....

- v. The cruise lines shall ensure that the boarding pass is issued only after the declaration given above has been made by the passenger. In case of a PNR having more than one passenger, the declaration would be deemed to be covering all the passengers mentioned in the PNR
- vi. The cruise lines shall keep a record of the aforesaid declaration and make it available to any Central Government or State Government agency if required.

#### **B) Passenger Arrival at the Seaport**

- i. Inform the passengers that the staggered reporting time at the seaport is mandatory and must be followed strictly. Failure will lead to denial of entry in seaport.
- ii. Embarkation closes at least two hours before the scheduled time of departure.

### **Annexure - III**

- iii. Provide adequate protective gear to all their staff.
- iv. Ensure that all their staff is adequately trained about the various protective measures.
- v. Make adequate staff available at the entry to the seaport to assist the Passengers.
- vi. The body temperature of each passenger to be taken. Symptomatic passengers should not be allowed to enter the seaport. Passengers denied travel due high temperature to be permitted to change their date of travel without penalty. Cruise lines to keep all such records.
- vii. For passengers with special needs like wheel chairs, unaccompanied minor etc., the handling staff to be in full protection gear with pre- sanitized wheelchairs.

#### **C) Baggage Drop Facilities**

- i. Cruiselines should provide enough number of counters to facilitate easy baggage drop by the passengers.
- ii. Frontline staff to wear mandatory Protective gear. Staff at counters and ensure safe distance while accepting baggage.
- iii. The cruiseline should prominently display the precautionary steps to be taken by the passenger.
- iv. Cruiseline to release passengers for security after check-in and baggage drop off in restricted numbers to ensure social distancing at the security gates.

#### **D) Check in on the Terminal**

- i. Cruise lines to make announcements at the waiting area and educate the passengers.
- ii. Cruise lines to supply protection kit to each passenger near the boarding gate. They should wear mask and sanitize their hands before proceeding. Passengers to continue wearing the mask throughout the journey.
- iii. Symptomatic passengers should not be permitted to board the ship.
- iv. Staggered sequential boarding in batches of 10 to be practiced. If possible, self-scanning of paper I e-boarding pass. The passengers to display their ID before embarking.
- v. No passenger to be allowed to board without face mask.
- vi. Check-in of the cruise cards would be done by the passenger by self-scanning the same or showing to ship security. Passengers would be required to show their ID card to the cruise line staff at the boarding gate.

### **Annexure - III**

- vii. Ensure that the passenger board the ship in a sequential manner as per the announcement by the cruise lines.
- viii. Cruiselines should ensure that there is no crowding on the gangway. The grab rails of the gangway should be sanitized continuously.
- ix. Ensure that passengers embark the ship in a sequential manner.
- x. If a bus is being used for boarding. The cruise lines shall ensure that the bus is not crowded. Also, the bus to be sanitized continuously and driver and staff to wear PPE.

#### **E) Guidelines for Cruiselines while passengers are onboard**

##### **a) General conduct by Passengers**

- i. Physical distancing of at least 6 feet to be followed as far as feasible.
- ii. Use of face covers/masks to be made mandatory.
- iii. Passengers to practice frequent hand washing with soap (for at least 20 seconds) even when hands are not visibly dirty. Use of alcohol-based hand sanitizers can be made wherever feasible.
- iv. Respiratory etiquettes to be strictly followed. This involves strict practice of covering one's mouth and nose while coughing/sneezing with a tissue/handkerchief/flexed elbow and disposing off used tissues properly.
- v. Self-monitoring of health by all and reporting any illness at the earliest to the ship medical team.
- vi. Spitting shall be strictly prohibited.
- vii. Installation and use of Aarogya Setu app shall be advised to all.

##### **b) Accommodation arrangements while on Cruise**

- i. Entrance to the areas of large crowd gatherings on the cruise and the entrance to ship to have mandatory hand hygiene (sanitizer dispenser)
- ii. Adequate manpower shall be deployed by cruise management for ensuring social distancing norms.
- iii. Staff should additionally wear gloves and take other required precautionary measures.
- iv. All employees who are at higher risk i.e. older employees, pregnant employees and employees who have underlying medical conditions, to take extra precautions. They should preferably not be exposed to any front-line work requiring direct contact with the public.

### **Annexure - III**

- v. Proper crowd management in the accommodation as well as in outside premises like cruise premises following social distancing norms shall be ensured. Large gatherings/congregations continue to remain prohibited.
- vi. Preferably separate entry and exits for guests, staff and goods/supplies shall be organized. Maintaining physical distancing of a minimum of 6 feet, when queuing up for entry and inside the cruise as far as feasible. Specific markings may be made with sufficient distance to manage the queue and ensure social distancing on the cruise ship.
- vii. Max 4 Number of people in the elevators shall be restricted, duly maintaining social distancing norms. Use of escalators with one person on alternate steps may be encouraged.
- viii. Posters/standees/AV media on preventive measures about COVID-19 to be displayed prominently.
- ix. Hand sanitizers must be kept at the reception for guests to use.
- x. Cruise management must adopt contactless processes like QR code, online forms, digital payments like e-wallet etc. for both check-in and check-out.
- xi. Luggage should be disinfected before sending the luggage to cabins.
- xii. Guests who are at higher risk i.e. those who are older, pregnant or those who have underlying medical conditions are advised to take extra precautions.
- xiii. Required precautions while handling supplies, inventories and goods in the accommodation shall be ensured. Proper queue management and disinfection shall be organized.
- xiv. Appropriate personal protection gears like face covers/masks, gloves and hand sanitizers etc., shall be made available by cruise lines to the staff as well as the guests.

#### **c) Guidelines for dining premises and Restaurants over the Cruise**

- i. Detailed guidelines issued for restaurants shall be followed.
- ii. Seating arrangement in the restaurant also to be made in such a way that adequate social distancing is maintained.
  - a. Disposable menus are advised to be used digital and if smart phone not available then disposable menus to be offered.
  - b. Instead of cloth napkins, use of good quality disposable napkins to be encouraged.
  - c. Contactless mode of ordering and digital mode of payment (using e-wallets) to be encouraged.
  - d. Buffet service should also follow social distancing norms among guests.

### **Annexure - III**

- iii. For cabin service, communication between guests and in-house staff should be through intercom/ mobile phone and cabin service (if any) should be provided while maintaining adequate social distance.
  - iv. Gaming Arcades/Children play areas (wherever applicable) shall remain closed.
  - v. For air-conditioning/ventilation, the guidelines of CPWD shall be followed which inter alia emphasizes that the temperature setting of all air conditioning devices should be in the range of 24-30°C, relative humidity should be in the range of 40-70%, intake of fresh air should be as much as possible and cross ventilation should be adequate.
  - vi. Effective and frequent sanitation within the premises shall be maintained with particular focus on lavatories, drinking and hand washing stations/areas.
  - vii. Cleaning and regular disinfection of frequently touched surfaces (doorknobs, elevator buttons, hand rails, benches, wash basin fixtures, etc.) to be made mandatory in all guest service area and common areas.
  - viii. Proper disposal of face covers / masks / gloves left over by guests and/or staff should be ensured.
  - ix. Deep cleaning of all wash cabins shall be ensured at regular intervals.
  - x. Cabins and other service areas shall be sanitized each when guest leaves.
  - xi. In the kitchen, the staff should follow social distancing norms at workplace. Kitchen's area must be sanitized at regular intervals.
  - xii. In case of a suspect or confirmed case in the premises do the followings as per Covid -19 Ship Management plan:
    - a. Place the ill person in a cabin or area where they are isolated from others.
    - b. Provide a mask/face cover till such time he/she is examined by a doctor.
    - c. A risk assessment will be undertaken by the designated public health authority (district RRT/treating physician) and accordingly further action be initiated regarding management of case, his/her contacts and need for disinfection.
    - d. Disinfection of the premises to be taken up if the person is found positive.
- d) Hospital & isolation facilities:**
- i. The ship should have medical center with a doctor and trained medical assistants.
  - ii. Suspected COVID cases to be accommodated in isolation cabins in hospital. Wherever hospital facilities are not available the COVID suspect should be isolated in a separate cabin.

## **Annexure - III**

### **e) General practices while on Shipboard**

#### **The Ships**

- i. The cruise line must provide a Shipboard COVID Sanitation Management Plan.
- ii. Ships must be fitted with on-board medical facilities, with shipboard medical professionals available around the clock, 24/7, to provide initial medical care in the event of illness and help prevent disease transmission.

#### **Public Spaces**

- i. Sanitation stations at the entrance of each area.
- ii. Establish specifics onboard public health protocol to prevent from COVID-19.
- iii. Sanitize regularly Hotspots on board ship such as handrails and elevator or lounge furniture.
- iv. Cruise companies to control capacity on public areas to ensure social distancing

#### **Food & beverage:**

- i. Limit seating occupancy.
- ii. Staff to guide seating's for all guests to restaurants.
- iii. Incentivize a La Carte menu restaurants.
- iv. Buffet service to avoid self-serve stations and passenger physical contact to be assisted.
- v. Distance of 6 feet from each table at all restaurants.
- vi. Bar services to be provided at lounge seating's and limit bars stools and all crew member to wear PPE.
- vii. Social distancing of 6 feet between crew and guests while providing services.
- viii. Hand sanitizers stations to be added to entrance of each restaurant

#### **Shows**

- i. Limit shows capacity. Implement multiple show slots.
- ii. Limit sitting capacity

### **Annexure - III**

#### **Shore excursions**

- i. Selective Taxi Operators to be appointed for the Shore Excursions.
- ii. Cruise companies to establish protocols to tour operators to adhere to social distancing.
- iii. Operating companies to monitor and audit shore operators.
- iv. Shore excursion organizers will provide sanitizing facility to all guests.
- v. All equipment used during shore excursions to be fully sanitized after every use.

## **Annexure- IV**

### **[Specific Operating Guidelines for Major Stakeholders (Seaports) in accordance with COVID-19 Port Management Plan]**

#### **1. Measures to be taken at the Seaports**

The Seaport operators shall make all arrangements so as to ensure that the risk of transmission of COVID-19 virus is minimized. Social distancing measures shall be enforced for the passengers at the seaports. The seaport operators shall take adequate sanitization measures. The seaports shall ensure coordination among the other service providers such as the cruiselines, security agencies, ground handling agencies etc. Without compromising on the generality of the above the seaport operators shall take the following measures:

##### **1. At Seaport Entry**

- i. Only those passengers will be allowed inside the seaport whose names are given in their Boarding Passes/Tickets.
- ii. Prominently display the precautionary measures that need to be taken by all staff and passengers.
- iii. Ensure that no passenger without wearing a mask is allowed entry in theseaport.
- iv. Provide adequate disembarkation points for vehicles so as to avoid crowding.
- v. Temperature screening of the passengers entering in the terminal area and at boarding point to be ensured. (At the boarding point the cruiselines shall discharge this function).
- vi. Mats and carpets if any to be soaked with bleach (Sodium Hypochlorite solution) to be placed at entrance for disinfecting shoes.
- vii. Use of trolleys to be discouraged in departure and arrival area. However, select few passengers, requiring the same due genuine reasons, to be provided on request basis only. All trolleys must be disinfected by suitable means like disinfecting spray etc.

##### **2. Inside the Terminal Building**

- i. Ensure social distance markings and separated seating in the forecourt area.



#### **Annexure- IV**

- ii. For passengers with special needs like wheel chair, unaccompanied minor etc., the handling staff to be in full protection gear with pre- sanitized wheelchairs.
- iii. Prominently display the precautionary measures that need to be taken by all staff and passengers.
- iv. Provide a clear transparent glass shield on a pedestal to act as a barrier between passenger / staff and CISF/Security personnel at the entry gates.
- v. Social distancing norms for all queues to be strictly adhered to at the entry gate.
- vi. Seaports to earmark areas for isolation and COVID -19 testing for suspected passengers.
- vii. Seaports to ensure easy Availability of hand sanitizer at all entry points and also to be available at various touch points.
- viii. Disinfect all surfaces /touch points every 30 minutes like rails near the entry gate etc.
- ix. Keep Hand Sanitizer/ dispensers and social distance markings near self-check-in kiosks / counters.
- x. All wash cabins to be sanitized continuously.
- xi. Social distance markings like circle, square or tensor barriers which are easily visible to be ensured in the check-in (baggage drop) area, as and when, check-in from the counters is permitted.
- xii. Ensure sanitization of checked-in baggage.
- xiii. Adequate allocation of counters for baggage drop to be made.
- xiv. Provide a clear transparent glass shield on a pedestal to act as a barrier between passenger/staff at the baggage drop counter.
- xv. Social distance markings, tensor barriers (queue managers) and separated seating in area before. Security to avoid crowding and queuing, to be provided by the ports. Ensure availability of hand sanitizer dispensers at the entry and exit of security check points.
- xvi. Ensure Availability of adequate number of Personal Protective Equipment (PPE) for Security personnel on duty to be ensured.
- xvii. Sanitization of trays at the security-check cabin baggage screening area to be done regularly.
- xviii. Special bins to be placed for disposal of used material like masks etc. All such waste to be handled and disposed as per the prescribed procedures

## **Annexure- IV**

### **3. Upon Arrival at Seaport to Exit**

- i. Sequential passenger disembarkation in batches to be carried out to ensure social distancing.
- ii. Ensure social distance markings in arrival gates, gangways, coaches, step ladders, ramps. Availability of hand sanitizers at exit points of gangway before baggage collection area.
- iii. Put social distance markings like circle, square around the baggage collection carousel.
- iv. Take measures to avoid bunching of passengers on travellers. Ensure staggered placement of baggage on the arrival carousel.
- v. Provide additional separated seating in baggage collection area to avoid crowding.
- vi. Transit passengers not to be allowed to come out of transit area.
- vii. Ensure travel bubble arrangements are in place and being utilized for all passengers exiting the port and re-boarding the ship.

### **4. DISEMBARKING ISOLATED PATIENTS**

#### **(Shipboard protocol)**

- i. All the individuals who will be interacting with the patient(s) must wear full body (PPE)
  - a. Determination of the port of disembarkation of Contact with local authorities to coordinate disembarkation
  - b. Method of transportation (i.e. wheelchair to ambulance).
  - c. Determination of where the patient(s) will be transported.
  - d. Confirmation of arrangements in the receiving location to ensure complete isolation of the pathway where the patient(s) will exit the ship and assignment of crewmembers with PPE. This will limit potential contact with other guests or crew.
  - e. Assignment of person(s) to escort/wheel the patient(s) to the point of contact/pick-up location at the terminal.
  - f. Assignment of a team of crewmembers who will sanitize the pathway where the patient exits the ship, including the terminal.
  - g. Determine process for removing close contacts and personal belongings.
  - h. Protocol for the attention of passengers with symptoms compatible (Transportation and assigned medical facility) with COVID-19 at the port's maritime stations, to be defined between the Port Authority and the Health Authority at the port.

**Annexure- IV**

- ii. Executive Committee, medical team, Guest Services Manager and Guest Port Services must hold a meeting to plan and coordinate the removal of an individual with a suspected or confirmed case from the ship.
- iii. If an individual presents symptom and/or is suspected to have COVID-19, then all areas where this person has been on the ship need to be cleaned and disinfected.
- iv. The Port Authorities along with the Cruise line will coordinate with the relevant Government authorities for further course of action as deemed fit by Government.

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