



GUIDELINES FOR A SAFE RESTART OF THE DANISH CRUISE INDUSTRY

PREPARED BY THE DANISH AUTHORITIES



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1.0 introduction

The Ministry of Industry, Business and Financial Affairs have in cooperation with relevant authorities and the Danish cruise industry compiled indicative guidelines for a safe restart of the Danish cruise industry.

The guidelines follow the Danish health authorities' recommendations so that the guidelines are proportional to the current circumstances of the COVID-19 pandemic. It is noted that arriving guests to Denmark - including cruise passengers - need to comply with the at any time prevailing terms of entry into Denmark.

The guidelines will contribute to the minimizing of disease transmission amongst cruise passengers, crew and locals.

2.0 Guidelines concerning the rules of disembarkation of individuals from cruise ships

Regarding the executive order on prohibition of disembarkation of cruise ships etc. relating to the handling of COVID-19 and prevailing special regulation on communications with the shore, refer to the following [link](#) for forthcoming information. You can find information on the current regulation and its duration on the aforementioned webpage.

Please note that crew can be allowed to disembark from a cruise ship in a Danish port to discharge if the Danish Patient Safety Authority permits it. The executive order does not regulate crew embarkment.

Cf. the executive order these guidelines apply to cruise ships and passenger vessels that accommodate 100 or more passengers.

2.1. In case of infection on board

Are persons on board tested positive for COVID-19 is it required that the Danish Patient Safety Authority will be notified. In case of infection, any contact with individuals on shore is prohibited until the Danish Patient Safety Authority permits it again. Refer to the executive order on precautionary measures against contagious and other transmittable diseases in the transportation sector.

It is noted that other non-COVID-19 related cases of disease are handled ordinarily through the local authorities.

3.0 Guidelines for cruise tourism in Denmark

3.1 Port operations

- Cruise lines that want to operate in Denmark are encouraged to prepare a plan that accounts for the Danish authorities' COVID-19 recommendations to ensure the health and safety of personnel and passengers aboard the cruise ship.
- Cruise lines are thus recommended to adhere to the guidelines for cruise operations under COVID-19 compiled by the European Maritime Safety Agency (EMSA). [Link](#).
- The cruise lines are equally encouraged to stay briefed on and comply with the Danish Health Authorities recommendations that can be found via this [link](#).
- It is recommended that the port agent base the coordination of port entries and supplies for the value chain on these guidelines, the EMSA guide on cruise operations and the current recommendations from the Danish Health Authorities.

3.2 Port Management Plan

It is recommended that the industry follow the guide for cruise operations under COVID-19 compiled by the European Maritime Safety Agency (EMSA). [Link](#).

3.2.1 Recommendations for hygiene standards in cruise terminals

- The authorities' recommendations regarding distance between individuals and group should be observed through the full process in terminals. This can be secured through markings and screening.
- If observing the authorities' recommendations on distance are not possible then personal protective equipment (PPE) should be worn by both personnel and passengers.
- Employees should be instructed in how PPE should be used and disposed.
- Regular washing of hands and disinfection should be implemented when shifts start at rotations and regularly throughout the day.
- Shared equipment should be disinfected and washed with water and soap during, before and after each shift.
- Every area in and surrounding terminals with regular physical contact should be cleaned frequently, follow hygiene standards and be documented in cleaning protocols.
- Labelled disinfectant dispensers should be erected in terminals at all entrances, passageways, focus areas and function stations.
- All kinds of physical contact should be minimised – guests should preferably be able to pass through the terminal without touching anything.
- Sitting areas should be reduced and arranged so that they encourage keeping the recommended distance.
- Signs and screens should remind guests and personnel to follow the effective recommendations on distance, the use of PPE and to cough/sneeze into their elbows.

Find the Danish Health Authorities recommendations on preventing infection [here](#).

3.2.2 Check-In at terminals

- It is recommended that staggered arrival times are implemented to avoid congestion. Arrival times could appear on passenger's tickets or elsewhere.
- Mobile devices should be used in the check-in procedure wherever possible in order to make it as contact free as possible.
- Check-in counters with hygiene screen will assist in keeping the necessary distance and safety between passengers and personnel.
- If observing the authorities' recommendations on distance are not possible, personal protective equipment (PPE) should be worn by both personnel and passengers.

3.2.3 Safety check at cruise terminals

- The authorities' recommendations regarding distance between individuals and groups should be observed throughout the safety procedure.
- Stickers can be put on the floor to remind guests and personnel to follow these directions.
- If observing the authorities' recommendations on distance are not possible then personal protective equipment (PPE) should be worn by both personnel and passengers.
- If a physical safety check of a passenger is necessary, the employee carrying out the check should wear PPE and remember to disinfect themselves.
- Boxes for personal belongings should be disinfected between every guest.
- Guests may touch the boxes if they are disinfected subsequently.

3.2.4 Debarkation – When passengers leave the ship

- At debarkation, it is recommended that predefined timeslots are implemented for when passengers may go ashore.
- Passenger flow and intensity should be communicated and coordinated in advance.
- It should be possible to adjust the passenger flow if bottlenecks or other delays appear which affect the port capacity.



3.2.5 Luggage handling

- It is recommended that the ships' luggage carts should be cleaned on the quay upon leaving the ship.
- If observing the authorities' recommendations on distance are not possible then personal protective equipment (PPE) should be worn by both personnel and passengers.
- Guests who arrive individually (e.g. with taxi) should hand in their luggage themselves.
- If arriving with bus, guests should be transported to check-in before unloading the busses for luggage.
- It is recommended that guests and luggage are separated as soon as possible preferably already in the airport or at the guests' home if possible.

3.2.6 Layout of cruise terminals at ports

- To minimize the risk of infection at cruise terminals at embarkation and debarkation of passengers and personnel, it is recommended that terminals should be separated into arrival and departure sections.
- In the arrival terminal passengers and personnel that leave the ship and their luggage should be led out through designated rooms in the terminal or tents.
- All passengers and personnel that are to board the ship should use another part of the terminal or tents when embarking the cruise ship.
- After debarkation, all affected areas of the terminal should be cleaned following a control list, if they are used for boarding passengers afterwards.
- After embarkation and the ships' departure, the terminal should be cleaned following a control list.

Generally refer to the Danish Health Authorities recommendations on ventilation and aeration: [Link](#).

3.2.7 Handling of transit or turn-around port entry

Turn-around entry:

- Upon arrival in Denmark all cruise guests must comply with the at any point prevailing entry regulation. If a negative COVID-19 test is required for entry this test can be performed on ship upon arrival or at the arrival port where the port can provide test capabilities through private providers if such are required to comply with entry regulations. [Link for entry regulation](#).

Transit entry:

- Upon transit entry all cruise guests are also required to comply with the at any point prevailing entry regulations. At transit entry, it is in addition recommended that cruise guests are led directly to prepared busses that take the guests either on guided tours with no debarkation of the busses or closed excursions where guests are taken directly to and from specific sights. In all cases a plan must be ready in case of a positive test result including quick identification of close contacts and other contacts following the Danish Health Authorities' guidelines in cooperation with local authorities, port operators and cruise lines. The Health Authorities' guidelines for handling a case of infection must always be followed and can be found [here](#).

3.2.8 Work on the quay

- The prevailing distance requirements should be kept to the maximum practicable extent.
- If observing the authorities' recommendations on distance are not possible then personal protective equipment (PPE) should be worn by personnel.
- Shared equipment should be disinfected and washed with water and soap during, before and after each shift.
- All "non-normal" activity in the quay area should be communicated to the port in advance of entry (cranes, repair etc.).
- The port agent compiles a list of all planned activities and external persons. The list must be shared with port, incoming personnel and other relevant parties in advance of entry.



3.3 Coordination between cruise ships and ports in relation to COVID-19

It is recommended that ship operators and ports follow the EMSA guidelines for coordination on COVID-19 related issues. [Link](#).

3.4 Excursions

3.4.1 Coordination between cruise ships and bus and tour providers

- Guests should receive information on prevailing restrictions at the destination in advance of debarkation (including requirements for PPE, limitations on assembly etc.) and guests should be informed of guide-lines travelling a tourist bus. The Health Authorities' recommendations on prevention of infection must be followed at all times and can be found [here](#).

3.4.2 Recommendations for participating in shore excursion with bus

Focus on good hygiene and inform travellers on appropriate behaviours in the bus:

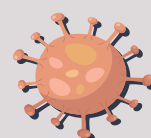
- Update employees on the latest restrictions from the authorities in order to ensure that all employees are attentive for good hygiene and symptoms.
- Provide employees and passengers with disinfectant at central points such as entrances, exits and toilets.
- It is recommended that bus personnel and cruise passengers use masks or visors.
- It is recommended that the authorities' recommendations and advice is communicated to travellers through posters/stickers, information screens etc.

Limit congestion in the bus:

- The authorities' recommendations should be followed at all times.
- It is recommended that bus capacity is limited to 50 % for passengers that arrive through turnaround so that the bus only carries half the passengers it is certified to carry. It may therefore be necessary upscale the bus or deploy extra in order to execute the transport.
- It is recommended that bus capacity is limited to 80 % for passengers participating in shore excursions on transit calls as well as debark-tours on turnarounds.
- Make sure that entry and exit of the bus proceed in a safe manner so that passengers avoid coming in to close contact with each other. That can be ensured by:
 - All passengers exit or enter individually or in pairs in an orderly fashion without creating tail-back.
 - All passengers get designated numbered seats. Guests that are not accommodated in the same cabin must be granted a double seat alone.
 - All passengers utilize entrances and exits in front of their seats in order to make sure that the traffic in the bus moves in a single direction.

Cleaning of surfaces of contact:

- Frequently clean surfaces of contact (doorknobs, tables etc.).
- It is recommended that surfaces are cleaned with water and soap or other detergent and that cleaning happens every day when the bus is utilized (before departure or after arrival).
- The cleaning should be focused on so called points of contact that are touched by hands such as buttons, poles, handles, straps, armrests etc.



3.4.3 Recommendations for guided tours

- Excursions should be planned in smaller groups in which distance is kept to persons outside the guests' family or traveling group.
- It should currently not be an option to go for excursions with free movement.
- At a destination with medium or high reproduction rate excursions can possibly be planned exclusively as guided or closed tours where the number of contacts better can be kept under control. In addition, excursions can be planned as guided bus tours without debarkation of the bus in order to avoid contact with the local population.
- Keep the duration of the excursions at a minimum so that the guests are off board averagely less.
- Spread excursions to the same destination out to different times of the day if possible.
- At organised walking or biking tours the prevailing Danish regulations on group size and distance should be observed.

3.5 Contact forum / Coordination with shipping agents

Under the Danish Ministry of Industry, Business and Financial Affairs a task force for a safe restart of the Danish cruise business is established. This task force constitutes a contact forum for the dialogue and information sharing between industry and authorities and it will be responsible for facilitating dialogue concerning updates of the current guidelines for a restart of the Danish cruise industry. The following authorities are represented in the task force: The Ministry of Health, the Ministry of Transport, the Ministry of Justice, the Municipality of Copenhagen and the Ministry of Industry, Business and Financial Affairs. The following companies and organizations represent the industry in the task force: Copenhagen Malmö Port, Danske Destinationer, DI, Danske Shipping- og Havnevirksomheder, DI Transport, Dansk Erhverv, Danske Havne, HORESTA, CruiseCopenhagen, Dansk PersonTransport, VeddeBus A/S og Visit Danmark. The task force will meet again in early April 2021 and subsequently as needed.

3.6 Regional and international coordination of guidelines

Initially a national draft of the guidelines for the Danish cruise industry is compiled that Greenland and the Faroe Islands can be inspired by. An effort to coordinate national guidelines with neighbouring countries will be pursued in order to develop the North and the Baltic Sea region as a safe and sustainable cruise destination.



This protocol has been developed by the Danish authorities in close collaboration with the industry. If you have any questions, please get in touch with your local agent or CruiseCopenhagen Director, Claus Bødker at clb@woco.dk.