

INTRODUCING THE BEYOND ORDINARY CARE PROGRAM

HERE AT WINDSTAR CRUISES, THE HEALTH AND SAFETY OF EVERYONE ON BOARD IS A TOP PRIORITY.

We are connected to industry experts and following guidelines by the regulatory authorities in every area of the world we sail and through our partnership with the Senior Medical Director at the UC Health Infection Control and Prevention Department at the University of Colorado School of Medicine, investigated appropriate layers of protection to create a safer experience for guests while still delivering an experience that's 180 degrees from ordinary.



MULTI-LAYER STRATEGY

PRE-BOARDING

- All guests are required to have completed a full course of COVID-19 vaccine at least 14 days prior to embarkation. Proof of vaccination required at cruise terminal.
- Receive updated communications about COVID-19 policies from Windstar
- Research COVID-19 test requirements and standards for any countries visited during travel
- Windstar recommends purchasing travel insurance to cover COVID-19 related costs
- Wear masks during travel to ship
- Health screening at terminal prior to embarkation
- No COVID-19 PCR test required at pier; Windstar will require and administer a free COVID-19 antigen test prior to boarding
- Negative antigen test result required to board
- Socially distanced embarkation

See the latest updates at
[WindstarCruises.com/
Health-Safety](https://www.windstarcruises.com/Health-Safety)

ON BOARD

- + **HEPA filters and UV-C light** are a double whammy to clean the air of microbes on board ships
- + **Electrostatic sprayers** sanitize spaces and surfaces with a powerful, **EPA-registered, hospital-grade sanitizing solution**
- Ultraviolet-C light emitting wands will be used to disinfect public items
- Increase frequency of cleaning public spaces and high-touch points
- Dining venues operate at reduced capacity with tables spaced apart
- Additional medical staff on board
- Masks must be worn indoors in public spaces except when eating and drinking
- Masks must be worn on deck when unable to social distance except when swimming
- Sail with reduced capacity
- Crew wear masks and undergo COVID-19 specific training
- Capability to test crew and guests for COVID-19 with PCR test
- Ability to care for and treat guests if they become ill
- Designated isolation cabins set aside

SHORE EXCURSIONS

- Excursions will be reviewed and offered only if they meet appropriate standards
- For the near term as required by the Cruise Lines International Association, guests will need to book a Windstar shore excursion to go ashore.
- All shore excursions have been vetted for health and safety protocols
- Tenders, motor coaches, and smaller boats will operate at reduced capacity and will be cleaned between each use
- Shore excursions to operate at reduced capacity
- Masks will be required according to local regulations and when unable to social distance
- Staggered arrivals and departures in port



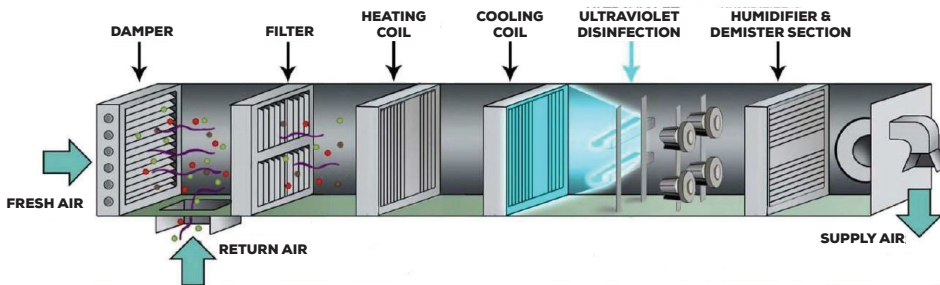
+ Hospital Grade Standards

Call Your Travel Advisor Today

WINDSTAR[®]
CRUISES
180° FROM ORDINARY[®]

HEPA-FILTERS & UV-C IRRADIATION EXPLAINED

WINDSTAR RECENTLY ANNOUNCED OUR NEW HEALTH AND SAFETY PROGRAM CALLED BEYOND ORDINARY CARE, a multi-layered program to create a safer environment aboard our ships. The Beyond Ordinary Care program is a multi-faceted strategy with key hospital-grade elements: HEPA filters and UV-C ultraviolet germicidal irradiation to filter and disinfect the air, plus EvaClean with PurTab to sanitize all surfaces throughout the yacht. Additionally, Windstar has consulted with the epidemiology department at the University of Colorado's Anschutz Medical Center to create a safer experience for guests on Windstar's yachts.



- As part of our multi-million dollar investment in the health and safety of our guests, every ship will have hospital grade HEPA filters with UV-C light installed in its HVAC system before returning to operation.
- These HEPA filters are designed to catch all particles in the air that are 0.3 microns, or larger, in size. This level of filtration will be effective in filtering out bacteria, mold, dust, allergens, and many viruses. HVAC filtration alone is a scientifically proven method of removing many illness and allergy causing components within the air supply by filtering out 99.7% of particulates 0.3 microns or larger in size.
- The second component to be added to the HVAC systems are UV-C lights. UV-C light has been scientifically proven to be an effective disinfecting and sanitizing agent against microorganisms that may be present within the air supply. UV-C technology has been used for many years in hospitals and operating rooms as a method of sanitizing. UV-C light has been proven to be effective at killing many different types of bacteria and viruses such as norovirus and coronavirus. This component, in conjunction with the HEPA filtration, will allow for a high level of disinfection of the air supply within our HVAC system.
- In addition to disinfecting the circulating air, the installation of these two components will drastically reduce the amount of microorganisms within the HVAC system. This, in turn, will reduce the amount of biofilm formation within the HVAC system components, which is a key factor in preventing Legionella growth and possible infection.

“Windstar’s holistic approach has multiple layers of safety at hospital grade standards, and when combined with responsible hygiene practices from guests, it’s the safest environment achievable with tech and science as we know it today,” said Dr. Michelle Barron, Medical Director of Infection Prevention at University of Colorado Hospital and Professor of Medicine, Division of Infectious Diseases, at University of Colorado’s Anschutz Medical Center. “When you’re sailing on a Windstar yacht, your biggest worry should be how to avoid a sunburn, not getting COVID-19.”