



 AMERICAN QUEEN®  
STEAMBOAT COMPANY

*Storied Rivers. Deeply Moving.*

**SAFECRUISE™**

**RESUMING SAFE  
OPERATIONS IN OUR  
RIVER COMMUNITIES**

June 2020

---

[www.aqsc.com](http://www.aqsc.com)

# TABLE OF CONTENTS

---

Letter from John W. Waggoner	03
Executive Summary	04
Operations in the New Environment	06
Guest Communications and Screening	08
Onboard Operations – Protocols	09
Crew Screening and Safety	10
SafeAshore – Shore Excursion Operations	11
Medical Response Readiness	12
Summary	13





To our valuable destination partners:

The COVID-19 pandemic has thrown the world for a loop, and we recognize the impact it has had not only on your plans for travel, but likely your day to day lives. Many of the experiences that we've grown to know and love are changing, for the safety of yourself and others around you. River cruising is no different. We understand that these changes came unexpectedly, and that can be stressful. Rest assured that we are proactively planning for the future and working diligently to ensure guests' and communities' comfort and safety.

We can say with sincerity that each American Queen Steamboat Company (AQSC) team member is committed to keeping you informed and protected. As we all take this step to reignite our passion for travel and hospitality, things may look different, sound different, and frankly, feel different. But the safety of our guests and local ports remains our top priority.

There are many unknowns with COVID-19, but we are committed to protecting our guests, employees, and shoreside partners. Enabling a safe return to American river cruising for you by following all necessary safety measures and guidelines is our top priority.

To make certain we're on the right track, we are working with Ochsner Health in conjunction with other healthcare providers to address concerns regarding COVID-19. Ochsner Health is Louisiana's largest non-profit, academic, healthcare system. In our never-ending effort to keep our guests, crew and the communities we visit safe, Ochsner has agreed to provide crew-testing and passenger-screening for our Mississippi River itineraries, in addition to medical consultation services and telehealth capabilities to guests onboard any of our vessels.

You will certainly notice new processes implemented on board to promote the health and wellbeing of our guests. These identify and combat the risk of COVID-19 on our boats, and include pre-cruise screenings, crew screening and boarding processes, along with enhanced cleaning procedures for both onboard and ground operations.

And I can say with sincerity that each AQSC team member is committed to keeping you informed and protected. Together we will work side by side to establish trust and confidence with our mutual customers. Together, let's resume the exploration and discovery of our great country. Together, let's keep travelling forward.

---

Sending well wishes,  
**John W. Waggoner**  
Founder and CEO



# EXECUTIVE SUMMARY

AQSC has introduced SafeCruise™ by Hornblower Cruises and Events into our processes. SafeCruise is our commitment to our guests' security throughout the entire cruise experience, and features pre-boarding, boarding and onboard processes to enhance health and safety. AQSC will:

---

- Comply with all federal, state and local statutes regarding the safe operation of our vessels and all visits to your communities.
- Partner with established healthcare providers in assessing and monitoring all of our safety and health protocols.
- Perform full crew screening including PCR COVID-19 testing with ongoing monitoring of crew during their time on our vessels.
- Conduct pre-cruise screening via questionnaires for our guests and subsequent screening during boarding and check-in processes.
- Institute new cleaning and sanitation protocols as recommended by the CDC, FDA and EPA.
- Utilize Ochsner Health and other local healthcare providers in establishing new training and operational initiatives and evolve practices based on monthly reviews.
- Monitor our guests and crew temperatures via touchless technology during each entry and exit to our vessel and your communities.
- Advise all guests of local protocols prior to vessel arrival in any of destinations for the well-being of your communities and our guests.
- Respond in an expeditious manner to any possible health and safety risks with certified medical practitioners.





**Ochsner**  
Health



# OPERATIONS IN THE NEW ENVIRONMENT

## CREW AND VESSEL PREPAREDNESS: PUBLIC AREAS AND STATEROOMS

AQSC has worked to secure a heightened level of preparedness for both crew and vessel operations:

- New AQSC **CARE** training procedures have been instituted for all housekeeping, dining and sanitation staff.
- Increased sanitation of all contact surfaces such as handrails, tables, chairs, desks, work surfaces, door handles, telephones and elevator controls will occur.
- Utilize EPA recommended and approved high concentrate solutions
- Sanitation will occur at scheduled times and as further required with emphasis on high touch points.
- Cabin staff will clean all surfaces of staterooms with EPA-approved solutions.
- Each stateroom will receive a follow-up electrostatic fogging after each guest departure.

**AQSCCARE**  
CORONAVIRUS ACTIVE RESPONSE ENGAGEMENT





- All self-service buffets are currently suspended. Waiters will be stationed at the buffets to serve food to the guests.
- Crew will sanitize all frequently touched surfaces in restaurant and bar areas hourly and after each guest use.
- Sanitation Logs will be maintained, and records kept on file.
- Guest swipe cards will not be handled by our staff at any time.
- All tables, chairs and counter tops will be sanitized on the hour – or when vacated by the guest, whichever comes first.
- All crockery, glassware and cutlery will be washed even if unused.
- Menus will now be single-use printed paper and be discarded after each use.



# GUEST COMMUNICATIONS AND SCREENING

Communication with our guests begins before they have committed or booked their experience on our vessels. Health and safety information will be communicated to our guests and a pre-cruise screening process has been instituted to determine the health eligibility of those who wish to cruise with us. The following outlines the new procedures in place to ensure the health and safety of our guests and crew:



- In accordance with industry standards, we will conduct pre-voyage screenings for the protection of all our guests, staff and crew at the designated check-in hotel. Before boarding the vessel, all guests will be required to complete a health and safety questionnaire.
- At guest check-in, a medical professional will perform health screenings and answer any guest questions. The medical professional will have the authority to deny boarding to anyone that may pose a health risk.
- All guests will complete a medical travel screening survey and have their temperatures taken. All forms will be reviewed by our medical representative and a member of our onboard staff.
- Because of changes in check-in and boarding processes, no guests will be allowed to check-in directly on the vessel. Only those who have completed and passed the medical screening at the designated hotel check-in will be allowed to board the vessel.
- Information will be provided to all guests and crew regarding onboard sanitization and safety procedures.



# ONBOARD CRUISE OPERATIONS & SAFETY PROTOCOLS

## GANGWAY ACCESS CONTROL

Guests will find the following adjustments to cruising procedures:

- Enhanced software development has allowed AQSC to implement temperature screening at the Gangway Access points on board all vessels.
- Guests will be screened, without any touch points at the security access point and, in conjunction with access control, temperature logging will take place – both embarking and disembarking the vessel.
- Anyone with a temperature that is higher than the pre-defined high point will be denied access at any given point and asked to take part in further screening.
- Since our vessels visit a different community each day each guest will have their temperature taken when they leave and return to the vessel almost every day.
- In addition to the automated temperature screening, we will randomly select guests for manual screening.

Crew will find the following adjustments to work procedures:

- All crew will have their temperatures taken daily.



# MANDATORY SCREENING & PCR COVID-19 TESTING

AQSC will mandate screening and PCR COVID-19 testing for all crew members.

- AQSC will consolidate and limit crew changes to set times at pre-designated locations.
- All crew members will arrive at their crew change location no less than 48 hours prior to their scheduled crew change date.
- All crew members will be required to complete a crew medical screening and participate in a PCR COVID-19 test and receive a negative result prior to boarding any vessel.
- Any crew member who indicates potential exposure risk factors on their crew change screening (for COVID-19 or other illnesses), will not be allowed to board.
- All crew members will be trained in AQSC **CARE**.

**AQSCCARE**  
CORONAVIRUS ACTIVE RESPONSE ENGAGEMENT





# SAFEASHORE SHORE EXCURSION OPERATIONS

Sanitation has been enhanced across all operations.

- Sanitation efforts occur multiple times daily.
- Liquid hand sanitizer dispensers available at motorcoach doors.
- All seats, windows and handrails will be sanitized after each use.
- Motorcoaches will be sanitized and electrostatically treated before guests arrive.
- Bus restrooms will be sanitized after each use and several times per day.

Reduced Capacity will aid in the safe environment we promote.

- All tours and excursions will operate with our own designated transportation.
- Motorcoaches will operate at 50% capacity (25 guests).
- Spacing on motorcoaches will keep guests a safe and comfortable distance from others.
- Social distancing and masks will be maintained, as required by each venue and local community.





# MEDICAL RESPONSE NETWORK & ONGOING ASSESSMENTS

---

## On-Site Third Party Evaluation

A walk through on-site workplace environment evaluation has been completed by a healthcare survey team including experienced occupational health and infectious disease physicians. The team has conducted an extensive assessment of AQSC vessels and provided written recommendations for the safety of both crew and guests.

## Guidance and Recommendations

- AQSC will receive on-going updates of the latest scientific evidence and CDC guidelines.

## Real-Time Medical Consultation

- Should AQSC have a positive COVID-19 test on board one of our vessels, local medical professionals will provide real-time medical consultation support and access to an infectious disease expert to advise on operational and mitigation measures.

## Telehealth

- Implementation of a Virtual Employer Clinic and telehealth capability allows our guests and crew to see a doctor in real-time from anywhere in the country without leaving the comfort of their stateroom.

## Contracted Medical Transportation

- AQSC has developed a nationwide panel of providers that guests and crew members will have an established preferred health care provider and medical transport capability throughout the country regardless of our vessel routes.



# SUMMARY

---

American Queen Steamboat Company would like to thank you for your support as we adapt to new processes. As we all take this step to reignite our passion for travel, things may look different, sound different and, frankly, feel different. But the safety of our guests and local communities remains our top priority.

For more information regarding resuming safe operations both on board and ashore, you can visit our Health and Safety page at [www.aqsc.com/health-and-safety](http://www.aqsc.com/health-and-safety).





*Storied Rivers. Deeply Moving.*

[www.aqsc.com](http://www.aqsc.com)