



## **Genting Dream COVID-19 Management Supplementary Terms and Conditions**

Last updated: 29Jun, 2021

### **IMPORTANT NOTE**

In response to COVID-19 pandemic, Dream Cruises is committed to safeguard the health and safety of our guests, crew and ship visitors with our enhanced safety precautionary measures.

This is aimed to reduce the risk of exposure to COVID-19 and other infectious diseases on board our ships. Dream Cruises cares and you can cruise in confidence on a safe voyage with us.

Please take note that by securing a cruise holiday with us, you acknowledge, agree and accept the implemented safe management measures and enhanced precautionary measures mentioned in these terms and conditions in a collaborative effort to protect the health and safety of our guests, crew and ship visitors.

This COVID-19 Management Supplementary Terms and Conditions is valid from the date of publication, is subject to change by Dream Cruises without notice to the guest, and will remain in full force and effect until further notice. This COVID-19 Management Supplementary Terms and Conditions should be read together with the Dream Cruises' Passage Contract and Privacy Policy wherein the latest versions can be obtained from the Dream Cruises' website at <https://www.dreamcruiseline.com>.

### **Before Cruise Booking**

In light of the current COVID-19 pandemic, we view your health and safety as our utmost priority. Additional steps are taken to provide you with a safe cruise environment. Our enhanced precautionary measures, policies and procedures are consistent with current government, regulatory and public health guidance, which may continue to evolve. We will continue to update our enhanced precautionary measures, policies and procedures, which are relevant to your cruise.

Kindly be advised that the additional policies, procedures and safety precautionary measures, which may apply to your cruise, are based on national requirements. Breach of these COVID-19 Management Supplementary Terms and Conditions may be considered a breach of your Passage Contract with us and may result in you being denied boarding and/or required to disembark from the ship without any compensation.



## **Government Advice & Travel Advisory**

Prior to cruise travel, you are highly recommended to check the Hong Kong Centre of Health Protection website: <https://www.chp.gov.hk/en/index.html> as well as the national health authorities of any countries you will visit, for the latest travel advisory and information pertaining to your travel plan, your health and safety. Due to current government policies and guidance on international travel (including quarantine orders), cruise bookings are only available to Hong Kong residents. Dream Cruises will not be liable for any cost, damage or expense whatsoever incurred as a result of such cancellation and/or denial of boarding.

## **Healthy & Fit to Cruise**

Before you book a cruise with us, you must ensure that you are fit to travel and that you will not endanger yourself or others during your cruise. This means you must disclose to us any pre-existing medical condition (whether or not diagnosed by a doctor) of which you are aware, including whether you have contracted or suffered symptoms of any infectious disease (including but not limited to norovirus, salmonella and/or COVID-19) prior to travelling with us.

COVID-19 symptoms include, but are not limited to, high temperature or fever, a continuous cough, shortness of breath or difficulty breathing, a loss or change to your sense of taste or smell, muscle aches, headaches and fatigue. COVID-19 can have severe health consequences or be fatal in some cases. It is particularly dangerous for those who have certain underlying and/or pre-existing health conditions.

## **Before Port Arrival**

### **Mandatory Online Cruise Check In**

You must visit <https://booking.dreamcruiseline.com/OnlineCheckIn> for mandatory Online Check-In. The Online Check-In for your cruise will be available as early as 90 days before your cruise date up to the departure time. You must ensure correct contact details are inserted during Online Check-In as per Hong Kong government's requirements.

## **Checklist before arrival at the Terminal**

1. Travel Documents
2. Full COVID-19 Vaccination Record
3. Mandatory Pre-Cruise COVID-19 PCR Test
4. LeaveHomeSafe App

### **1. Travel Documents**

- Hong Kong Permanent Resident must bring along their Hong Kong Permanent Identity Card



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- Hong Kong Permanent Resident with age below 11 must bring along their Hong Kong Permanent Identity card + HKSAR Re-entry Permit OR Passport
- Hong Kong Resident (Non-Permanent) must bring along their Hong Kong Identity Card ('C' or 'U' Symbol) + valid HKSAR Document of Identity for Visa Purposes OR Hong Kong Identity Card + Passport + Multiple journeys to Hong Kong resident visa
- Hong Kong Resident (Non-Permanent) with age below 11 must bring along their Hong Kong Identity Card + Passport + Multiple journeys to Hong Kong resident visa

※The Travel Document Requirement is subjected to change.

### 2. Full COVID-19 vaccination record

Passengers (i.e. those joining the “cruise-to-nowhere” itineraries) should be full vaccinated (i.e. 14 clear days after receiving the 2nd dose of COVID-19 vaccine) prior to getting on board the cruise ship, except for those not suitable for vaccination due to medical grounds with medical proof or aged below 12\*. Vaccination completed outside Hong Kong should be those COVID-19 vaccines that are recognised for relevant purposes as specified by the respective specification or direction which is available at the Government COVID-19 thematic website. The vaccination record should be in English or Chinese issued by a healthcare institution or a relevant authority of the government of the place where the vaccine was administered, bearing the name of the guest identical to that in his/her valid travel document to show that:—

- (a) the relevant vaccinated guest received dose(s) of vaccine against COVID-19 and the date(s) on which the dose(s) was/were administered; and
- (b) the name of the COVID-19 vaccine administered

\*However, for sailings between 1 September and 14 October 2021, children aged 12-15 years old must at least have the first dose of COVID-19 vaccination to cruise. For sailings from 15 October 2021 onwards, children aged 12-15 years old will need to be fully vaccinated (i.e. including 14 clear days after receiving the 2nd dose of COVID-19 vaccine) to be eligible to cruise.

Dream Cruises are required to check vaccination record of guest or medical proof for exemption from full vaccination upon check in before embarkation.

### 3. Mandatory Pre-Cruise COVID-19 PCR Test

On the day of cruise departure, a negative COVID-19 PCR test result (with a test specimen collected within 48 hours prior to boarding) must be provided.

For guests aged 6 or above, test result must be provided from one of the recognised private laboratories, health care institutions or community testing centres. Regarding virus testing, please refer to <https://www.coronavirus.gov.hk/eng/early-testing.html>.



For guests aged below 6, test result must be provided from one of the recognised private laboratories at [https://www.coronavirus.gov.hk/pdf/List\\_of\\_recognised\\_laboratories\\_RTPCR.pdf](https://www.coronavirus.gov.hk/pdf/List_of_recognised_laboratories_RTPCR.pdf).

#### **4. LeaveHomeSafe App**

Guests aged 15-64 are required to scan the “LeaveHomeSafe” QR codes before boarding and retain the relevant data for 31 days afterwards. Guest aged 65 or above, as well as those aged 15 or below have the option to fill up the “LeaveHomeSafe” physical form OR scan the “LeaveHomeSafe” QR codes before boarding. Dream Cruises reserves the right to refuse embarkation to any guest(s) who is/are not able to present the “LeaveHomeSafe” upon request by our crew.

#### **Pre-Boarding Health Screening**

Mandatory pre-boarding health screenings will be conducted at the port where special safe management measures and health and safety procedures are established. You must comply strictly with given instructions in the port. Due to the heightened screening requirement, please expect some waiting time to complete all the procedures.

The pre-boarding health screening will include Health & Travel Declaration Form completion and temperature screening. Clear and accurate information must be provided to us at all times to safeguard your health and safety. As a precautionary measure, Dream Cruises reserves the right to refuse passage and/or cancel any reservation made by any guest at any time for public health risk reason without any liability whatsoever.

Guests detected with fever / respiratory symptoms / failed any of the other health criteria will be denied boarding. If you are unable to cruise with us for such reason, we will extend our Future Cruise Credit for your future cruise enjoyment.

#### **Cruise Boarding Denial**

Please be informed that you and your travelling companions will be denied boarding if the following circumstances occur:

- You failed to provide proof of vaccination
- You displayed COVID-19 symptoms on arrival at the port terminal, including a temperature over 37.5C, cough, loss or change to your sense of taste or smell, shortness of breath, or other symptoms of an infectious disease (as evaluated by our onsite medical staffs at their sole discretion);
- You failed our Pre-Boarding Health Screening;
- You failed to provide negative COVID-19 PCR test



Please take note that the above list is not an exhaustive list. Failure to comply with any of the above, may result in you and your travelling companions being denied boarding and we will deem it as a cruise booking cancellation by you and your travelling companions. As a precautionary measure, Dream Cruises reserves the right to refuse passage and/or cancel any reservation made by any guest at any time for public health risk reason without any liability whatsoever.

### **During Your Cruise**

Dream Cruises is committed to safeguard the health and safety of our guests, crew and ship visitors during the cruise with our enhanced safety precautionary measures.

While we will maintain the ship cleanliness and conduct disinfection regularly in accordance with our new hygiene sanitation protocols, guests are highly recommended to bring along sufficient facemasks and portable hand sanitizer (if required) for your own use on board and to adhere to the following simple rules for a safe cruise voyage with Dream Cruises:

- Wash your hands regularly
- Avoid touching your face with your hands
- Catch coughs and sneezes in a tissue and dispose of the tissue immediately
- Wear an approved form of mask in accordance with instructions and signage
- Observe safe social distancing measures
- Participate in our contact tracing processes

PLEASE TAKE NOTE that to provide you with a better and safe cruise experience, your photographs, videos, and other relevant personal data may be recorded while onboard, during embarkation and disembarkation. Upon request, such personal data collected, which includes without limitation, CCTV footages, physical or digital logs, interviews with crews and passengers may be submitted to the relevant authorities for the purposes set out in the 'Dream Cruises Privacy Policy' clause below. The relevant authorities may take enforcement actions against guests found to have breached the safe management measures.

### **Onboard Facilities and Services**



In accordance with the Hong Kong authority guidelines, Genting Dream will be operating at reduced to ensure safe distancing practices. Our on board venues will also be / are operating at reduced capacity to ensure ample spacing among guests.

In view of safe management measures and social distancing guidelines, some of our on board facilities and/or services may be closed or restricted, or subject to additional procedural requirements due to health and safety considerations, local laws or operational reasons. Please refer to the Dream Daily for the venues operating hours.

### **Health Monitoring During the Cruise**

#### **TRACEY:**

A TRACEY will be issued to all guests upon cruise embarkation. All guests are required to carry this on person with them throughout the cruise, and return upon cruise disembarkation. The TRACEY will be used as a means to gain entry to our facilities and guests are required to show the TRACEY to our crew. A HKD \$150 penalty will be imposed for a lost TRACEY.

By receiving and using the TRACEY, you consent to Dream Cruises accessing your personal data collected from the TRACEY for monitoring social distancing adherence and/or contact.

### **Dream Cruises Privacy Policy**

At Dream Cruises, your privacy matters. By continuing to use our services, you consent to Dream Cruises: -

(a) using, sharing with and/or receiving from third party medical service providers any health information and/or samples you provided for the purpose of assessing your fitness to travel at any stage in time during the cruise booking process, at port prior to cruise embarkation, during your cruise and at port upon cruise disembarkation; and

(b) collecting all relevant personal data information of yours during cruise booking, embarkation, onboard and/or during disembarkation and using and/or sharing the personal data information collected with relevant government, health and/or port authorities for the following purposes: -

- (a) to assess whether you are fit to travel at any stage in time during your cruise'
- (b) for safe management measures adherence monitoring and learning purposes;
- (c) for contact tracing purposes; and/or



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- (d) to carry out any necessary medical and administrative interventions to reduce the spread of contagious diseases

Such personal data information may include (but not limited to) your personal identifiers, financial information and your customer account related information collected from your Cruise Booking, your health or medical or travel information collected from your completed Health & Travel Declaration Form or other relevant form(s) during pre-boarding screening, your health test samples provided to us and/or our third party medical service providers we engaged, your location, movement and close contacts information collected from data from your carried around TRACEY, LeaveHomeSafe App, interviews with crew and/or passengers, photographs, videos and/or other data recorded by our personnel and/or security and technology systems for eg CCTV footages, physical and digital logs.

To ensure the health and safety of our guests and in line with the recommendations by the authorities, the above consent is a condition precedent for you being permitted on board the ship. Any guests who do not provide or withdraw such consent may be denied boarding or required to cruise disembarkation from the ship without any compensation.

Your attention is also drawn to our Privacy Policy posted at our Dream Cruises' website <https://www.dreamcruiseline.com/en/legal-notices/privacy-policy>. We process your personal data in accordance with the terms of our Privacy Policy in order to meet our legal obligations and to ensure the health and safety of our guests and ship crew. All guests are advised to read our Privacy Policy carefully.

### **COVID-19 Symptoms Reporting Obligation**

Dream Cruises would like to reiterate that the safety of our guests and crew remains our highest priority and as such, stringent measures have been implemented based on the Hong Kong authorities' requirements. Any on-board medical charges with symptoms related to COVID-19, including COVID-19 testing on the ship will not be charged to the guest.

In the event of a positive case on board, the cruise journey will be suspended at once for returning to the cruise terminal in Hong Kong and Hong Kong Department of Health will be notified for contingency management. The preliminary positive case will continue to stay at the isolation ward, while all other passengers will only be allowed to stay inside their cabins with all entertaining facilities closed during the return voyage. Upon return to Hong Kong, the Hong Kong Department of Health will advise and manage the process to ensure safest practice for all guests and crew.

### **Your Cruise Disembarkation**



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Disembarkation, customs clearance, immigration and health screening checks will be carried out in strict compliance with local port regulations and any other relevant authorities' requirements. We anticipate that disembarkation will take place at scheduled times and in notified groups. No special requests for early or delayed disembarkation can be accommodated due to the current health and safety processes in place.

This may cause some delay in your homeward or onward journey, and while we apologize for any inconvenience that may be caused, we do not assume any liability for such resulting disruption caused by our compliance with health and safety procedures and/or local regulations applied from time-to-time. We seek your understanding in this.

**This COVID-19 Management Supplementary Terms and Conditions is drawn up in the English language. This COVID- 19 Management Supplementary Terms and Conditions may be translated into any other language than English provided however that the English language text shall in any event prevail.**

Health Advisory - For the latest health guidance and updates, please refer to the Hong Kong Centre of Health Protection website <https://www.chp.gov.hk/en/index.html>