



Disney Cruise Line Coronavirus (COVID-19) Additional Information

Disney Cruise Line consistently receives among the highest public health inspection scores and has health and safety protocols in place. We also have a comprehensive plan that outlines protocols for managing illness and closely follow the guidance of public health officials. In light of COVID-19, Disney Cruise Line is operating at elevated cleaning and sanitation levels. Among the procedures currently in place include:

- Training for all of our Crew Members on how best to prevent the spread of illness on board.
- A health screening completed by all Guests and Crew Members to check for illness before they board the ship.
- Extensive cleaning and sanitation of high-traffic areas (e.g., handrails, doorknobs and elevator buttons) and children's facilities.
- Cleaning of all staterooms twice a day and additional disinfection when necessary.
- Discontinuing self-service at buffet locations.
- Regular communication with Guests and Crew Members regarding how to prevent illness.
- Hand-washing stations and sanitizing wipes conveniently located throughout our ships.
- Medical clinics on our ships staffed with experienced doctors and nurses and stocked with supplies and medications to treat a variety of illnesses.

According to public health authorities, Guests can also help prevent the spread of coronavirus (COVID-19) and many other illnesses by frequently washing their hands with soap and water for at least 20 seconds, especially after using the restroom and before eating. Parents can supervise their children to ensure they wash their hands thoroughly. Guests are also advised to cover their nose and mouth with a tissue (or upper sleeve) when sneezing, and avoid sneezing or coughing into their hands or without covering their nose and mouth. Guests or Crew Members who show any symptoms of illness are advised to contact their ship's Medical Center immediately.

What procedures do you have in place to minimize the spread of illness aboard your ships?

Disney Cruise Line employs rigorous sanitation standards and consistently receives among the highest possible scores on public health inspections. We also have a comprehensive plan that outlines protocols for managing illness and we closely follow the guidance of public health officials. Some of these procedures include:

- training for all of our Crew Members on how best to prevent the spread of illness on board

- a health questionnaire completed by all Guests and Crew Members before boarding the ship to screen for illness
- extensive cleaning and sanitation of common-area surfaces (e.g., handrails, doorknobs and elevator buttons) as well as of children's facilities
- comprehensive cleaning of all staterooms twice a day, plus additional disinfection when necessary
- Health Centers on our ships staffed with experienced doctors and nurses and stocked with supplies and medications to treat a variety of illnesses

What steps can I take to stay healthy while onboard?

To help prevent the spread of illness, public health officials recommend washing your hands frequently and thoroughly with soap and water for at least 20 seconds, particularly after using the restroom and before eating. Parents are advised to supervise their children to ensure they wash their hands thoroughly. If at any time during the cruise you believe you are ill, we ask that you contact the ship's Health Center immediately. This will ensure that you receive the appropriate medical treatment and help to limit the potential impact on others. For the most up-to-date information and a list of everyday preventive actions you can take to avoid the spread of germs, [visit the Centers for Disease Control and Prevention \(CDC\) website.](#)

If someone in my party gets sick, is there an onboard doctor or nurse?

The Health Center, located on Deck 1, Forward, is open during daily clinic hours to provide non-emergency medical care throughout your cruise. In the event of a medical emergency, a doctor and nurse are on call 24/7. Please note that medical personnel are employed by a company independent of Disney Cruise Line and standard prevailing fees are charged for all services.

Fees incurred at the Health Center will be charged to your stateroom account. Because onboard medical services are considered "care outside the United States," you will be responsible for paying any such charges prior to debarkation. The Health Center will provide you with the paperwork you'll need to process any claim through your health insurance provider.