

March 16th, 2020

Dear Travel Advisor,

At Balearia Caribbean we take great pride in making the safety of our guests, staff and onboard crew our top priority. To do this, we are following all of the recommendations of the top health authorities, such as: World Health Organization and Ministry of Health. Below we have listed the steps we are taking to continue to ensure safe travel services for our passengers and cargo customers.

- All cleaning services on board and in our terminals have been strengthened in order to ensure a healthier environment. Thus, the processes of disinfecting common areas and hygiene-sanitary regulations on food handling have been increased.
- We have increased the distribution of disinfecting items, such as hand soap and sanitizer to our ships staff to ensure that all of our guests and crew have an ample amount available at all times.
- In all of the terminals where we operate, informative signage listing prevention measures have been implemented.
- Our crew is receiving constant training in food handling, risk prevention and first aid.
- Frequent maintenance is underway on our ship's ventilation systems.
- Every guest must complete a Health Surveillance Form at all of our embarkation ports before boarding.
- Any Passenger regardless of nationality who has visited China, South Korea, Iran, Ireland, United Kingdom & any of the Schengen Countries in the last 20 days will be denied entry into the United States & the Bahamas.

The Schengen Countries include:

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland.

- Any passenger with a passport issued by the countries mentioned above CAN NOT board our vessel, regardless of their arrival date to the United States.
- All Bahamian nationals and residents returning to The Bahamas through any point of entry from any of the restricted countries or an area where community infection and spread is present will be quarantined or be placed under self-isolation upon arrival and are expected to follow the protocols of the Ministry of Health.
- We will continue to monitor the situation closely, to ensure that all of the safety needs of our guests and crew are met.
- Effective Friday, March 13th, 2020, our pier staff has been instructed to take the temperature of each guest using a non-touch thermometer. Any passenger with a temperature reading of 100 F/ 37.77 C or higher will be denied boarding.

New flexible pricing policy: For the peace of mind of our guests, Balearia Caribbean, will be waiving all date change fees on reservations made up until April 30th, 2020.

Sincerely,

Balearia Caribbean Management Team