

## UPDATE FOR GUESTS SAILING THROUGH APRIL 27:

Dear [Guest Name],

We look forward to seeing you soon and want to provide you with an update on the proactive steps we are taking related to Coronavirus Disease 2019 (COVID-19).

Information continues to evolve quickly and we are closely following guidance from health officials and authorities in the ports of call we visit. As always, your health and safety, as well as that of our crew, is our primary focus. We are also committed to keeping you informed and updated, and are happy to address any questions you have in advance of your cruise and once you're onboard.

The following guidelines have been updated to include temperature checks for all guests prior to boarding and additional guidance for guests sailing to The Bahamas and Jamaica. These guidelines are likely to continue to change over time as additional details become available:

- Any guest or crew member who has traveled from, to or through China, including Hong Kong and Macau, South Korea, Italy, Iran or Japan, within 14 days of departure will not be able to board our ships.
- Any guest or crew member who has been in contact with someone from these areas, including guests with connecting flights in these locations, also will not be able to board, nor will anyone who has helped care for someone suspected of having or diagnosed with COVID-19, or who is currently subject to health monitoring for possible exposure. Guests who have air travel booked through *Disney Cruise Line* will automatically have their flights rebooked on an alternate route. Guests who booked their own air travel arrangements should contact their airlines directly to make the appropriate changes.
- As is always our practice, we screen all guests and crew members before they board, and anyone who feels unwell with gastrointestinal or flu-like symptoms (fever over 100.4° F, chills, cough or difficulty breathing) will not be permitted to sail. Beginning Friday, March 6, all guests and crew members will have their temperature checked by a nurse with a no touch thermometer prior to boarding. Additional medical screening will be required for anyone with a temperature of 100.4° F or greater, and they along with their travel party may be unable to sail.
- If your cruise includes a stop in Nassau or *Castaway Cay*, please note that The Bahamas will not allow anyone to disembark in any Bahamian port if they have been to China, South Korea, Italy or Iran in the past 20 days prior to arrival. These guests and Crew Members may be able to sail but will be unable to visit The Bahamas.
- If your cruise includes a stop in Jamaica, please note that in addition to the locations noted above, officials there also will not allow guests who have traveled from, to or through Singapore within 14 days of arrival to disembark. These guests will be unable to sail.

**If any of these situations apply to you, please contact us at 1-866-325-2112 or 407-566-3510 so that we can discuss your options.**

Additionally, guests scheduled to sail between now and May 31, 2020, can now change their reservation up until the day before embarkation and receive a 100% cruise credit to be used for a future sailing within 12 months of their original sail date by calling the telephone number above. The credit is non-refundable and standard prevailing rates will apply.

As we previously shared, *Disney Cruise Line* consistently receives among the highest public health inspection scores. We also have a comprehensive plan that outlines protocols for managing illness and 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 onboard.
- 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.
- 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, you can also help prevent the spread of illness by frequently washing your 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. In addition, *Disney Cruise Line* has sanitation wipes conveniently available in multiple places on its ships, including entrances to dining areas. Covering your nose and mouth with a tissue (or with your upper sleeve) when sneezing, and avoiding sneezing or coughing into your hands or without covering your nose and mouth, is recommended.

If at any time during your cruise you believe you are ill, we ask that you please contact the ship's Health Center immediately. Our doctors and nurses are available to make sure you receive the appropriate medical care.

We will continue to provide you with information as this situation evolves and we appreciate your patience and understanding. We look forward to welcoming you aboard.

Sincerely,

Cast & Crew  
*Disney Cruise Line*

## Ongoing Seemail to Guests on Wonder, Dream, and Fantasy (End of April through May):

Dear [Guest Name],

Thank you for choosing *Disney Cruise Line*. As you prepare for your cruise, you probably have questions and concerns about Coronavirus Disease 2019 (COVID-19), and you should know that we are taking precautionary steps to protect our guests and crew members. Your health and safety, as well as that of our crew, is our primary focus. We are also committed to keeping you informed and updated, and are happy to address any questions you have in advance of your cruise and once you're onboard.

Across our fleet, *Disney Cruise Line* is closely monitoring global developments and following the advice of public health authorities and medical experts. We are also closely tracking guidance from our ports of call regarding who they will allow to disembark based on travel history and health screenings. Therefore, the following guidelines are in effect and are likely to continue to evolve as more information becomes available:

- Any guest or crew member who has traveled from, to or through China, including Hong Kong and Macau, South Korea, Italy, Iran or Japan, within 14 days of departure will not be able to board our ships.
- Any guest or crew member who has been in contact with someone from these areas, including guests with connecting flights in these locations, also will not be able to board, nor will anyone who has helped care for someone suspected of having or diagnosed with COVID-19, or who is currently subject to health monitoring for possible exposure. Guests who have air travel booked through *Disney Cruise Line* will automatically have their flights rebooked on an alternate route. Guests who booked their own air travel arrangements should contact their airlines directly to make the appropriate changes.
- As is always our practice, we screen all guests and crew members before they board and anyone who feels unwell with gastrointestinal or flu-like symptoms (fever over 100.4° F, chills, cough or difficulty breathing) will not be permitted to sail. All guests and crew members will have their temperature checked with a no touch thermometer prior to boarding. Additional medical screening will be required for anyone with a temperature of 100.4° F or greater, and they along with their sailing party may be unable to sail.
- If your cruise includes a stop in Nassau or *Castaway Cay*, please note that The Bahamas will not allow anyone to disembark in any Bahamian port if they have been to China, South Korea, Italy or Iran in the past 20 days prior to arrival. These guests and Crew Members may be able to sail but will be unable to visit The Bahamas.
- If your cruise includes a stop in Jamaica, please note that in addition to the locations noted above, officials there also will not allow guests who has traveled from, to or through Singapore within 14 days of arrival to come ashore. These guests will be unable to sail.

**If any of these situations apply to you, please contact us at 1-866-325-2112 or 407-566-3510 so that we can discuss your options.**

Additionally, guests scheduled to sail between now and May 31, 2020, can now change their reservation up until the day before embarkation and receive a 100% cruise credit to be used for a future sailing within 12 months of their original sail date by calling the telephone number above. The credit is non-refundable and standard prevailing rates will apply.

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- 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.
- 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, you can also help prevent the spread of illness by frequently washing your 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. In addition, *Disney Cruise Line* has sanitation wipes conveniently available in multiple places on its ships, including entrances to dining areas. Covering your nose and mouth with a tissue (or with your upper sleeve) when sneezing, and avoiding sneezing or coughing into your hands or without covering your nose and mouth, is recommended.

If at any time during your cruise you believe you are ill, we ask that you please contact the ship's Health Center immediately. Our doctors and nurses are available to make sure you receive the appropriate medical care.

We will continue to provide you with updates as this situation evolves. Again, we look forward to welcoming you aboard and providing you with a magical cruise experience.

Sincerely,

Cast & Crew  
*Disney Cruise Line*