

PARADISE CHARTER CRUISES & MINNEAPOLIS QUEEN COVID-19 PREPAREDNESS PLAN

The team at Paradise Charter Cruises and the Minneapolis Queen understand your concerns as we move forward with our intended reopening during the month of May. Our main focus when creating our COVID-19 Plan is for the safety of the general public, our passengers and our crew. We have created a plan of procedures that will allow us to accomplish this assuring your safety and enjoyment on board. You will see changes to our past procedures, but these changes are needed as we work to exceed the guidelines set by state and local agencies, which include social distancing, the sterilization practices of our boats, proper PPE for our crew, and safety recommendations for our passengers prior to boarding for their cruise. For this plan to work, we will need your cooperation to help assure your time on the water with us will be the best it can be, as our overall goal is to assure a great experience for all of us. Please note, ALL customers, guests and staff will be expected to follow these procedures and to abide by all direction set forth by our staff while on board the vessels. There will be no exceptions. If you put others at risk we reserve the right to refuse service. Also, if you are unhealthy, at risk, or do not feel comfortable in groups, we do not recommend you cruise with us at this time. Should you have other concerns, please reach out to us directly.



VESSEL CAPACITY - We will be reducing our vessels capacity by 50% for all public cruises on our interior & outer deck areas as well as arranging all seating so social distancing between and seating counts meet all state and local agencies requirements. Private event

sizes will be abided to as set by local and state agencies for small event venues or as directed.

PRIOR TO YOUR ARRIVAL - Each of our crew members will be thermal temperature checked prior to their shift. Our crew will have your vessel prepared, cabin areas will be sprayed and wiped down, concentrating on high traffic touch areas a second time. This includes door handles, bar tops, restroom areas, railings, etc. We recommend guests wear masks and or gloves if so desired. We will have both available for purchase if needed. Additional cleanings will be performed throughout the cruise as well, with handle, railing and other areas wiped often. NOTE: We are reminding guests who may have had, or are having symptoms themselves, know of anyone with them who has or have traveled to areas of high concentrations or have been around persons infected with COVID-19 refrain from cruising.

ARRIVING TO THE BOAT - We ask that you gather in the park area or "Queue" located in front of your selected boat, while maintaining proper social distancing on your own between individuals or family groups.



BOARDING PROCEDURE- Our normal boarding time is 15 minutes prior to your cruise time. Our crew will direct you down to the boarding dock, directing you to maintain proper social distancing by spacing yourselves as noted on the dock indicated by the yellow and black stripes. Upon boarding, you will be able to sanitize your hands, and proceed

to a selected table on either the lower or upper deck area. If you wish for a beverage, you may proceed to the beverage bar area, maintaining social distancing by the yellow and black strips leading to the bar service areas. Our staff will also be taking your beverage orders at your tables if you so wish.



FOOD SERVICE WHILE ONBOARD - Food service, if provided or ordered will be served by our staff, either plated service delivered directly to your table, or by plated pick up, which will be handed directly to you from our galley area. Your meal will be either pre-boxed, or served on a plate prepared by our PPE equipped crew. Your utensils will be available with your food service as well. Upon completion of our meal, our crew will clear your plates or boxes, for either proper cleaning or disposal. Proper sanitize stations will be available for you prior to our food service should you wish to do so and will be placed accordingly for your convenience.

DEPARTING / END OF CRUISE - Our staff will dismiss the cruise passengers by deck beginning with the lower deck area asking passengers to abide by proper social distancing. Upon leaving the dock area, please proceed directly to your vehicle, and do not linger in groups or gather in front of the docking or vessel area. Thank you again!

Find out more information about our COVID-19 Planning at TwinCitiesCruises.com/covid-19