

ms Rotterdam and ms Zaandam repatriation plan – Friday 3 April 2020

Evolution objective: Repatriate more than 1250 well passengers from and ms Rotterdam and ms Zaandam via flights from MIA to the US and other countries. In some cases, charter flights may be required. Details are TBD. Other than gravely sick (if any), there is no intent to disembark passengers with Covid, flu, or respiratory issues. Carnival Corporation and Holland America intend to be transparent about our plans while placing no undue burden on Florida, greater Fort Lauderdale, or Port Everglades.

Considerations: Only well passengers will be disembarked unless they require immediate hospital admission for severe illness. All disembarkation will follow CDC guidelines for arriving travelers from level 3 locations (countries with high exposures to Covid). If passengers are symptomatic with acute respiratory illness, they will be retained onboard until well and cleared for travel per CDC guidelines. Crew are not disembarking. If not travelling by private car directly home, passengers will board buses to the airport for charter or commercial flights.

Health Screening per CDC guidelines: Passengers will be triaged into 3 categories.

1. Well
2. Recovered
3. Still symptomatic

Well individuals

- Illness screening questionnaire to be completed and reviewed the night before
- Medical screening prior to disembark including temperature check
- Receive CDC Health Alert for Coronavirus Disease 2019 (COVID-19)
- All passengers instructed to wear their facemask at all times until arrival at final destination
- Transfer by private car, coach, commercial air, charter
- Instructed to go immediately into 14 days self-isolation on arrival at home

Recovered:

Once recovered per CDC definition below, disembark per well individual process above <https://www.cdc.gov/coronavirus/2019-ncov/hcp/disposition-in-home-patients.html>

- At least 3 days (72 hours) passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and, at least 7 days have passed since symptoms first appeared.

Symptomatic

Severe Illness:

Transfer to local hospital for admission to ICU

Mild Illness:

Remain onboard in quarantine until recovered per CDC definition.

Once recovered, travel home per well individual process

Asymptomatic but not recovered:

Transfer home by private car if in driving distance

Rest, keep onboard until recovered

Clearance: Passengers will proceed to terminal for processing by CBP as per normal procedures.

Luggage: Luggage will be handled as per normal disembarkation processing procedures. Luggage handling will be accomplished by only well crew members who will be tested per CDC procedures.

Transportation to the airport: Once cleared by CBP, passengers will board buses along with their luggage. Once the buses are filled, each bus will depart for Fort Lauderdale International Airport or Miami International Airport. Buses will be escorted to the airport(s) by Broward Sheriff's Office.

Flights:

- Charter flights will be used to repatriate 650-700 guests using three charters to Canada, UK, and Germany. Guests will be transferred to the airport up to four hours before their flights.
- Scheduled air will be used for many guests. Passengers will be transported to the airport up to four hours before their flights.
- Due to the reduced number of scheduled air flights, some guests may need to remain aboard for up to a few days until a flight departs for the desired destination.

Other transportation: Some guests will desire to use rental cars which can best be obtained at the airport.

Timeline:

- 0600 ms Rotterdam arrives at Pier 2 in Port Everglades. All departing guests will be cleared for departure temperature-checked on board prior to departure. Any with a fever will not be allowed to disembark.
- 0630 ms Zaandam arrives at Pier 4. All departing guests will be cleared for departure temperature-checked on board prior to departure. Any with a fever will not be allowed to disembark.
- 0630 Buses positioned alongside Port Everglades Terminal at Piers 2 and 4 for transport to FLL or MIA. Expect to use XX buses. YY bus groupings in total, ZZ buses assigned.
- 0900 First bus convoy arrival to MIA southeast gate. MIA security to escort buses on to tarmac for designated flight; begin first aircraft loading (hard stand location to be assigned; ground handler for all flights will be Swissport International, Ltd.). Luggage aircraft loading will be required. Each aircraft to depart once loading is complete based on slot time. TSA will be observing to ensure crew members board each aircraft, but no further crew member or luggage screening will be conducted.

Additional information:

Yellow = TBD

Meet & Greet – MLSBCC, Patrick Schneider, pschneider@mlsbcc.com, cell: (786) 327-0208

Bus operator – Academy, contact: Eddie Papanne, epapanne@academybus.com, cell: (201)725-5298

Charter aircraft plan

- 1300 departure, MIA-Toronto, CANADA, XXXX Airlines, Tail Number ABCD
- 1500 departure, MIA-Manchester, UK, YYYY Airlines, Tail Number EFGH
- 1700 departure, MIA-Frankfurt, GERMANY, ZZZZ Air, Tail Number IJKL

Swissport International Ltd.: (305) 869-9470, contacts are Rick Ramos, Ramiro Miranda and Jenny Sausa

Carlos Estrada (Carnival Cruise Lines Director of Commercial Homeport Operations): (305) 586-6772

Miami Fleet Operations Center: (305) 406-5899

Miami Health Operations Center: (305) 599-2600 x10091

