



A LETTER FROM OUR FOUNDER AND CEO

To my American Queen Steamboat family –

The COVID-19 pandemic has thrown the world for a loop, and I recognize the impact that it has had on your plans for travel. River cruising along with many other experiences that we've come to know and love are changing – and that can be stressful. Rest assured that we are being proactive and planning for the future.

While there are many unknowns with COVID-19, it is possible for us to help protect our employees and customers, and thus enable a safe return to business by following certain safety measures and guidelines. To make sure we're on the right track, we are working with Ochsner Health to address concerns regarding COVID-19 by using Ochsner's Safe to Return Employer Solutions.



Ochsner Health is Louisiana's largest non-profit, academic, healthcare system. In order to keep guests, crew and the communities it visits safe in the face of COVID-19, Ochsner has agreed to take on crew-testing and passenger-screening for the Mississippi River itineraries, in addition to providing AQSC medical consultation services and telehealth capabilities to guests on any of our vessels. We will also employ a panel of other medical providers in different regions.

We've also implemented multiple processes to identify and combat the risk of COVID-19 on our boats. These include new steps in pre-cruise screening, crew screening and boarding processes. Both onboard and ground operations will feature enhanced cleaning procedures.

Hospitality is who we are, and we'll take care of you when you vacation with us. I can't stress enough the efforts that each of our leadership teams are putting forth at this time. And I can say with sincerity that each American Queen Steamboat Company team member is committed to keeping you informed and protected.

Sending well wishes,

John W. Waggoner

Founder and CEO

PRE-CRUISE SCREENING

Communication with our guests begins before they have committed or booked their experience on our vessels. Health and safety information will be communicated to our guests and a pre-cruise screening process has been instituted to determine the health eligibility of those who wish to cruise with us. The following outlines the new procedures in place to ensure the health and safety of our guests and crew:

- In accordance with industry standards, we will conduct pre-voyage screenings for the protection of all our guests, staff and crew at the designated check-in hotel. Before boarding the vessel, all guests will be required to complete a health and safety questionnaire.
- At guest check-in a medical professional will perform health screenings and answer any guest or crew questions. The medical professional will have the authority to deny boarding to anyone that may pose a health risk.
- All guests and crew will complete a **medical travel screening survey** and have their temperatures taken. All forms will be reviewed by our medical representative and a member of our shipboard staff.
- Because of changes in check-in and boarding processes, *no guests or crew will be allowed to check-in directly on the vessel*. Only those who have completed and passed the medical screening will be allowed to board the vessel.
- Information will be provided to all guests and crew regarding onboard sanitization and safety procedures.

BOARDING PROCEDURES

Gangway Screening

American Queen Steamboat Company representatives will greet each visitor at the vessel access point. The following procedures will be enforced and will be managed by the Master and a medical representative.

- One controlled access point will be maintained on the vessel.
- We will require a 24-hour notice for anyone that needs access to the vessel and has not been pre-screened during hotel screening. This includes all guests, crew, visitors and contractors.
- A representative will be used to conduct screening, complete the health and safety survey and provide reports to the Master and each Hotel Director.
- Thermal cameras will take the temperature of each guest and crew member boarding the vessel in addition to the manual temperature checks completed in the pre-cruise screening.

Screening and Monitoring During Your Cruise

Monitoring both guests and crew during the cruise for symptoms and ensuring compliance with written policies and procedures is vital to maintaining a safe and healthy environment. Screening during the cruise will be handled through the following methods.

- Trained staff will maintain protocols and observe passengers and crew for symptoms. The Master and medical representative will respond to medical calls, keep records, practice quarantine procedures and utilize shoreside medical facilities for passenger and crew follow-up.
- The vessel access point will be monitored when in port, and controlled access to the vessel will be maintained. All passengers and crew will be passively monitored by thermal imaging when returning to the vessel.
- American Queen Steamboat Company vessels will support random manual screening at the primary vessel access point in addition to passive thermal screening. In the event of a confirmed positive case, the vessel will manually screen 100% of all individuals coming and going from the vessel.
- If a guest or crewmember has an elevated temperature, he or she will be evaluated by a medical representative before being allowed to board the vessel.

- Any guest who has an elevated temperature, shows signs or symptoms of illness or that vessel management feels needs to be further assessed will be sent directly to a local medical care partner for evaluation and testing. Any guest or crew that tests positive for any contagious condition will not be allowed to rejoin the vessel.

SANITATION PROCEDURES

Cleaning Procedures

We have instituted new training procedures for all housekeeping and sanitation staff. Increased sanitation of all contact surfaces such as handrails, tables, chairs, desks, work surfaces, door handles, telephones and elevator controls in both front and back of house will be conducted hourly with higher concentrated solutions.

Sanitation will occur at scheduled times and as further required with emphasis on high touch points.

Additional Medical Resources

Each of our vessels carries a certified onboard medical representative to respond to and assist guests with urgent medical care and coordinating shoreside medical assistance as needed.



Telehealth resources will now be available on board. Guests who wish to speak with a medical representative will now have the opportunity to chat with an Ochsner professional without leaving the boat.



Given the nature of our river itineraries, we have the ability to reach shore-based medical facilities very quickly. We have established a relationship with Ochsner Health along our Mississippi River vessel routes. While in port most days, our guests and crew have priority access to shoreside medical evaluation and treatment if needed on any cruise.

Quarantine procedures are in place for short term separation of potentially ill guests or crew until our next port of call, at which advanced medical care can be accessed. Upon a positive test or elevated response, the American Queen Steamboat Company response team will determine what additional company resources are required.

In an emergency, we have the ability to quickly transfer passengers and crew to emergency medical services ashore by coordinating pick-up at municipal landings and docking facilities.

GROUND TRANSPORTATION

We will feature new protocols for all motor coach sanitation and safety. A reduced number of guests being transported on each motor coach (targeting 52% of capacity) will allow adequate space between individuals.



Cleaning Procedures

Increased sanitation of all contact surfaces such as handrails, tables, chairs, desks, work surfaces, door handles, telephones and elevator controls in both front and back of house will be conducted hourly with higher concentrated solutions.

- All cleaning solutions will meet or exceed EPA standards.
- We will conduct a twice-daily fogging of all public and crew spaces.
- Multi-purpose disinfecting wipes will be made available for all guests to carry and be placed inside staterooms.



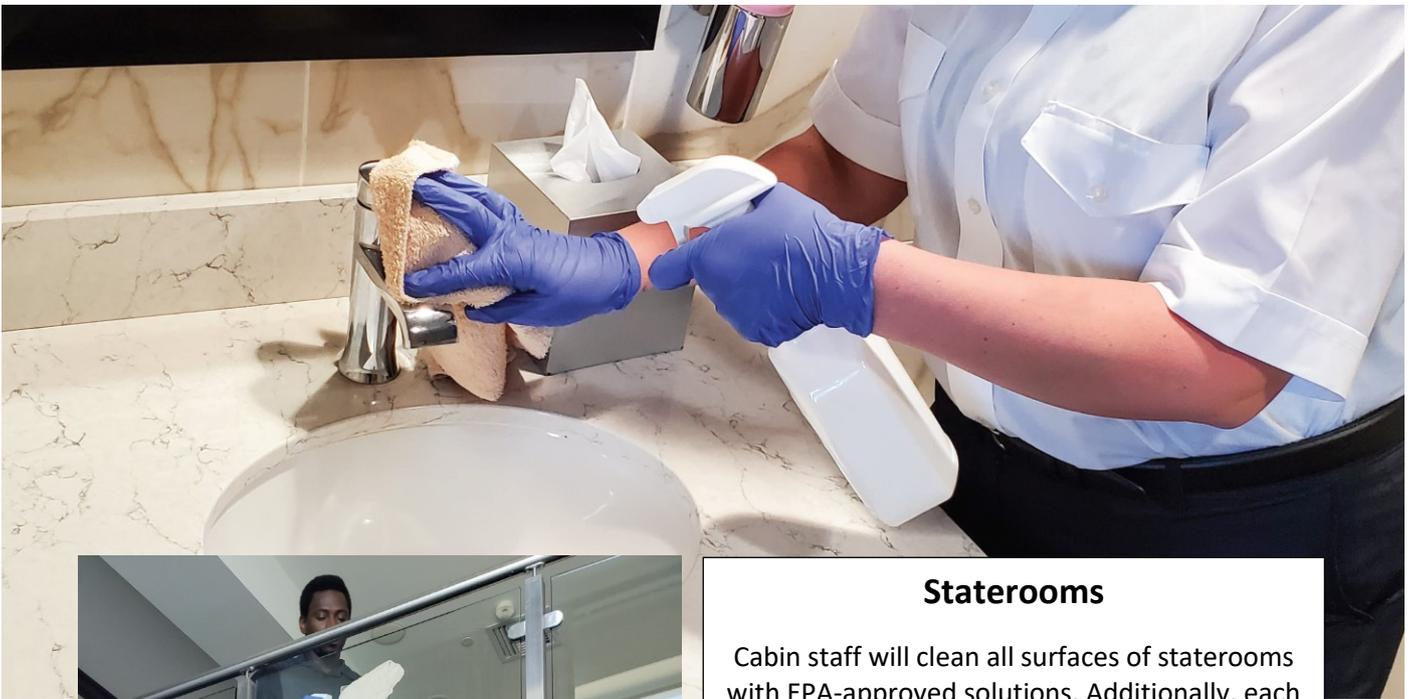
Restaurant Areas

- Hand washing stations will now be available outside each dining area.
- All self-service buffets will currently be suspended. Waiters will be stationed at the buffets to serve food to the guests.
- Crew will sanitize all frequently touched surfaces in restaurant areas hourly.
- Crew will sanitize all back of house areas such as pantries and office areas.
- Sanitize Logs will be accurately maintained, and records kept on file.
- Guest swipe cards will not be handled – staff will now manually type in cabin numbers.
- We have removed all communal used items such as salt/pepper pots, sugar bowls and butter bowls. These items will be replaced with single-serve sachet items.

- All tables, chairs and counter tops will be sanitized on the hour – or when vacated by the guest, whichever comes first.
- All table items will be removed each time a table is vacated. All crockery, glassware and cutlery will be washed even if unused.
- Menus will now be single-use paper printed and be discarded after each use.

Bar Department

- All self-service areas are currently suspended.
- We've discontinued general service of bar snacks (e.g. nuts, chips, etc). Guests may have an individual bowl of snacks upon request.
- When a guest has vacated an area, the bar staff will clear the glasses, sanitize the tabletop or bar counter, the chair armrests or stool and the drinks menu.
- All frequently touched surfaces in the bar areas – such as door handles and handrails – will be sanitized hourly.
- Sanitize Logs will be accurately maintained, and records kept on file.
- Guest swipe cards will not be handled – staff will now manually type in cabin numbers.



Staterooms

Cabin staff will clean all surfaces of staterooms with EPA-approved solutions. Additionally, each stateroom will receive a follow-up electrostatic fogging after each guest departure.

Deck Department

All deck rails, public swimming pools, the gangway and other external hardpoints to be thoroughly sanitized at least every hour. When the gangway is in use, sanitation will occur every half-hour. All deck rails, public swimming pools, the gangway and other external hardpoints to be thoroughly sanitized at least every hour. When the gangway is in use, sanitation will occur every half-hour.

SHORE EXCURSIONS AND MOTORCOACHES

- All bus seats, windows and handrails will be sanitized with an EPA-approved solution each day before the first guests arrive.
- Stepwell handrails, seat handrails and seats will be cleaned after each service and sanitized every hour.
- The bus restrooms will be sanitized with an EPA-approved solution after each use and several times per day beyond that.
- Liquid hand sanitizer dispensers will be available at the motorcoach doors for all guests.
- All shore excursions will be conducted within the guidelines of the local municipalities we visit.