



Photo Link: [Crystal Fleet](#)
[Crystal Clean + Flyer](#)

Crystal Clean+ 3.0 Protocols Introduced for Crystal Fleet

Crystal updates health and safety protocols to incorporate CLIA guidelines for COVID-19 testing for all guests and crew and more

MIAMI, September 24, 2020 – Today, Crystal introduced an expanded set of health and safety measures for its Crystal Clean+ protocols to include requirements for COVID-19 testing for guests and crew, mandatory travel insurance, in-port guidelines and more. The new [Crystal Clean + 3.0](#) protocols build on Crystal Clean+ 2.0, the initial set of enhanced health and safety procedures which the company released in July. The Crystal Clean+ protocols go beyond Crystal’s already stringent practices to further safeguard guests’ and crews’ well-being and offer travelers peace of mind when they return to cruising the world again. Crystal Clean+ 3.0 guidelines feature noteworthy updates in the company’s pre-boarding and embarkation procedures, social distancing requirements, shore excursion policy, crew member standards and practices and more. The new Crystal Clean + 3.0 protocols are tailored to meet the unique needs of the luxury traveler and incorporate the current recommendations provided by Cruise Line International Association’s (CLIA) to the Centers for Disease Control (CDC).

As per Crystal Clean + 3.0, guests will now be required to complete a COVID-19 test prior to departure for their cruise and provide a printed copy of their negative result at check-in—failure to comply with this requirement will result in denial of boarding. In addition, guests will take a second COVID-19 test upon arrival at the pier and must test negative prior to boarding. Guests will be required to purchase travel insurance, which can be purchased via Crystal or a third party.

While on board, Crystal guests are asked to observe social distancing of at least six feet (two meters) of those outside of one’s travel party including dance partners, and as a result Crystal’s Ambassador Host dance program as well as Crystal’s Junior Activities programming and in-suite babysitting services will be suspended until further notice. In order to safeguard the guest experience and ensure consistent safety precautions throughout their journey, guests will only be permitted to disembark the ship in port if participating in Crystal’s shoreside activities or excursions and shuttle buses into town will not be provided when in port; guests who do not comply with this requirement will not be permitted to re-board the ship.

As a part of Crystal Clean + 3.0 program updates, Crystal has also enhanced the health and safety measures for its crew to further safeguard their health and well-being. All crew will be tested for COVID-19 prior to leaving their home location to join the ship and must receive a negative result; they also will take a COVID-19 test at embarkation, quarantine for seven days upon arrival, and take a test at the end of that seven-day period and receive a negative result, before beginning their duties. In addition, crew will be tested periodically during their rotations.

The comprehensive list of Crystal Clean+ guidelines, including the new 3.0 additions, can be found on Crystal's new [Health & Safety Hub](#) on the Crystal website. Crystal Clean + 3.0 measures were released across all brand experiences – Crystal Cruises, Crystal River Cruises, Crystal Yacht Cruises and Crystal Expedition Cruises. The Crystal Clean+ protocols are predominantly consistent across the entire Crystal fleet, with some specific nuances to accommodate the differences of the individual ships and Crystal Experiences.

Crystal is committed to being in full compliance with CLIA guidelines as well as the CDC (for *Crystal Symphony*, *Crystal Serenity* and *Crystal Endeavor*), EU Healthy Gateways (for *Crystal Esprit*) and any local or national regulations set by European cities and states (for Crystal River Cruises) and, as such, will update these protocols according to their recommendations. Crystal has voluntarily extended its suspension of global voyages until December 31, 2020.

All Crystal ships across the fleet including Ocean, River, Yacht and Expedition offer nearly double the space per person than ships of a similar size, which is among the highest space ratios in the industry and their social spaciousness will be further augmented through the Crystal Clean+ program's evolving public health and safety measures. Further, *Crystal Endeavor* and Crystal's River ships are all-suite and all-balcony with most staterooms on its two Ocean ships featuring private verandas for fresh airflow.

The safety of guests and crew members is Crystal's number one priority and the fleet will resume service only when the company's expert team and global health and government authorities indicate that it is safe to do so.

About Crystal

Only the world-renowned Crystal Experience offers an unwavering, unparalleled standard of excellence and luxury across four distinct cruising options: Crystal Cruises, the World's Most Awarded Luxury Cruise Line; Crystal River Cruises, the World's Most Luxurious River Cruise Line; Crystal Yacht Cruises, offering boutique luxury and bold adventure in the world's most elite harbors; and Crystal Expedition Cruises, taking Crystal's acclaimed elegance to the farthest reaches of the world. Crystal has been recognized with top honors in the *Condé Nast Traveler* Readers' Choice Awards for a record 26 years including, in 2019, for Best Medium-Ship Cruise Line for Crystal Cruises, Best Small-Ship Cruise Line for Crystal Yacht Cruises and Best River Cruise Line for Crystal River Cruises. Crystal was also voted "World's Best" by the readers of *Travel + Leisure* for 24 years, including, in 2017 and 2020, Best River Cruise Line for Crystal River Cruises; and won "Cruise Line of the Year" and "Most Luxurious Guest Experience" by *Virtuoso* for 2018 & 2019. Crystal is proud to be a platinum partner of the advisors of ASTA.

For more information and Crystal reservations, contact a travel advisor, call 888.799.2437, or visit www.crystalcruises.com. Join the hundreds of thousands who subscribe to the [Crystal Insider](#) blog, follow [Crystal Cruises' Facebook page](#); @crystalcruises on [Twitter](#) and [Instagram](#); @crystalrivercruises on [Instagram](#); and engage in the conversation with #crystalcruises, #crystalrivercruises and #WhereLuxuryisPersonal.

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MEDIA CONTACTS: Susan Robison or Christina Baez
Crystal Global Public Relations
(310) 203-4305; mediarelations@crystalcruises.com

