



Ministry of Public Health

Cruise guidelines for port terminals and cruise ships

Version 1

Document overview

The cruise re-opening program is a joint initiative launched by Qatar Tourism (QT) & Ministry of Public Health (MOPH).

The program seeks to put in place measures & regulations that cruise ships operators and port terminal operators must abide by in order to safeguard passengers, crew, support staff and residents of the State of Qatar from COVID-19.

This document provides an overview of the key guidelines that cruise ships and port terminal operators are required to follow.

In addition to below set guidelines, port terminal operators and cruise ships must also ensure passengers and crew adhere to local MOPH guidelines during their visit to the State of Qatar.

Please note that the guidelines are likely to evolve based on COVID-19 linked circumstances. Updated versions of this document will be shared as required.

For more information, please visit the MOPH website (www.moph.gov.qa) for specific requirements and guidelines. The coronavirus (COVID-19) contact center at the Ministry of Public Health is accessible around the clock for any reports or inquiries regarding the virus at the toll-free phone number (16000)

Guideline objectives

The following cruise ship and port terminal guidelines are intended to:

- Safely welcome cruise passengers during in the upcoming season
- Put the safety, health and security of passengers, crew and workers at the core of the procedures
- Develop a common set of basic rules from which to develop procedures specific for each type of operation
- ✦ Support the protocols developed by each cruise line

Guideline structure

The below guidelines apply to both cruise ships and port terminals and are divided into three categories:

1. Qatar entry policy for cruise passengers and crew members – *applicable to both cruise ships and port terminal operators*
2. Port terminal operator guidelines
3. Cruise ship guidelines

1. Qatar entry policy for cruise passengers and crew members

Cruise ships and port terminal operators are advised to follow Qatar's travel and return policy for the cruise sector. The travel and return policy are applicable to the following three types of cruise passengers:

1. Turnaround passengers and crew members (Embarkation): Passengers and crew members that are already in the State of Qatar and will board the cruise ship from inside the country
2. Turnaround passengers and crew members (Disembarkation): Passengers and crew members disembarking the ship to either proceed directly to the airport or remain in the State of Qatar
3. Cruise transit passengers and crew members: Passengers and crew members that have arrived at the State of Qatar will dis-embark then re-embark the cruise ship to depart

Multiple entry policies are applicable to arrive in the State of Qatar. This may also vary by passenger type – please refer to the below guidelines for detailed information.

Types of shore excursions

- Shore excursions bubble tour
 - A protected tour to selected number of sites through a protected transportation where passengers on the bubble tour must remain in the designated area and may not explore the site or the tourism product on their own or leave the tour area without an escort.
 - This type of tours can be offered for passengers who are fully vaccinated (and kids below 12 years accompanying vaccinated parents), but don't have valid negative PCR test nor Antigen test.
- Regular shore excursions
 - Normal tours organized by local destination management companies, where there will be more flexibility with the logistics provided to passengers joined the tour.
 - This type of tours can be offered for vaccinated passengers and their non vaccinated kids below 12. A negative PCR test result (72 hrs. prior the arrival) or Antigen negative result (24 hrs. prior the arrival) will be required from all passengers above 4 years old.

1.1. Turnaround passengers and crew members (Embarkation)

- Passengers and crew members must abide by Qatar's general travel and return-entry policy located on the MOPH website

1.2. Turnaround passengers and crew members (Disembarkation)

- Please refer to the below options in order to facilitate passengers and crew members entry to Qatar. All options are applicable with the pre-requisite that passengers and crew members meet the criteria defined

1.2.1. Standard entry procedure

- Vaccination requirements
 - Only fully vaccinated passengers and crew members will be allowed entry to the State of Qatar. 14 days should have passed from receiving the second dose if the vaccine is two doses or one dose of the (Jansen) vaccine
 - Kids below 12 years accompanying vaccinated parents can be accepted only in case they will be representing maximum 10 % of total capacity of the cruise (total capacity including all passengers and all crew members)
 - Passengers who have taken one of the recognized vaccines must submit the original vaccination certificate, which shall include the following information:
 - ✦ Name of the passenger and it must match the passport
 - ✦ Dose dates according to type of the vaccine (one dose for Jansen vaccine and two doses for other vaccines)
 - ✦ Type/name of the vaccine
 - ✦ Lot number of the vaccine (if any)
 - ✦ Official logo or seal of the vaccination authority

Below is a list of approved and conditionally approved vaccines by the Ministry of Public Health:

Approved Vaccines	Conditionally Approved vaccines*
<ul style="list-style-type: none">• Pfizer / BioNTech (Comirnaty) - Two Doses	<ul style="list-style-type: none">• Sinopharm vaccine - Two Doses
<ul style="list-style-type: none">• Moderna (SpikeVax) - Two Doses	<ul style="list-style-type: none">• Sinovac - Two Doses
<ul style="list-style-type: none">• AstraZeneca (Covishield / Oxford / Vaxzevria) - Two Doses	<ul style="list-style-type: none">• Sputnik V - Two Doses
<ul style="list-style-type: none">• Jansen / Johnson & Johnson (only one dose)	

- Note: Turnaround PAX (who are vaccinated with the conditionally approved vaccines; Sputnik, Sinovac and Sinopharm) arriving through Hamad International Airport or Doha Port will be welcomed as long as they follow the travel policy.
 - ✦ Serology Antibody test with a positive result is mandatory before travelling to Qatar for people with two doses of a conditionally approved vaccines and 14 days after the second dose, in which case only the traveler will be considered fully immune. with the validity of the test being 30 days.
 - ✦ People who have received two doses of a conditionally approved vaccine followed by one dose of Pfizer or Moderna vaccine and after 14 days from the last dose will be considered fully immune.

- For short stay (regular cruise pax – transit)

No exception for this category, however, since they joined the itinerary from another port, they will stay on board and not leaving the ship.

- COVID-19 test requirements
 - All vaccinated passengers (with their non-vaccinated children below 12) and vaccinated crew members are required to undergo a PCR test up to 72 hours prior to arriving to the State of Qatar
 - Only passengers and crew members with negative PCR tests are allowed entry into the State of Qatar. Please refer to the MOPH website for further guidance on PCR test requirements
 - Children under the age of 4 are excluded from the COVID-19 test procedure
 - In case needed, allow fully vaccinated passengers and crew members to use multiple times the same RT-PCR document if within 72 hours from the time of performing the test

 - Rapid antigen test
 - ✦ All passengers and crew members are required to undergo an antigen test before arriving to the State of Qatar. Rapid antigen tests can be completed once the cruise ship has docked at the port terminal or during the disembarkation process (test valid for 24 hours)
 - ✦ Only Approved types of Antigen tests conducted on board (24 hrs. prior the arrival) will be accepted. (kindly refer to the official list of approved antigen tests as per the national lab)

 - ✦ Only passengers and crew members with negative antigen tests are allowed entry into the State of Qatar (Children under the age of 4 are excluded from the COVID-19 test procedure)

 - ✦ Note: Antigen tests are not required if passengers and crew members already have a valid and accepted negative PCR test prior to arrival (72 hours from the time of the test till arrival to Qatar)

- ✦ Note: rapid antigen test will be provided by MoPH on a standard cost charged against the cruise ship company.

- Pre-registration on Ehteraz portal
 - Passengers and crew members are required to pre-register online via the dedicated website (www.ehteraz.gov.qa) at least 12 hours before travel to Qatar and download the required official documents (optional for citizens and residents)
- Ehteraz app
 - Passengers must download and activate the Ehteraz app on their mobile phones
- Quarantine requirements
 - Passengers and crew members shall be exempted from the quarantine requirement provided they meet the above requirements
 - Passengers and crew members shall be exempted from quarantine regardless of the classification of the departure country.

1.2.2. Short period entry pass

Short period entry pass is applicable only if passengers and crew members stay in the State of Qatar for less than 24 hours

- Vaccination requirements
 - Only fully vaccinated passengers and crew members will be allowed entry to the State of Qatar. 14 days should have passed from receiving the second dose if the vaccine is two doses or one dose of the (Jansen) vaccine
 - Kids below 12 years accompanying vaccinated parents can be accepted only in case they will be representing maximum 10 % of total capacity of the cruise (total capacity including all passengers and all crew members)
 - Passengers who have taken one of the recognized vaccines must submit the original vaccination certificate, which shall include the following information:
 - ✦ Name of the passenger and it must match the passport
 - ✦ Dose dates according to type of the vaccine (one dose for Jansen vaccine and two doses for other vaccines)
 - ✦ Type/name of the vaccine
 - ✦ Lot number of the vaccine (if any)
 - ✦ Official logo or seal of the vaccination authority
- COVID test requirements

- PCR test

- ✦ All vaccinated passengers (with their non-vaccinated children below 12) and vaccinated crew members are required to undergo a PCR test prior to arriving to the State of Qatar

- Rapid antigen test

- ✦ All passengers and crew members are required to undergo an antigen test before arriving to the State of Qatar. Rapid antigen tests can be completed once the cruise ship has docked at the port terminal or during the disembarkation process (test valid for 24 hours)
- ✦ Only Approved types of Antigen tests conducted on board (24 hrs. prior the arrival) will be accepted. (kindly refer to the official list of approved antigen tests as per the national lab)
- ✦ Only passengers and crew members with negative antigen tests are allowed entry into the State of Qatar
- ✦ Note: Antigen tests are not required if passengers and crew members already have a valid and accepted negative PCR test prior to arrival (72 hours from the time of the test till arrival to Qatar)
- ✦ Note: rapid antigen test will be provided by MoPH on a standard cost charged against the cruise ship company.

Note: Children under the age of 4 are excluded from the COVID-19 test procedure

- Quarantine requirements

- Passengers and crew members shall be exempted from the quarantine requirement provided they meet the above guidelines
- Passengers and crew members shall be exempted from quarantine regardless of the classification of the departure country.

1.2.3. Bubble transfers

Bubble transfers are designed for all passengers and crew members that wish to disembark into the State of Qatar and remain within the same group of individuals. This is applicable for hotel and airport transfers. Exclusive and secure means of transportation will be provided.

- Vaccination requirements

- Only fully vaccinated passengers and crew members will be allowed entry to the State of Qatar. 14 days should have passed from receiving the second dose if the vaccine is two doses or one dose of the (Jansen) vaccine
- Kids below 12 years accompanying vaccinated parents can be accepted only in case they will be representing maximum 10 % of total capacity of the cruise (total capacity including all passengers and all crew members)

- Passengers who have taken one of the recognized vaccines must submit the original vaccination certificate, which shall include the following information:
 - ✦ Name of the passenger and it must match the passport
 - ✦ Dose dates according to type of the vaccine (one dose for Jansen vaccine and two doses for other vaccines)
 - ✦ Type/name of the vaccine
 - ✦ Lot number of the vaccine (if any)
 - ✦ Official logo or seal of the vaccination authority

1.3. Cruise transit passengers and crew members

Please refer to the below options in order to facilitate passengers and crew members entry to Qatar. All options are applicable with the pre-requisite that passengers and crew members meet the criteria defined.

1.3.1. Standard entry procedure

- Vaccination requirements
 - Only fully vaccinated passengers and crew members will be allowed entry to the State of Qatar. 14 days should have passed from receiving the second dose if the vaccine is two doses or one dose of the (Jansen) vaccine
 - Kids below 12 years accompanying vaccinated parents can be accepted only in case they will be representing maximum 10 % of total capacity of the cruise (total capacity including all passengers and all crew members)
 - Passengers who have taken one of the recognized vaccines must submit the original vaccination certificate, which shall include the following information:
 - ✦ Name of the passenger and it must match the passport
 - ✦ Dose dates according to type of the vaccine (one dose for Jansen vaccine and two doses for other vaccines)
 - ✦ Type/name of the vaccine
 - ✦ Lot number of the vaccine (if any)
 - ✦ Official logo or seal of the vaccination authority
- COVID-19 test requirements
 - All vaccinated passengers (with their non-vaccinated children below 12) and vaccinated crew members are required to undergo a PCR test up to 72 hours prior to arriving to the State of Qatar
 - Only passengers and crew members with negative PCR tests are allowed entry into the State of Qatar. Please refer to the MOPH website for further guidance on PCR test requirements
 - In case needed, allow fully vaccinated passengers and crew members to use multiple times the same RT-PCR document if within 72 hours from the time of performing the test
 - Rapid antigen test

- ✦ Vaccinated passengers and crew members are required to undergo an antigen test upon arrival to the State of Qatar. Rapid antigen tests can be completed once the cruise ship has docked at the port terminal or during the disembarkation process (test valid for 24 hours)
- ✦ Only Approved types of Antigen tests conducted on board (24 hrs. prior the arrival) will be accepted. (kindly refer to the official list of approved antigen tests as per the national lab)
- ✦ Only passengers and crew members with negative antigen tests are allowed entry into the State of Qatar
- ✦ Note: Antigen tests are not required if passengers and crew members already have a valid and accepted negative PCR test prior to arrival (72 hours from the time of the test till arrival to Qatar)
- ✦ Note: rapid antigen test will be provided by MoPH on a standard cost charged against the cruise ship company.

Note: Children under the age of 4 are excluded from the COVID-19 test procedure

- Pre-registration on Ehteraz portal
 - Passengers and crew members are required to pre-register online via the dedicated website (www.ehteraz.gov.qa) at least 12 hours before travel to Qatar and download the required official documents (optional for citizens and residents)
- Ehteraz app
 - Passengers must download and activate the Ehteraz app on their mobile phones
- Quarantine requirements
 - Passengers and crew members shall be exempted from the quarantine requirement provided they meet the above guidelines
 - Passengers and crew members shall be exempted from quarantine regardless of the classification of the departure country.

1.3.2. Short period entry pass

Short period entry pass is applicable only if passengers and crew members stay in the State of Qatar for less than 24 hours

- Vaccination requirements
 - Only fully vaccinated passengers and crew members will be allowed entry to the State of Qatar. 14 days should have passed from receiving the second dose if the vaccine is two doses or one dose of the (Jansen) vaccine

- Kids below 12 years accompanying vaccinated parents can be accepted only in case they will be representing maximum 10 % of total capacity of the cruise (total capacity including all passengers and all crew members)
- Passengers who have taken one of the recognized vaccines must submit the original vaccination certificate, which shall include the following information:
 - ✦ Name of the passenger and it must match the passport
 - ✦ Dose dates according to type of the vaccine (one dose for Jansen vaccine and two doses for other vaccines)
 - ✦ Type/name of the vaccine
 - ✦ Lot number of the vaccine (if any)
 - ✦ Official logo or seal of the vaccination authority
- COVID test requirements
 - PCR test
 - ✦ All vaccinated passengers (with their non-vaccinated children below 12) and vaccinated crew members are required to undergo a PCR test prior to arriving to the State of Qatar
 - Rapid antigen test
 - ✦ Vaccinated passengers and crew members are required to undergo an antigen test upon arrival to the State of Qatar. Rapid antigen tests can be completed once the cruise ship has docked at the port terminal or during the disembarkation process (test valid for 24 hours)
 - ✦ Only Approved types of Antigen tests conducted on board (24 hrs. prior the arrival) will be accepted. (kindly refer to the official list of approved antigen tests as per the national lab)
 - ✦ Only passengers and crew members with negative antigen tests are allowed entry into the State of Qatar
 - ✦ Note: Antigen tests are not required if passengers and crew members already have a valid and accepted negative PCR test prior to arrival (72 hours from the time of the test till arrival to Qatar)
 - ✦ Note: rapid antigen test will be provided by MoPH on a standard cost charged against the cruise ship company.

Note: Children under the age of 4 are excluded from the COVID-19 test procedure

- Quarantine requirements
 - Passengers and crew members shall be exempted from the quarantine requirement provided they meet the above guidelines

- Passengers and crew members shall be exempted from quarantine regardless of the classification of the departure country.

1.3.3. Bubble excursions

Bubble excursions are designed for vaccinated passengers and crew members that wish to transit into the State of Qatar and perform an excursion. Once the excursion is over, passengers and crew members are expected to re-embark the cruise ship immediately. Travel inside Qatar will be restricted to select attractions, restaurants, and malls.

- Vaccination requirements
 - Only fully vaccinated passengers and crew members will be allowed entry to the State of Qatar. 14 days should have passed from receiving the second dose if the vaccine is two doses or one dose of the (Jansen) vaccine
 - Kids below 12 years accompanying vaccinated parents can be accepted only in case they will be representing maximum 10 % of total capacity of the cruise (total capacity including all passengers and all crew members)

Note: Children under the age of 4 are excluded from the COVID-19 test procedure

- Passengers who have taken one of the recognized vaccines must submit the original vaccination certificate, which shall include the following information:
 - ✦ Name of the passenger and it must match the passport
 - ✦ Dose dates according to type of the vaccine (one dose for Jansen vaccine and two doses for other vaccines)
 - ✦ Type/name of the vaccine
 - ✦ Lot number of the vaccine (if any)
 - ✦ Official logo or seal of the vaccination authority

2. Port terminal operator guidelines

Port terminal operators are required to adhere to the guidelines included in the following sections:

1. Embarkation process
2. Thermal screening
3. Check-in process
4. Disembarkation process
5. Transit process
6. COVID-19 test process
7. Cleaning and disinfection process (prior and during cruise arrival)
8. Other requirements

9. Education and public health information
10. Protocols for passenger and crew arrival into the State of Qatar
11. Managing COVID-19 outbreaks

2.1. Embarkation process

- 2.1.1. Ensure that the cruise line agency / operator communicates the arrival times of all embarking passengers and crew members
- 2.1.2. Ensure that passengers, crew members and terminal staff respect a 1m social distance at all times
- 2.1.3. Ensure the wearing of PPE masks at all times during the embarkation process
- 2.1.4. Ensure that markers are placed to guide passengers and crew members to respect social distancing
- 2.1.5. Provide an area inside and/or outside the terminal for screening purposes (should the cruise ship wish to carry out additional screenings)
- 2.1.6. **Provide an area/room inside and/or outside the terminal for passengers/crew members who failed the screening. If a passenger fails the screening, port terminal operators to follow the protocols established by MOPH & the local authorities**
- 2.1.7. Ensure that all passengers/crew members have their luggage tagged and have their health declaration and other ship boarding forms in order
- 2.1.8. Ensure that only cleared passengers/crew members will be allowed to enter the terminal.
- 2.1.9. Once inside the terminal, ensure that passengers/crew members will proceed to the luggage drop-off area, via stanchions dividing the queue
- 2.1.10. Passengers/crew members will drop-off their tagged luggage at the designated spot
- 2.1.11. Ensure that meet and greet personnel to remain behind their assigned desks and desks to be fitted with partitions
- 2.1.12. Ensure that drop-off desks are continuously cleaned by terminal cleaning assistants
- 2.1.13. Ensure that hand sanitizer dispensers are available in all areas for passengers, crew members, port terminal staff and visitors to the terminal
- 2.1.14. Ensure that Porters will collect the luggage from the luggage drop-off area. Porters are required to wear appropriate PPE, masks and gloves. Gloves should be changed every 3 hours. Used gloves should be discarded immediately in designated bins.
- 2.1.15. Luggage may be sanitized before delivered on board. Such procedures can be agreed with the cruise operator. If conveyor belts are being utilized, such equipment to be cleaned on a regular basis

- 2.1.16. Ensure that access to the passenger control area is organized with stanchions to maintain social distancing. Floor markers, totems with posters as well as announcements on the public address system (if available) should be used to remind passengers and employees to respect the guidelines
- 2.1.17. Ensure that Security/Immigration officers remain behind a protective partition at all times. Passengers should wait in the spot indicated by the floor and/or vertical signages
- 2.1.18. Ensure that security desks are cleaned regularly by cleaning assistants
- 2.1.19. Ensure that passengers handle their own personal effects at the x-ray screening area (preferably, security officers are precluded from handling them). Trays should be disinfected in between use
- 2.1.20. If a luggage contains a suspicious item, the passenger will carry the luggage to a designated area and open the luggage for inspection. Port terminal to ensure that the staff member sanitizes their hands post inspection
- 2.1.21. Ensure that passengers with special needs are assisted by ship or agency personnel

2.2. Thermal screening

- 2.2.1 Ensure that passengers, crew members and terminal staff respect a 1m social distance at all times
- 2.2.2 Ensure that all passengers/crew members will undergo a thermal screening and will be managed accordingly

2.3 Check-in process

- 2.3.1 Ensure that passengers and crew members are waiting in line for their turn to check-in
- 2.3.2 Ensure that social distancing rules (1.5 meters) are respected at all times between passengers, crew members and staff personnel
- 2.3.3 Ensure that social distancing measures are also applied in seating areas. Additional signages to guide passengers should be provided
- 2.3.4 Ensure that masks are always to worn by passengers, crew members and staff personnel
- 2.3.5 Ensure that check-in personnel are wearing gloves and masks, and other equipment should be cleaned regularly throughout the day (i.e., conveyer belts, check-in counters, etc.)
- 2.3.6 Ensure that once checked-in, passengers and crew members proceed immediately to the ship
- 2.3.7 Ensure that passengers with special needs are to be assisted by ship or agency personnel

2.3.8 Ensure that hand sanitizers are available in all areas for passengers, crew members and port terminal staff

2.3.9 Ensure various signages across the check-in process to remind passengers of rules

2.4 Disembarkation process

2.4.1 Ensure that passengers do not all disembark all at the same time. Safe disembarking process should be put in place by the cruise ships

2.4.2 When disembarking, ensure that all individuals are wearing masks

2.4.3 Throughout the disembarkation process, ensure that passengers and crew members are respecting the minimum social distance requirement of 1m. Floor and vertical signage should be placed to assist individuals

2.4.4 Ensure that all passenger and crew luggage's are unloaded and placed in the luggage hall before the disembarkation of passengers can commence.

2.4.5 Ensure that luggage cages and any equipment used for the unloading of luggage are cleaned regularly and disinfected

2.4.6 Ensure that luggage handlers and porters are wearing PPE at all times during the operations

2.4.7 Ensure maximum use of the luggage areas to limit overcrowding during luggage retrieval

2.4.8 Whenever possible and subject to the dispositions of the Customs & Immigration Departments, passengers to exit using more than one exit path with crowd management

2.4.9 Ensure continuous public announcements to remind individuals to respect the rules

2.4.10 Ensure that passengers with special needs are assisted by ship or agency personnel

2.4.11 Ensure that hand sanitizers are available in all areas for passengers, crew members and port terminal staff

2.4.12 Ensure that visa control guidelines are applied as per instructions by MOI

2.4.13 Ensure that custom control guidelines are applied as per instructions by the Customs Authority

2.4.14 Passengers may be precluded from waiting inside the terminal

2.4.15 Define lanes for passengers and crew members to queue up (can be delineated by the stanchions)

2.4.16 Once outside the terminal, ensure that passengers respect the queueing system in place

2.4.17 Ensure that agents monitor the private, shuttle bus service and queues thereof

2.4.18 Limit and control the number of coaches, buses and taxis present at the terminal to avoid overcrowding in the designated vehicle

2.5 Transit process

2.5.1 Ensure that the disembarkation process of transit passengers takes place in a coordinated and organized manner

2.5.2 Ensure that passenger flow processes are agreed with the cruise ship

2.5.3 Ensure sufficient staff members are available to control the disembarkation of passengers

2.5.4 Ensure social distancing of 1.5 m is always maintained for all individuals

2.5.5 Ensure floor markings and other signage to be disseminated to inform passengers and crew members of the rules

2.5.6 Ensure all individuals are wearing masks

2.5.7 Ensure that passengers and crew members are to disembark only if transportation is made available

2.5.8 Ensure that passengers prepare required documents in order to present them to the security officers

2.5.9 Ensure that passengers with special needs are assisted by ship or agency personnel

2.5.10 The embarkation of transit passengers is the same as for turnaround passengers

2.6 Cleaning process prior and during cruise arrivals

2.6.1 Before the arrival of the ship, ensure that:

2.6.1.1 The terminal is cleaned and disinfected on the evening before the call, thus ensuring that the terminal is clean before the start of operations following cleaning and disinfection protocol suggested by MOPH

2.6.1.2 Only operations, security personnel and cleaning assistants will be allowed in the terminal during the cleaning of the terminal. Agents may also be allowed during this period if required

2.6.2 During the operations, ensure that:

2.6.2.1 Cleaning staff are available in the terminal to ensure that the facility is kept clean and always disinfected

2.6.2.2 Particular attention is given to the common areas, such as the luggage hall, the foyer, control areas, the check-in and waiting area and the bars and terrace (if applicable)

2.7 COVID-19 test process

Provide a designated area inside and/or outside the terminal for proper COVID-19 testing (rapid antigen, PCR)

2.7.1 General rules & requirements

2.7.1 Port terminal operator should establish Emergency Management Team (EMT) and a response plan that involves key members from the Operations, Security, Safety and Administration departments. The purpose of the EMT is to develop procedures, instructions and guidelines for key response plans. The officer responsible for this activity is the Health and Safety Manager of the port terminal.

2.7.1.1 Emergency Management Team (EMT) includes but not limited to: the most senior manager, the Health and Safety Manager/Officer, the administration manager, the operations manager, the workers' representative, and the terminal doctor

2.7.1.2 The key tasks of the EMT include:

- Identification of essential and critical work
- Review and update cleaning and sanitization procedures
- Ensure communication plan is implemented for employees, regular workers and stakeholders
- Establish key weekly reporting tracking and metrics
- Establish restrictions for passengers, crew, visitors and suppliers.

2.7.1.2.1 The EMT should ensure:

- The development of a communication, education and training plan to ensure employees and other workers with a regular presence in the terminals have an increased awareness of expectations and are reminded of behavioral changes
- The documentation of attendance in all training programs

2.7.1.2.2 The key points of the communication/ education and training program include:

- Who should symptomatic, suspected or close contacts be reported to?
- Communicate what the terminal operator is doing
- What additional controls have been put into place

2.7.1.2.3 The EMT's objective is to reduce the potential risk of infection by:

- Limiting entry points to help ensure only screened and authorized personnel, passengers and crew enter the terminal
- Controlling the number of non-essential visitors inside the terminal
- Isolating or limiting entry subject exclusively to ship and terminal requirements
- Restricting access to the terminal to only individuals that are wearing masks and gloves where required
- Reviewing the terminal layout and operations procedures are from time to time to ensure social distancing and other measures are met

2.7.1.2.4 The EMT should notify cruise lines and their agents of any updates, prior to them coming into effect

2.8 Frequent disinfection and public health information

Port terminals must frequently disinfect common facilities following disinfection best practices, provide PPE to all crew members, support staff and passengers, and display public health information. Please refer to appendix 1 for additional MOPH guidance

2.8.1 Port terminals must establish strict disinfecting practices and timelines for common facilities and ensure the following are met:

2.8.1.1 Follow MOPH guidance for environmental cleaning in non-healthcare facilities (<https://www.moph.gov.qa/english/Documents/english/20.pdf>)

2.8.1.1.1 Disinfect facilities frequently at a minimum of every 6 hours or in case needed. Such facilities include but are not limited to the following:

- Public open spaces (including luggage hall, check-in areas, waiting areas, etc.)
- Queue areas including buttons, railing, handles and other areas applicable
- Toilets
- Elevators
- Staff areas
- Other frequently touched surfaces

2.8.1.1.2 Post cleaning schedules and ensure timelines are met

2.8.1.1.3 Maintain daily logs of facilities disinfected

2.8.1.1.4 Make available all materials required for the disinfection purposes

2.8.1.1.5 Ensure protection of staff members that are performing disinfection work by providing high quality masks, gloves and sanitizers

2.8.1.1.6 Ensure that equipment's used during disinfection work are safely disposed

2.8.2 Port terminals must provide continuous display and announcements of health information in the terminals, including:

2.8.2.1 Displaying updated health information in all public areas

2.8.2.2 Ensuring large font sizes for easy reading

2.8.2.3 Including health information such as daily temperature screening, taking note of respiratory symptoms such as cough or runny nose or shortness of breath, wearing masks, and remaining

vigilant and practicing good personal hygiene, such as washing hands and refraining from touching one's face

2.9 Protocols for passenger and crew arrival into the State of Qatar

2.9.1 Port terminals should ensure that protocols stated in the section 1 (Qatar entry policy for cruise passengers and crew members) are met

2.9.1.1 Port terminals to set up communication channel with relevant authorities and entities such as the cruise line, Qatar Tourism, MOPH, MOI, etc. to provide updates and continuous reporting

2.10 Managing COVID-19 suspected and confirmed cases

2.10.1 To manage COVID-19 suspected and confirmed cases by passengers and crew members upon arrival into Qatar, Port Terminals must:

- Communicate with MOPH, Qatar Tourism and external partners in Qatar to make necessary arrangements for those infected (MOPH and local medical care partners will help support suspected and confirmed cases to ensure recovery)
- Begin contact tracing & isolation process for those in contact with infected case
- Thoroughly clean and disinfect the premises exposed to suspected COVID-19
- Abide by MOPH guidelines for dealing with suspected and confirmed cases

3. Cruise ship guidelines

Cruise ships arriving, transiting, and departing from the State of Qatar are required to adhere to the guidelines included in the following sections:

1. Crew member and support staff guidelines
2. Passenger guidelines
3. Frequent disinfection and public health information
4. Protocols for passenger and crew arrival into the State of Qatar

5. Managing COVID-19 outbreaks

3.1. Crew member and support staff guidelines

Cruise lines must follow Qatar's Ministry of Public Health (MOPH) Covid-19 guidance for crew member and support staff prior to the cruise arrival and conduct daily employee temperature as well as respiratory symptoms screening. It is important to ensure travel declaration & contact tracing forms are up to date, and efficiently deploy personnel in day-to-day activities.

3.1.1. General guidelines for crew members and support staff

3.1.1.1 Conduct temperature checks and observe respiratory symptoms such as cough, runny nose or shortness of breath of crew twice daily

3.1.1.2 In case of temperature of 37.8 degree Celsius or higher, and/or identified respiratory symptoms, ensure that the crew member seek immediate medical attention and are isolated in a sperate room

3.1.1.2.1 Health and wellbeing observations for crew members and support staff should be recorded in declaration forms at the start of the cruise

3.1.1.2.2 Compulsory wearing of masks for crew members and support staff who are having direct contact with customers, kitchens, in dining facilities, in wellness centers, in swimming pool area and other applicable areas

3.1.1.2.3 Crew members and support staff should work in fixed teams to reconstruct possible infection chains in case of an outbreak on-board

3.1.1.2.4 Ensure pre-shift meetings are virtual in order to minimize contact between crew teams, unless necessary. In case in person briefings are required, crew members must wear protective masks and ensure social distancing requirements are met (1m)

3.1.1.2.5 Minimize the number of crew sharing a cabin or bathroom to the extent practicable and possible

3.1.1.2.6 Instruct crew members to remain in cabins as much as possible during non-working hours

3.1.1.2.7 Instruct crew members to wear a face mask when outside of individual cabins (and gloves if applicable)

3.1.1.2.8 When possible, separate crew members and support staff who are above 55 years old, pregnant, have health conditions like hypertension, diabetes, respiratory diseases, and immunity linked diseases to protect most at-risk groups

3.1.1.2.9 Provide awareness session for all crew members and stuff on the signs and symptoms of COVID-19

3.1.1.2.10 Provide COVID-19 preventive measure awareness and hygiene training to all crew members and support staff, and enforce the following guidelines when performing critical tasks:

- Follow cough etiquettes: Cover mouths with tissue paper when coughing or sneezing and dispose of the tissue paper into the rubbish bin immediately
- Practice good personal hygiene measures (e.g. clean hands with soap and water or hand sanitizers before and after meals, after clean-up is carried out, after handling refuse or other dirty items, and after visiting the toilet)
- Use gloves when carrying out cleaning works and when handling waste. Gloves should then be disposed, and a new glove should be used
- Refrain from touching exposed body parts such as eyes, nose, face and mouth with soiled gloves or unwashed hand
- Implement social distancing when working or moving through ship

3.1.2. Medical services and medical staff requirements:

3.1.2.1 Cruise lines must share a report of on-board medical facilities prior to start of each cruise with local authorities in Qatar

3.1.2.2 Cruise ships must be equipped with a team of onboard medical (emergency) care team to ensure passengers are cared for in case of a potential COVID-19 outbreak or other health emergencies

3.1.2.3 Cruise ships must provide necessary medical equipment, COVID-19 PCR/Antigen testing facilities and medications

3.1.2.4 Cruise ships must provide insurance to all passengers issued by credible providers, with partnerships with Qatar based medical care providers

3.1.2.5 Cruise ships should ensure minimum availability of adequate medical staffing with at least one (1) medical staff/doctor and two (2) nurses, supported by a 24/7 ashore medical services team.

3.1.2.6 Cruise ships should maintain sufficient quantities of Personal Protective Equipment (PPE), oxygen, and necessary supplies

3.1.2.7 Cruise ships should provide a dedicated isolation room/ area to hold any symptomatic person

3.1.2.8 Cruise ship should have a plan for COVID-19 outbreak management and response

3.1.2.9 Cruise ship should have a system to notify respective national public health authorization about suspected or confirmed cases of COVID-19

3.2. Passenger guidelines

Cruise ships must monitor temperature & respiratory symptoms and ensure travel declarations & contact tracing forms are signed by all passengers. Health instructions must be declared in large fonts. All passengers must follow safe distancing guidelines on-board.

3.2.1. Cruise ships should ensure the following passenger requirements are met:

3.2.1.1 Adhere to MOPH and Qatar Entry Rules & Regulations

3.2.1.2 Monitor temperature and look out for passengers with respiratory symptoms such as cough or runny nose or shortness of breath twice daily

3.2.1.3 In case of temperature of 38 degree Celsius or higher, and/or identified respiratory symptoms, ensure that the passenger seek immediate medical attention and are isolated in a separate room

3.2.1.4 Health and wellbeing observations for all passengers should be recorded in declaration forms at the start of the cruise

3.2.1.5 Compulsory wearing of masks for passengers in public spaces including restaurants, dining facilities, wellness centers, gyms, etc.

3.2.1.6 Avoid sharing personal items with other passengers

3.2.1.7 Avoid physical contact with other passengers and crew members

3.2.1.8 Prohibited external visitors from entering the ship

3.2.1.9 Provide public health and hygiene presentation and manual to all passengers at the start of the cruise highlighting the following:

- Cough etiquettes: Cover mouths with tissue paper when coughing or sneezing and dispose of the tissue paper into the rubbish bin immediately Clean hands thoroughly with soap and water or hand sanitizers.
- Practice good personal hygiene (e.g. clean hands with soap and water or hand sanitizers before and after meals, and after visiting the toilet, use hand sanitizers frequently).
- Maintain safe distance of 1 meter from other passengers, crew members and support staff at all times
- Refrain from touching exposed body parts such as eyes, nose, and mouth with soiled gloves or unwashed hands
- Isolate in case of observed symptoms and contact crew immediately

3.2.1.10 Cruise ships should ensure that passengers are adhering to the safe distancing guidelines

- Vessel capacity guidelines (refer to the latest MOPH guidance for the capacity)

- Maintain a distance of 1.5 m from individuals at all times (in public areas)
- Ensure safe and fast-moving queues at embarkation areas as well as onboard to limit passenger gatherings by:
 - Always Maintaining social distancing measures of 1m
 - Providing enough support staff to steer and supervise guest flows in public space
 - Ensuring clear markings on the floor to ensure distancing measures are met
 - Ensure capacity management is adhered to in the following key areas:
 - Common areas: Minimum of 2 meters between individuals
 - Food & beverage outlets: Minimum of 2 meters between tables
 - Wellness and fitness centers: Minimum of 3 meters between individuals
 - Business centers: Minimum of 2 meters between individuals
 - Game rooms: Minimum of 2 meters between individuals
 - Childcare facilities: Follow updated MOPH guidelines
 - Swimming pools: Follow updated MOPH guidelines
 - Sport areas: Follow updated MOPH guidelines

3.3. Frequent disinfection and public health information

Cruise ships must frequently disinfect common facilities following disinfection best practices, provide PPE to all crew members, support staff and passengers, and display public health information. Cruise ships are required to implement facilities specific guidelines from MOPH (appendix 1)

3.3.1. Cruise ships must establish strict disinfecting practices and timelines for common facilities and ensure the following are met:

3.3.1.1 Follow MOPH guidance for environmental cleaning in non-healthcare facilities (<https://www.moph.gov.qa/english/Documents/english/20.pdf>)

3.3.1.2 Disinfect facilities frequently at a minimum of every 6 hours of in case needed. Such facilities include but not limited to the following:

- Public open spaces (receptions, etc.)
- Queue areas including buttons, railing, handles and other areas applicable
- Toilets
- Elevators
- Passenger, crew member and support staff accommodations
- Swimming pools
- Childcare centers
- Wellness and fitness centers
- Game rooms
- Business centers
- Food & beverage outlets
- Other frequently touched surfaces

- 3.3.1.3 Post cleaning schedules and ensure timelines are met
- 3.3.1.4 Maintain daily logs of facilities disinfected
- 3.3.1.5 Ensure that all materials required for disinfection purposes are available
- 3.3.1.6 Ensure protection of staff members that are performing disinfection work by providing high quality masks, gloves and sanitizers
- 3.3.1.7 Ensure that equipment's used during disinfection work are safely disposed

3.3.2. Cruise ships should provide continuous display and announcements of health information onboard the ship, including:

- 3.3.2.1 Displaying updated health information in all public areas
- 3.3.2.2 Ensuring large font sizes for easy reading
- 3.3.2.3 Including health information such as daily temperature screening, taking note of respiratory symptoms such as cough or runny nose or shortness of breath, wearing masks, and remaining vigilant and practicing good personal hygiene, such as washing hands and refraining from touching one's face
- 3.3.2.4 Making public health advisory announcements when passengers, crew and support staff disembark and board the ship

3.4. Protocols for passenger and crew arrival into the State of Qatar

- 3.4.1. Cruise ships should ensure that protocols stated in the section 1 (Qatar entry policy for cruise passengers and crew members) are met
- 3.4.2. Cruise ships to set up communication channel with relevant authorities and entities such as the port terminal, Qatar Tourism, MOPH, etc. to provide updates and continuous reporting
- 3.4.3. For cruise ships planning excursions, the following guidelines must be met:

- 3.4.3.1 Documentation of excursion plans must be shared with the local organizing committee (LOC), port authorities, Qatar Tourism and MOPH pre-arrival into the State of Qatar. This would include:
 - Number of passengers, crew and support staff to disembark the ship
 - Travel itineraries for all passengers, crew and support staff
 - Travel declaration and contact tracing form for passengers

- 3.4.3.2 Passengers, crew and support staff should at all times travel with their dedicated groups and in dedicated vehicles, minimizing interactions with the local community
- 3.4.3.3 Travel inside Qatar will be restricted to select attractions, restaurants and malls, to be shared with the cruise line during the itinerary planning stage
- 3.4.3.4 Transportation will be coordinated in small groups with vehicle capacity as per the latest MOPH guidance
- 3.4.3.5 Local personal hygiene and safe distancing guidelines to be followed while in Qatar, include but are not limited to wearing masks, maintaining social distance of 1.5 meters
- 3.4.3.6 Regular use of hand sanitizers is strongly encouraged
- 3.4.3.7 Cash payments to be avoided to the extent possible
- 3.4.3.8 Set up communication channels with relevant authorities (port terminal, MOPH, Qatar Tourism) to report illness during the excursions

3.5. Managing COVID-19 outbreaks

Cruise lines must be adequately prepared with medical staff and equipment to manage on-board COVID19 outbreak and communicate effectively with local authorities in Qatar.

3.5.1. To manage COVID-19 outbreaks on-board the cruise ship to the State of Qatar, cruise ships must:

- Communicate with MOPH, Qatar Tourism and external partners in Qatar to make necessary arrangements for those infected (MOPH and local medical care partners will help support suspected and confirmed cases to ensure recovery)
- Begin contact tracing & isolation process for those in contact with infected case
- Thoroughly clean and disinfect the premises exposed to suspected COVID-19
- Abide by MOPH guidelines for dealing with suspected and confirmed cases

3.5.2. MOPH and other government entities reserve the right not to allow passengers entry into State of Qatar should there be a high risk of COVID-19 outbreaks

Appendix 1: Additional MOPH Guidelines

Category	Link to MOPH guidelines
Personal hygiene	Guidance for the public for hand hygiene and using gloves
Public space cleaning and disinfection	Guidance for environmental cleaning in non healthcare facilities EN.pdf (moph.gov.qa)
Toilet cleaning and disinfection	Guidance for environmental cleaning in non healthcare facilities EN.pdf (moph.gov.qa)
Accommodation cleaning and disinfection	Guidance for environmental cleaning in non healthcare facilities EN.pdf (moph.gov.qa)
HVAC	SAFE BUILDING HVAC ENG.pdf (moph.gov.qa)
Swimming pool	Business and Leisure Swimming Pools and Water Parks (moph.gov.qa)
Gym & fitness	Business and Leisure Health Clubs, Gyms and Spas (moph.gov.qa)
Retail outlets	Shopping malls
Food & Beverage outlets	Business and Leisure Restaurants (moph.gov.qa)
Wellness center	Business and Leisure Health Clubs, Gyms and Spas (moph.gov.qa)
Childcare center	Business and Leisure Theme Parks and Leisure Centers (moph.gov.qa)