



Enhanced cleaning measures. Informed employees. Protected guests.

At Windstar Lines, our top priority has been and always will be your safety. We have upgraded our already stringent cleaning and safety practices to support the health and wellness of our employees and customers.

Here's what you need to know:

We have added multiple layers of stringent cleaning and disinfecting:

- An electrostatic disinfectant and anti-microbial fogger that kills viruses on contact and forms a protective shield is applied on every surface of the motorcoach.
- A broad-spectrum disinfectant, will be used to clean commonly used areas (restrooms, armrests, seat belts, handrails, overhead storage bins) before and during every trip.
- Hand sanitizer will be available for passengers.
- We use high efficiency air filters onboard our motorcoaches, which remove 99.97% of airborne particles—similar to technology found in hospitals.
- We have aligned these stringent cleaning policies and procedures with guidance from the Centers for Disease Control and Prevention.

Did you know:

- The FAA requires the air in a cabin of an aircraft to be exchanged a minimum of 15x per hour. Most airlines do 20. Van Hool motorcoaches exchange air 30-100x per hour!

We have added new physical-distancing practices:

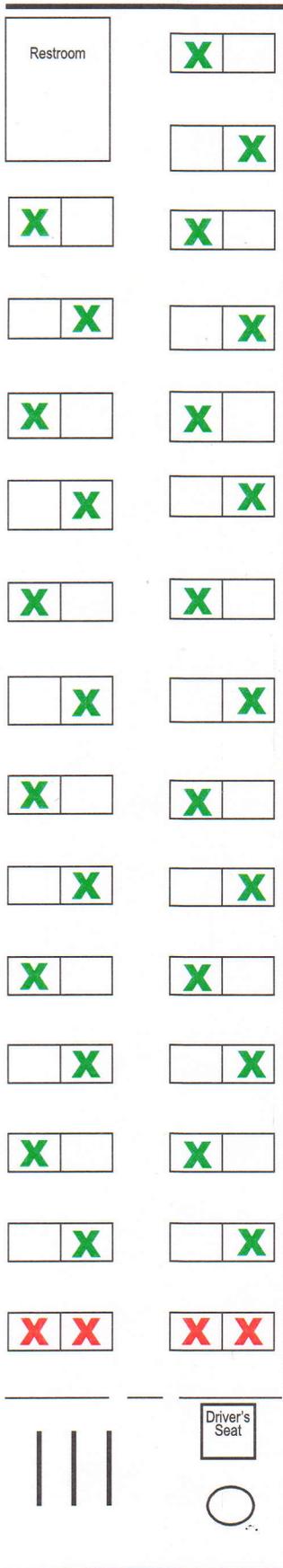
- First row behind driver to remain empty at this time. (52 seats available)
- Drivers will be wearing masks as of July 1, 2020.
- Number of guests is up to each individual group (up to 52).



Scheduled Service Information:

- As of Monday, August 3rd, passengers will be required to wear a facial covering in situations where social distancing is not possible. This includes: while waiting in line, during the boarding process, when on board the bus, and when getting off the bus.
- We will have a limited number of masks available for customers who are unable to bring their own.
- Exceptions will be made for customers with medical conditions, have trouble breathing or for children less than 2 years old.
- Customers who choose not to comply with this policy may be precluded from traveling with us in the future.
- We have reduced the available number of seats on all of our vehicles to give our drivers and customers more personal space. This will guarantee an empty seat next to all customers for free.

WINDSTAR LINES' RECOMMENDED SOCIAL DISTANCING



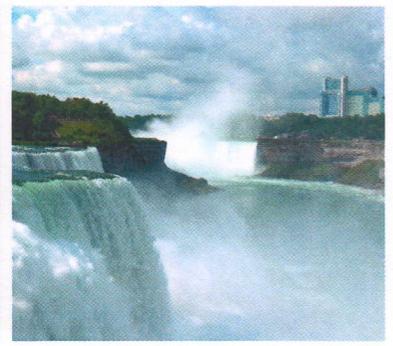
- This is only a suggestion at this time. Currently, customers may choose to put up to 52 passengers on board.
- Family members living in the same household may sit in seats next to each other. Final seat map will be adjusted as needed.

We're here for you! If you ever have any questions, please don't hesitate to ask us!



Deluxe 56 Passenger Coach
Van Hool CX45

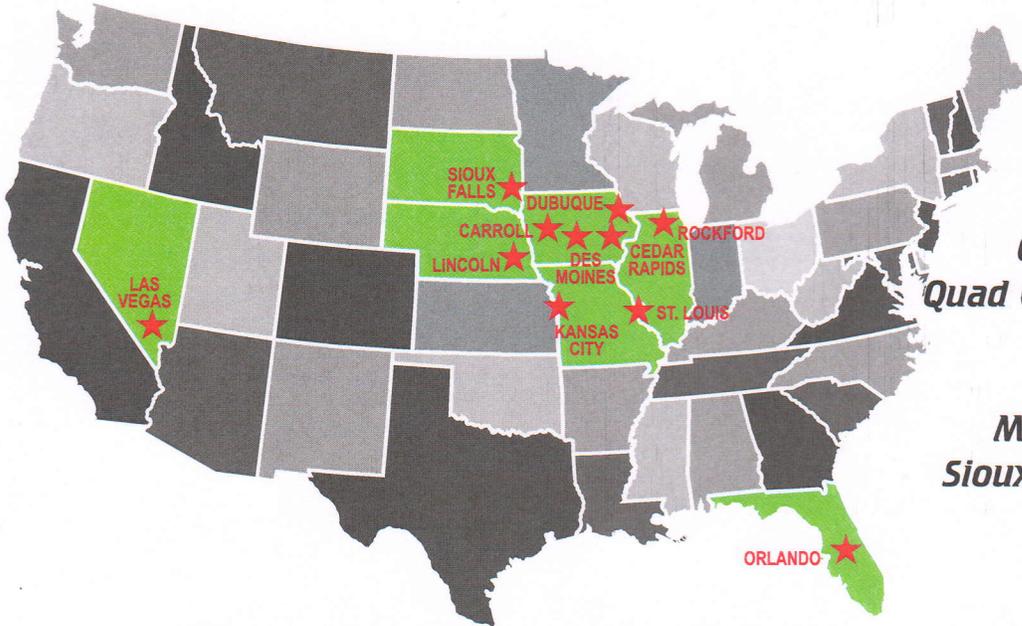
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Yesterday, the Centers for Disease Control and Prevention (CDC) [issued an Order](#) imposing a mask requirement applicable to public transportation systems, rail, and van, bus and motorcoach service providers to mitigate the risk of COVID-19. The CDC Order implements President Biden's [Executive Order 13998](#), Promoting COVID-19 Safety in Domestic and International Travel, "to save lives and allow all Americans, including the millions of people employed in the transportation industry, to travel and work safely."

Science-based measures are critical to preventing the spread of COVID-19. Mask-wearing is one of several proven life-saving measures including physical distancing, appropriate ventilation and timely testing that can reduce the transmission of COVID-19. Requiring masks will protect America's transportation workers and passengers, help control the transmission of COVID-19, and aid in re-opening America's economy.

In addition to the CDC order, the Transportation Security Administration (TSA) anticipates issuing additional information and guidance on this topic.

The Department has posted a Frequently Asked Questions at this website.
<https://www.transportation.gov/safety/mask-travel-guidance>

The Department will continue to add to this site with additional information in the coming days.

FAQS

Do drivers still need a mask if they are behind plexiglass?

A driver is required to wear a mask, even if a driver of a conveyance is segregated from passengers by plexiglass. Plexiglass shields and other fixed barriers on conveyances do not provide adequate protection to limit the spread of COVID-19.

Do passengers need to wear a double mask?

No, two masks are not required under the CDC order. "Mask" means a material covering the nose and mouth of the wearer and secured to the head, including with ties or ear loops. Masks do not include face shields.

May passengers remove masks when they are in the restroom on a conveyance or at a transportation hub?

No, there is no exception for passengers who are in a restroom. A passenger is required to wear a mask the entire time while they are on the conveyance or at a transportation hub, other than those exceptions specified in the CDC order.

Are bus companies required to provide riders with masks?

No, it is the responsibility of the passenger to have a mask prior to attempting to board a conveyance. Boarding or entry will be denied if a passenger is not wearing a mask. A bus company may provide masks for free, or for a charge.

What if a passenger loses their mask, or the mask gets damaged after the passenger is already on board?

All passengers and carriers are responsible for making their best effort to comply. A good practice for all passengers would be to have a spare mask, as specified above, a bus company may have spare masks available, for free or for a charge, for such situations.