

[insert company logo here]

## Viva Pledge Instructions

**Dear reception,**

Welcome to the Pledge. We want passengers to flush only dry toilet paper and dispose of wet wipes in the bin. This is better for the boat's sewer system and better for the river. You can help with this improvement! On this instruction, we will explain everything about the role of the reception staff in the Pledge.

### **What do we ask of you?**

The reception staff plays an important role in the Pledge. The step-by-step plan for the reception staff is as follows:

1. When a passenger checks in, provide one commitment-card per person (photo 1). Do not provide the commitment-sleeve yet; that comes in step 3.
2. When handing out the commitment-card, briefly explain that the boat is running a campaign regarding toilet paper and that they can participate in a small lottery by signing and returning the commitment-card. Tell them that it is okay to read, sign and return the card to the reception at a later moment.
3. Does a passenger return a signed commitment-card? Ask for their room key and slide it in the commitment-sleeve (photo 2). Return the room key including the commitment-sleeve back to the passenger.
4. Inform the passenger that they can win a 50-euro voucher for a future trip with our cruise. Tell them that the winner will be selected with a lottery at the end of the cruise, and the winner receives the voucher during check-out.
5. Instruct the passenger to personally press the button of the commitment-counter located on the reception desk (photo 3). The commitment-counter will now increase by one.
6. Thank the passenger for participating in the Pledge.
7. Keep all signed commitment-cards of every cruise together. Choose a moment towards the end of the cruise to randomly select a winner. Hand over the voucher of 50 euro to the winner during check-out.