

# Flagship Coordinates Rapid Norovirus Response at Port Canaveral

In May 2026, a Caribbean Princess cruise ship arrived at Port Canaveral following a reported norovirus outbreak that affected more than 100 passengers and several crew members. With norovirus known for spreading quickly in crowded public spaces, terminal teams had to act fast to carry out enhanced disinfecting procedures upon the ship's docking.

## ! THE CHALLENGE

As one of the nation's busiest cruise ports, Port Canaveral operates on a tight turnaround schedule between passenger disembarkation and boarding for the next voyage. In this case, the terminal had to be thoroughly disinfected within a limited window while maintaining safe, efficient terminal operations throughout the day.

The response also required close coordination between terminal teams, cruise line representatives, and Port Authority officials to help manage passenger flow and prepare the terminal for the next group of passengers arriving later that afternoon.

## ✓ THE SOLUTION

After learning of the outbreak, Flagship activated established response procedures shaped by years of experience in high-traffic settings.

Before the ship arrived, the team ensured Cruise Terminal 6 was stocked with the necessary PPE and disinfectants before assigning eight experienced team members to the response effort. Employees worked in full protective equipment, including gloves, masks, and eye protection.

Working alongside cruise line representatives and Port Authority officials, Flagship implemented a targeted disinfecting plan focused on high-touch surfaces and impacted areas. Ill passengers were directed to move along a designated path through the luggage hall, allowing cleaning teams to quickly disinfect affected spaces once passengers exited the terminal.

While one crew focused on enhanced disinfecting procedures, another continued general cleaning operations throughout the terminal to support ongoing passenger activity and prepare for boarding later that afternoon.

## ↑↑ THE OUTCOME

Thanks to established response procedures and strong coordination across teams, Flagship successfully carried out all enhanced disinfecting measures within the turnaround window. Boarding operations resumed later that afternoon, and terminal activities continued safely and efficiently for both passengers and staff.

The response demonstrated Flagship's ability to quickly adapt to high-stress situations while maintaining smooth terminal flow in a fast-paced environment.

