



In order to provide a service, we have put certain measures in place to operate safely during this period. **HERE'S WHAT WE ARE DOING:**



REDUCED CAPACITY

We are running at reduced passenger capacity to limit interaction and we have increased the turnaround time between trips.



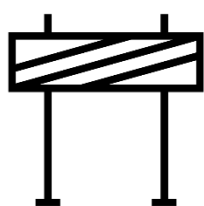
SEAT ZONING

Our seats have been zoned to maintain social distancing and certain seats and rows have deliberately been left empty.



EXTRA CLEANING

Handrails, handles and frequently touched surfaces will be cleaned regularly throughout the day and a full clean at the start of the day. Hand sanitiser will be available on-board the boat.



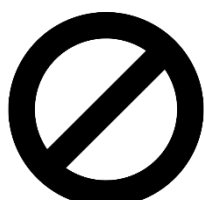
HYGIENE SCREENS

Hygiene screens have been placed at our ticket kiosk and on our boats



PPE

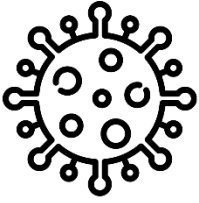
Our staff have been issued with PPE including face coverings and/or visors.



ACCESSIBILITY

Unfortunately, with current restrictions in place we are unable to accommodate prams, pushchairs or wheelchairs on the boats this year.

WHAT WE ARE ASKING OUR CUSTOMERS TO DO:



ARE YOU WELL?

You must not visit and take a boat trip if you:

- Have coronavirus OR any symptoms of coronavirus
- Have been contacted by NHS track and trace in the last 14 days.



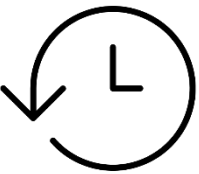
BOOK AHEAD

It will help if you can book ahead and pay online, we are taking bookings through the ticket kiosk but online booking is available up to one hour before departure.



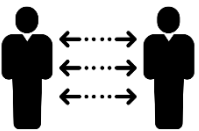
HAND HYGIENE

Please wash / sanitise your hands before visiting us and we suggest you bring your own hand sanitiser with you for your visit but there will be some available on-board. Catch coughs and sneezes in a tissue.



BEFORE YOU BOARD

Please visit the loo, the toilet on-board is NOT available at this time. Please do not bring food or drink on-board and please remove ALL litter with you at the end of the trip.



DISTANCING

Keep yourself 2m apart from others. Follow the instructions for boarding and disembarking and remain in your allocated seats for the duration of your trip.



TOUCHING

Try and avoid any unnecessary touching of surfaces, however it is important that you use handrails provided when boarding to avoid slips and trips, we will endeavour to keep these surfaces as clean as possible.



HELP MEMBERS OF YOUR OWN GROUP

Help members of your own group in getting on and off the boats. Your safety is our number one priority and our crew will have facemasks or visors if you need any assistance getting on or off the boats, if you could show the crew the same courtesy and slip a face covering on if you think you may need help.