



## Covid Customer Notice: Endeavour



Updated July 03, 2020

We all have a role to play in adhering to the Government Guidelines to reduce the risk and spread of Covid-19 during this pandemic situation. We are therefore asking that you observe the following and assist us.

Safeguarding our customers and staff is our priority and so we have put certain measures in place for the safety of everyone. Your time on the islands and with us will be very different to “normal”. We wish to help you have a great holiday here but please be mindful you are not on holiday from the government guidelines whilst here.

We are lead by government restrictions & guidelines and those of our National Governing bodies. Due to this there are certain activities we are not going to be able to conduct, this is not a decision we have taken lightly. We wish it wasn't like this also, so please be sympathetic, understanding and help us to comply. As the season develops we hope we will be able to adjust and offer more activities.

Following the instructions below will help us to keep you and our team safe and enable our Endeavour to keep offering a service.

**You must not attend if you or any persons in your party are feeling unwell, have a temperature or any other symptoms possibly related to Covid 19.**

1. Please respect our team; they are doing their best to keep you safe and provide you with a service during your visit.
2. Please take note and adhere to all notices on the quays and any instructions offered to you by quay staff and other boatmen.
- 3. Social Distancing of 2m must be observed at all times whilst waiting to board and boarding.**
4. Please show consideration for other customers and quay users by respecting their social distancing requirement.
5. Prebooking of all trips is advised and preferred to assist us with scheduling and control of numbers. Online payment and completion of booking forms will be required where possible.
6. Please arrive at least 15 minutes prior to your departure time. Arrive suitably dressed and ready by putting on coats/ extra layers before boarding to reduce the amount of movement and close proximity to each other once onboard.
7. Please do not board until instructed to do so. If other customers are currently being dealt with please keep your distance and await your turn.
8. Please come prepared with your own face coverings, sanitiser and PPE, **these are not** provided.

9. You are required by law to wear a face covering while onboard. Please don this prior to boarding. Should you refuse to wear a face covering then we have the right to refuse to carry you and no refund will be made.
10. Please use hand sanitiser prior to boarding.
11. If the trip has people from a different bubble/household, please adhere to the skippers instructions of where to sit. We will try to provide as much separation as possible between you.
12. Your life jacket will be on your seat ready to wear. Life jackets will be sanitised to the best of our ability after each use.
13. Please be aware that due to cleaning, your life jacket may be damp or wet. We are not responsible for any residual dampness or damage transferred to your clothing.
14. All touch points will be cleaned after each trip and prior to new passenger boarding. Please try to limit the amount of touch points you make contact with onboard.
15. On arrival when instructed to do so please remove your life jacket and place on your seat.
16. As per the government guidelines your details will be recorded and held for 21 days and will be provided to the relevant authority if requested to do so for the Track and Trace service.

These are unprecedented times, we do not like this situation any more than you do. Please be respectful and kind to our staff.