



July 2020v1

Overview:

- This document in line with current UK Government guidance along with sources from British Marine Federation (BMF), Royal Yachting Association (RYA), DEFRA and the PCA (Professional Charter Association)
- To stay safe, **you** must take hygiene precautions when you are outside, and wash your hands as soon as you are back indoors, and keep a safe distance from persons outside your household at all times where possible.
- **Please note:** Regardless of these other new allowances, please remember that anyone with COVID-19 symptoms is reminded they should remain isolated at home according to Government advice.

Access Statement: Boat Tours

This statement aims to describe passengers will board and disembark our RIBs, it does not contain any personal opinions as to our suitability for those with disabilities or mobility restrictions.

Our boats do not have disabled access.

Passengers with special requirements have previously been invited to view the boarding arrangements before booking, however due to CV19 guidelines and social distancing, we currently can't offer this service.

Please feel free to talk to our bookings team to discuss any queries at this stage.

Face coverings must be worn before descending the stairs to our pontoon, and at all times until you depart the stairs after your trip.

Before boarding, your Skipper will issue and fit your lifejacket that you must wear for the duration of your trip. This is mandatory.

Lifejackets will be sanitised between trips and you skipper will wear gloves and a mask whilst fitting your jacket.

Before the RIB departs the harbour, you will be given a safety briefing and your Skipper will give a full demonstration on the correct functionality of the jacket and how to best protect yourself and party members whilst at sea with us.

The Skipper will visually check passengers and lifejackets before the RIB leaves the harbour..

At this moment, to work within social distancing guidelines, we ask that all passengers wishing to travel with us must be able to descend and ascend the steps, climb or step over the tube of the RIB and be seated fully unassisted.

If this is not possible, regrettably, LBRC will not be able to take you to sea at this time.

The RIB will be tied alongside the pontoon, passengers are required to keep clear of the water's edge while waiting to board the RIB for their own safety.

Boarding the RIB requires passengers to step on / over the tubes and onto the deck.





Your skipper will demonstrate and explain safe boarding. Again at this time will be un-available to assist.

If this is not possible sadly at this time, we kindly ask you not to book with us until this restriction is lifted and then we welcome you back when we are able to physically help.

All of our RIBs have jockey/motorcycle style seating, with 1 RIB having an additional two person bench seat in front of the helm screen.

Passengers are required to sit astride the jockey seats, all seats have appropriate handrails.

If you have a seating preference please discuss it with your skipper before boarding the boat, the skipper will have the final say on where passengers sit with regards to safety especially when considering the safety of children on board.

LBRC will NEVER ask passengers to share a seat with someone from outside their party.

However, you maybe sitting near or alongside passengers from another party.

All LBRC staff will adhere to current UK Government advice and guidance.

All LBRC staff will wear face covering when customer facing.

- <https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home#face-coverings>.

It is not a legal requirement however best practice would currently indicate this is a correct control measure.

All LBRC staff will be given clear training and effective hand washing and hand sanitiser will be available.

Face Covering Guidance for LBRC staff -

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you've touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it in your usual waste.
- Practise safe distancing wherever possible.





Skippers to adhere to guidance set out by UK Government

LBRC will ensure the front seat next to the skipper is kept free where ever possible to maintain a safe distance.

Safety Briefing will be given in normal format however skipper will wear a face covering when talking to clients.

All RIBs, paddle boards and water sports equipment will be sanitised at the start of the day, between trips and at the end of the day.

Time has been allocated for this procedure.

There will be NO waterproofs provided - **please bring your own.**

- Our boats and lifejackets will be cleaned between each charter (extra time has been provisioned) with disinfectant equipment.
- Hand sanitiser will be provided before boarding and after.
- LBRC skipper will be wearing PPE – face coverings and gloves where necessary.
- Customers are encouraged to wear their own PPE and face coverings MUST be worn.
- Physical distancing will be maintained at all times where ever possible.
- LBRC have the right to refuse bookings if guidelines are being breached. Please follow our procedures & Government rules. Safety of the customer & our staff is most important.

Bookings

From July 2020 (season 2020 only) LBRC bookings will be taken from a Gazebo situated on the Fishermans Green, opposite the boarding steps and pontoon.

This is to help reduce proximity and maintain safe distancing of staff, customers and the public.

Online bookings are advised.

Contactless payment is preferred but cash will be accepted.

Wellness Checks

Employees receive daily wellness checks to ensure they are healthy and symptom-free.

*** **PLEASE REMEMBER** -**

If any person is displaying signs of COVID19, neither them nor anyone from their party will be allowed on our vessels.

We will work directly with you to cancel, reschedule or refund your tour.

