

SeaMor Dolphin Watching: Covid-19 Operations

Overview:

- SeaMor have produced this document in line with current UK Government guidance along with sources from British Marine Federation (BMF) and Royal Yachting Association (RYA).
- 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 at least two metres apart from anyone outside your household at all times.
- **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.

Mitigation At Point of Booking

- Online payments preferred using our online booking portal. Credit cards can be processed over the phone. Contactless available in gift shop, be mindful of limit.
- All contact details will be stored on our secure online portal to enable track and trace scheme to work efficiently.
- Links to videos of what is expected of customers will be sent. This includes where to find our booking office, how to get to the boat, how to behave while waiting for the boat, and the layout of the boat and how to get on/off etc.
- If it is necessary to come into the gift shop, as it is only a small shop only one person from each party to enter.

Access Statement

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

Unfortunately, the pier and our boats do not have easy disabled access. Passengers with limited mobility would normally be welcomed to view the boarding arrangements and discuss how things might work for them before booking, however due to social distancing we are simply not allowed to offer this service at present. Please feel free to talk to our bookings team to discuss any queries at this stage, and hopefully it won't be too long before we can get you back out on the water.

Boarding SeaMor vessels requires passengers to step over a gap between the pier and the boat, and either straight onto the deck, or down a couple of steps onto the deck. The Skipper will demonstrate and explain safe boarding. Again, at this time we will be un-available to assist due to COVID regulations, so please make sure that your group is able to assist each other in a safe and controlled manner.

On boarding the vessel, you will be given a full demonstration on the correct fitment and functionality of the jacket, and a comprehensive safety briefing.

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.

If you have a seating preference please discuss it at the time of booking, however due to social distancing we cannot be as flexible as normal and the skipper will have the final say on where passengers sit with regards to safety especially when considering the safety of children on board.

All SeaMor (SM) staff will adhere to UK Government advice and guidance.

All SM staff will wear face covering where 2m social distancing is not possible (bookings, skippering, crewing) and whilst the vessel is underway - <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 SM staff will be given clear training and effective handwashing and hand sanitiser will be available.

Face Covering Guidance for SM staff -

- All staff will be issued with their own personal face coverings.
- 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.
- Practise social distancing wherever possible.

Skippers & Crew-

Skippers & Crew to adhere to guidance set out by UK/Welsh Government at all times.

Safety Briefing will be given in normal format after departure, but social distancing must be maintained.

Life jacket fitment will not be carried out by SM staff, a clear demonstration will be given to the group and they will adjust straps as per demonstration and visually inspected by skipper if they wish to wear a lifejacket. If a passenger wishes to wear a lifejacket, it must be quarantined afterwards, and disinfected or left for 72 hours.

All SM Boat's will be disinfected at the start of the day, between trips and at the end of the day.

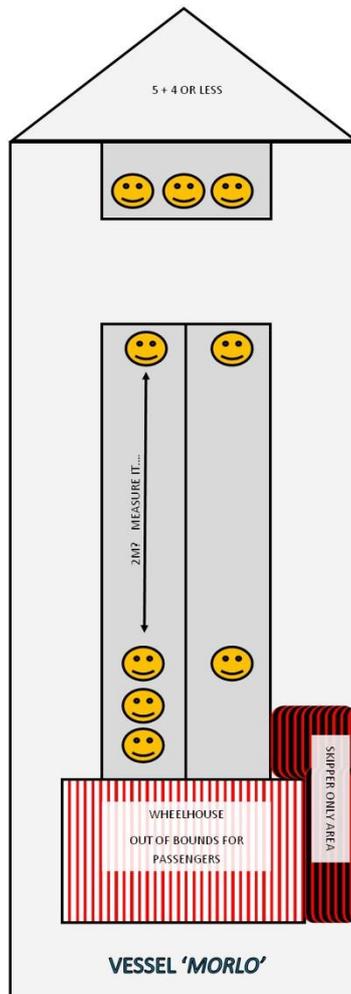
Time has been allocated for this procedure.

Private Charter, Separated Groups, Individual Seats

- In line with current social distancing we cannot run at full capacity and therefore can only accommodate a reduced number of passengers per boat for the foreseeable future.
 - **Phase 1 - Separated Groups (2m)** - For us to safely adhere to these physical distancing rules SM are adopting a policy of a gap of 2 seat widths (2m) between groups. Therefore, we can take the following groups sizes:

- One whole household (up to 12)
 - Household of 6 (front seats) + another household of 2
 - Household of 4 + another household of 4
 - Household of 5 (front seats) + another household of 2
 - Household of 4 + another household of 2
 - Less than 6 passengers not viable
- **Phase 2 Separated Groups (1m+)** - For us to safely adhere to these physical distancing rules SM are adopting a policy of a gap of 1 row of bench seating (1m) between groups. This allows a little more flexibility and therefore we can take the following groups sizes:
- One whole household (up to 12)
 - Household of 6 + another household of 4 (10)
 - Household of 5 + another household of 4 (9)
 - Household of 4 + another household of 4 (8)
 - Household of 4 + another household of 2 + another household of 2 (8)
 - Household of 5 + another household of 2 (7)
 - Household of 4 + another household of 2 (6)
 - Less than 6 passengers not viable

Examples of Seating Arrangements:



Phase 1 – Separated Groups (2m)

- There will be a skipper or crew member onboard at all times. All passengers on board will receive a full safety brief from crew member as per “Standard Operating Procedures”.
- There will be NO waterproofs provided - **please bring your own.**
- Your temperature may be checked remotely before boarding.
- Our boats will be cleaned between each charter with disinfectant equipment.
- Hand sanitiser will be provided before boarding and after.
- SM skipper & crew member will be wearing PPE – face coverings and gloves where necessary.

- Customers are required to wear their own PPE face mask.
- Physical distancing will be maintained wherever possible.
- SM 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.
- Separated Groups will meet in designated time slots allocated by bookings – Groups must not arrive earlier than the allotted time or later. To mitigate risk from meeting other parties.
- Once checked in, groups will be asked to wait in the allocated location indicated by the signage.
- Once the boat is ready (after the previous passengers have departed and the boat has been disinfected) SM skipper or staff will signal that the next groups make their way onto the pier head and down to the boat.
- SM will offer hand sanitiser before boarding the boat, passengers are required to use it.
- A demonstration on how lifejackets are worn and fitted will then be given once boarded.
- SM skipper will allocate seats for each group ensuring best practice for social distancing.
- SM skipper & crew will wear a face covering whenever social distancing cannot be adhered to and at all times on deck whilst the boat is underway during the tour.
- SM will ask that group members do not move from their allocated seat until the end of the tour.

Phase 2 – Separated Groups (1m)

In addition to Phase 2 –

- No difference except max of 10 pax and some additional flexibility accommodating couples.

Phase 3 – COVID-19 “Normal” Ops (Likely 2021)

Unknown at present