



COVID – 19

# PROTECTING OUR VISITORS PROTECTING OUR CREW

SUMMER 2020



In light of the current pandemic Cruise Loch Lomond has introduced new health & safety procedures that will help to reduce the risk associated with the presence of COVID-19. These new procedures and protocols are in line with both Government and local Health Authority advice.

These measures have been introduced to protect the health and wellbeing of our team and visitors.

Cruise Loch Lomond looks forward to welcoming visitors and providing a truly memorable outdoor experience on the bonnie banks of Loch Lomond in a safe and comfortable environment.

## BEFORE YOU ARRIVE



Please make sure you have made online booking for cruise



Before leaving home please check Cruise Loch Lomond website and social media for any updates



Be ready to make contactless payments for any refreshments on board and at Bonnie & Ben Café



As recommended by Scottish Government health advice bring suitable face mask / covering



Please refrain from joining a cruise should you start displaying symptoms associated with COVID-19. We would be happy to amend booking or issue a full refund



# ON ARRIVAL AT DEPARTURE POINT



If arriving by car please use official car parks



We request that visitors arrive 15 minutes prior to departure time



Please use public toilets on land prior to embarkation



Bonnie & Ben Café in Tarbet is open for take away coffees, drinks & snacks



Face coverings / masks to be worn while queuing and on embarkation

# SOCIAL DISTANCING MEASURES ON BOARD



We have reduced the capacity on board to allow for social distancing



Clear signage and allocated seating areas to help maintain safe distancing



We have clearly marked seats to remain empty



Please refrain from moving around the vessel to minimise contact between passengers

# HYGIENE & DISINFECTION MEASURES

We have introduced the following:



Enhanced cleaning measures pre & post cruise – disinfecting high frequency touch points



Face coverings / masks to be worn on board in enclosed saloons



Deep cleaning measures at the end / beginning of each day and in event of person presenting themselves with symptoms of COVID-19.



Hand sanitiser dispensers on board and on the pier



Clear signage on piers makes new arrangements for application of social distancing within queues



Request all passengers uphold highest possible hygiene standards



Accreditation for elementary cleaning and disinfection (R.E.H.I.S.)



New P.P.E. requirements for crew will meet Government guidelines to protect both members of our team and passengers.