



WITH OVER 45 YEARS EXPERIENCE, WE CAN ENSURE  
THAT YOU WILL HAVE A GREAT TIME ON THE RIVER THAMES

## COVID-19: ADDITIONAL CRUISE & SAFETY INFORMATION

### CAPACITY

The capacity for all of our cruises has been reduced significantly, so that we can ensure social distancing measures are maintained on arrival, on board, and as you disembark.

### YOUR HEALTH

Please make sure that you are fit to travel before you leave your home. If you display any symptoms of COVID-19 then we will not be able to let you board one of our vessels. You can contact us to discuss options for rescheduling your booking. We reserve the right to remotely take the temperature of any passenger as they board and the right to refuse boarding if the temperature reading is high or our crew feel there is sufficient reason for concern.

### SIGNAGE

You will see new information signage as you approach our departure point and as you board.

### WAITING TO BOARD - SOCIAL DISTANCING.

Please respect other people and leave 2 meters between yourself and other guests outside your party when waiting to board.

### DISINFECTING AND HYGIENE

We will be conducting frequent disinfection of all touch points including hand rails, door handles, tables and seating.

## HAND SANITATION

We have installed hand sanitiser dispensers at the entrance to the pier for our passengers to use as they board and disembark.

## PAYMENT

We request that any ticket or refreshment transactions made on the day are made using contactless if possible please.

## SEATING

You will find seating is very spaced out onboard. The crew will direct you to your seating on boarding the vessel. We would ask you after this point to please not reposition seating or change seats.

## PUSHCHAIRS

Unfortunately, it is not possible to bring pushchairs on to our vessels at this time. You are welcome to leave them on the pier (behind a locked gate) at your own risk.

## CREW AND PASSENGER SAFETY

Please do not be alarmed. Our crew will be wearing PPE which may include face masks, face shields, disposable gloves in order to protect them and you. We also ask you to remain seated when departing from and returning to our berth as well as when requested to do so by the skipper or crew. This is so our crew can operate safely within distancing requirements.

## TRACK AND TRACE

We will require a **name** and **phone number** from each group travelling. This will be held for 21 days under Track and Trace regulations.

# ENJOY A CRUISE ON THE RIVER WITH CONFIDENCE

We hope that after reading this guide you have confidence in our health and safety measures, and feel safe in the knowledge that we have done everything that we can to minimise risk for our passengers and employees. We do of course request that all staff and passengers also take personal responsibility for their safety, and the safety of those around them. We look forward to welcoming you on board.