

# AQUEDUCT MARINA COVID 19

'ACCESS GUIDE V1'
FOR MOORING AND STORAGE CUSTOMERS

12/05/2020



Following review of the government's plan for the next phases of the UK's emergence from the Covid-19 pandemic and after discussions with the industry; we have now announced that Aqueduct Marina can be accessed by our existing mooring and storage customers. The marina will not be accessible to the general public or friends & family to visit.

This is of course subject to customer's continuation to follow the government's plan and the marinas guidelines.

## Before you travel...

- Please consider if your journey to the marina is necessary?
- Contact the marina office via 01270 525 040 to let us know you'll be visiting
- Review government guidelines in your area e.g. England, Wales, Scotland & N.Ireland
- Bring your own PPE and hand sanitiser that you may require

# **IMPORTANT**

WE MUST ASK YOU TO REFRAIN FROM ENGAGING WITH OUR STAFF DIRECTLY, ALL ENQUIRIES MUST BE MADE BY PHONE, ONLINE OR E-MAIL AND MEMBERS OF OUR TEAM SHOULD NOT BE APPROACHED IN PERSON.

### WHEN YOU ARRIVE ONSITE...

The security barrier (Point 1 on attached map) will be in use to restrict access, the new code is XXXX (code will only be shared with mooring and storage customers)

# SEVERAL AREAS OF THE MARINA REMAIN RESTRICTED, THEY ARE;

The office remains open but is not accessible in person and you should call 01270 525 040 to speak with a member of our team.

The café is closed until further notice.

The toilets, showers & laundry are closed until further notice.

The Chandlery is restricted to staff only, however items can be pre-ordered for collection from area 3 on the attached map; please call the office to arrange.

Pump-out and diesel is available on a self-service basis; please call the office to arrange.

We will not be accepting deliveries for customers, as per normal.

In addition to following all government guidelines please also ensure that:

You should go directly to your boat, do not interact with other customers or marina staff

Carry out activities on board your boat where possible and consider which exterior activities could break social distancing rules.

As per C&RT and government advice you cannot stay on your boat over night at the marina, so please leave the marina the same day as arriving.

Trollies will be available (Point 5 on attached map); we recommend that customers avoid using trollies where possible and if needed please bring products to disinfect them before and after each use.

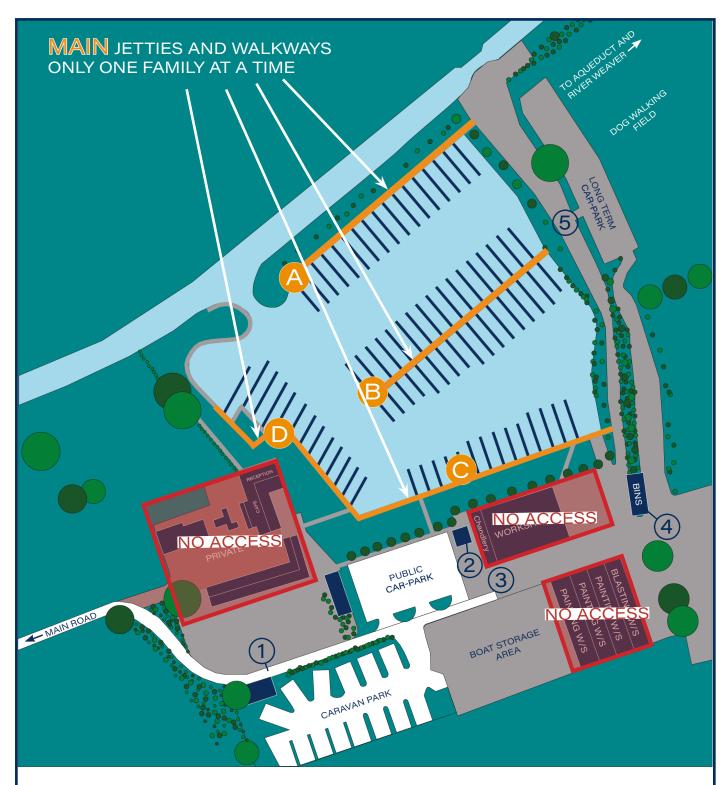
Pedestrian gates of A-jetty and B-Jetty have been removed to avoid communal contact.

Jetties should be accessed using a "give way system", you must allow people to complete a full journey along main jetties as they are less than 2 meters wide

We appreciate you may wish to speak with other boat owners but as per government quidelines we unfortunately recommend against this at this time.

Only one person allowed in the bin compound (Point 4 on attached map) at any one time. Bin lids to be left open to avoid communal contact.

Only one person allowed in the Elsan building (Point 2 on attached map) at any one time. Customers should ensure the clean down all surfaces and wash hands before using and prior to leaving the building.





STAY 2M APART



DO NOT DIRECTLY APPROACH STAFF



STAY IN HOUSEHOLD GROUPS



DO NOT STAY OVERNIGHT