



COVID 19 - Customer Policy for Alert Levels 2 and 3 Step 3

The Rules & Criteria

We are happy to advise we are legally allowed to operate during **Alert Level 2 and Alert Level 3 Step 3** and your booking shall be able to proceed.

We would like to take the opportunity to let you know the rules as stated in the Government website and **ask you to pass this info on to your guests for health and safety and to help the cruise go efficiently.** We are classed as a private charter tour and a private social gathering function so the rules are significantly different from those of a public place, bar, restaurant or nightclub. These rules work in your favour to help you celebrate your special occasion with your friends, family and colleagues with less restrictions.

Health

Please advise your guests to stay at home if they are feeling unwell, showing symptoms or waiting for COVID 19 test results. We cannot allow their entry. We have hand sanitiser spread out about the boat and ask all guests to use them frequently and wash their hands after using the bathroom.

COVID QR Posters and Scanning

We are required by law to display a QR Code Poster for our staff and customers to scan. This enables our commitment to safeguard our customers and wider community from the spread of COVID 19. All guests over 12 must scan or record their details in a register. We encourage customers to scan rather than writing in a register to ensure the cruise can start without delay. Our staff are required to scan in for duty however this cannot be legally enforced with customers and we will not be denying entry if refused. We do ask that everyone supports us and the rest of NZ with this effort to keep NZ safe.

Maximum Guest Numbers

Alert Level 3 step 3 Government website rules say social gatherings, indoors and outdoors, can take place with a limit of 50 people in a defined space. Max number of Guests shall be 46 and crew shall be 4.

Alert Level 2 Government website rules say a maximum of 100 people to gather at event venues. Our boat is surveyed for a maximum of 50 guests plus 4 crew.

At both alert levels more staff can be added when guest numbers are lower.

Space Restrictions (1 group booking – 1 bubble)

We shall be classing your group booking as one bubble as a private social gathering. Government website defines a bubble as a group of people you have day to day physical contact with and can include family, flatmates, close friends or workmates. There will be no space restrictions to those in your bubble during the cruise as our venue is classed as one



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space and has only one entry and exit with the group sharing the same bathroom facilities. We encourage your guests to try to keep 1m spacing where possible from those they don't know. Our staff will do their best to keep 1m distance from guests however this will not be physically possible at all times in the passage ways.

Seating

There are no seating space restrictions for private gatherings at private function venues such as ours.

Face Masks

Our staff are legally required to wear face masks. We take this seriously and have invested in the highly affective Israeli mask. Allowances will be made when our staff must eat or drink. Customers are not legally required to wear face masks for private social gatherings on charter / group tours.

Food & Drink

Our staff shall be serving drink from behind the bar to help keep a 1m distance. Contactless payment is available but is not reliable due to the network issues on the water. Customers are asked to bring cash and use the hand sanitiser at the bar after each transaction. If you have chosen to bring your own food onboard you are encouraged to limit the number of people serving the food / using serving utensils. Hand sanitiser shall be available at the serving tables.

Concerns

We value your business and thank you for cruising with us. If you or your guests have any concerns or questions please feel free to address them directly with us and we will do our best to help.

Malcolm Maclean

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