

St Agnes Boating - Procedures for using our services during the COVID Pandemic

Covid has inevitably changed the way that we operate our boats. The Duchy have installed a number of hand sanitising stations on the quay and the toilets are open for hand washing if you prefer on all islands. We are requesting that passengers carry their own luggage as much as possible this year. We have established thorough cleaning procedures on all our boats between trips. The government have provided guidance on public transport and these procedures are based directly on this guidance.

Before you arrive on the islands

- Check our revised timetable, trips may be at different times to our normal schedule.
- Reduce the amount you bring and make sure that you can carry your own luggage.
- We won't be accepting cash so make sure you have a contactless payment option.
- Download our App or surf our website to check times and book trips.
- Ensure that each item of baggage is securely labelled with your name, holiday address and home address. Please only use white or yellow labels. The islands transport baggage system is colour coded and St Agnes is yellow.

When you arrive on St Marys Quay

- If you arrive by Scillonian your bags maybe loaded directly onto our boat.
- If you fly into the islands please keep your baggage with you on the quay
- Please observe social distancing when on the quay at all times.

Prior to boarding your boat

- Please maintain social distancing.
- We are requiring all passengers to use a face covering to travel onboard our boats in line with government guidance for the safety of yourself, other passengers and our crew.
- Please listen out for announcements on the quay for the boat you're going to travel on and the set of steps your going to depart from.
- Please clean the handles of any luggage you have.
- Please clean your hands using the hand sanitiser station on the quay.
- We request that all passengers are waiting to board our vessels 15 minutes prior to departure as our new procedures will reduce loading times.

Boarding at St Marys

- Please form a queue on the quay observing social distancing
- As you are asked to come forward, we request that we have one "social household" boarding at one time.
- If you can, please step onto the boat without assistance. We will ensure that the boat is stable alongside for safe boarding. If you need assistance a member of the crew will be there to assist you.
- We will stow any luggage you have onboard in our cabin.
- Please find seat in the stern of the boat observing social distance as required.
- We will then ask the next "social household" to board until everyone is boarded.
- We will take payment either via a contactless card or we will check your website / app receipt. We will be charging single fares only.

Boarding at St Agnes

- Please form a queue on the quay observing social distancing
- As you are asked to come forward, we request that we have one “social household” on the steps at one time.
- If you can, please board the boat without assistance. If you need assistance a member of the crew will be there to assist you.
- We will stow your luggage on the bow.
- Please find seat in the stern of the boat observing social distancing as required.
- We will then ask the next “social household” to board until everyone is on board.
- We will take payment either via a contactless card or we will check your website / app receipt.

During your transfer

- Please remain seated during your journey observing social distancing as much as possible.
- Please listen out for any announcements during your journey.
- Please do not consume any food or drink.

Arrival at St Marys quay from St Agnes

- All passengers to remain seated until asked to move.
- Once we are ready to disembark passengers we will ask all passengers without luggage to leave the boat. Please observe social distancing as you disembark.
- The remaining passengers will then disembark. Please collect your luggage and walk up the steps. Wherever possible our crew members will not touch bags.

Arrival at St Agnes Quay from St Marys

During your journey to the islands your luggage will have been touched by a number of people. It is therefore assumed that this luggage could have been contaminated with COVID. We would recommend cleaning of bag handles prior to passengers touching them.

- All passengers to remain seated
- Once we are ready to disembark passengers we will ask all passengers to leave the boat. Please maintain social distancing as you disembark.
- If you require assistance to disembark a member of the crew will be available to assist you.
- After you have disembarked we will pass all luggage ashore.

Day trips to other islands.

- Please maintain social distancing as you board and disembark on the various quays.
- Payments will be taken as you board or in advance via our website and App.
- Please remain seated during your journey and please don't consume any food or drink.
- Please wear a face covering while using our services.