

COVID - 19

Our Safety Measures



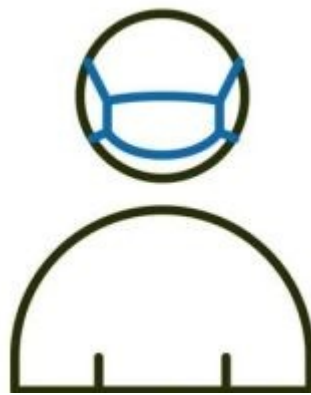
Advance Booking Advised



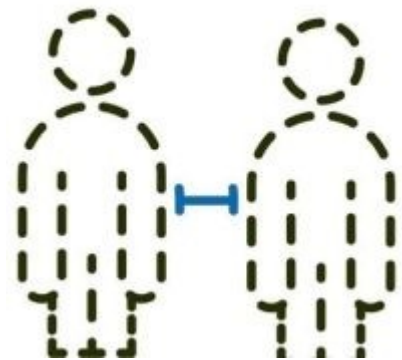
Reduced Passenger Numbers



Hand Sanitizer Available



Face Masks Required



Social Distancing in Place



Waiter Service Onboard



Respect Others Health & Safety

Your Safety is our Priority



Following comprehensive risk assessments across all areas of our business, we are implementing a number of enhanced hygiene measures and guidance on social distancing which passengers are requested to adhere to during their visit to ensure our guests have a safe and enjoyable cruise with the minimum of inconvenience to them.

We politely ask that passengers adhere to the advice which we provide and show respect for our staff and fellow passengers, by doing the following:

Symptom Plan

- If you or anyone in your household has been experiencing symptoms of COVID-19 (a high temperature, a new persistent cough or a change in sense of taste or smell) within the past 14 days, please don't visit us. Please come back when everyone is well again
- If you feel unwell whilst you are visiting us, you must inform a member of staff immediately
- We have a plan in place around procedures to take care of any guest or staff member displaying COVID-19 symptoms.



Staff Training and Protocol

- Our staff members have been briefed about the nature and severity of COVID-19 and related viruses to ensure the safety of themselves and our guests
- Staff follow all safety protocols as directed by local authorities

Signage and Information

- Clear signage or other forms of information are present to educate and inform guests about our health and safety protocols

Cleaning and disinfecting procedures

- We have enhanced our already-stringent cleaning protocols considering the COVID-19 pandemic
- We use cleaning products and protocols which are effective against viruses in all areas accessible to staff and guests
- Use of cleaning chemicals that are effective against Coronavirus
- All areas of the boat are disinfected between charters



PPE (Personal Protective Equipment)

- The use of Personal protective equipment (PPE) by staff is mandatory on our cruises. This may include the use of face masks, face shields and gloves
- Guests are not required to wear a face covering whilst seated during your cruise or when consuming food and drinks from our onboard café/bar
- Guests are required to wear a face covering when moving around the vessel for any reason
- Guests are required to wear a face covering when boarding and disembarking
- Guests are also strongly advised to wear a face covering when queuing for boarding
- If you are exempt from having to wear a face covering for medical or any other reason, then you will be required to inform our staff of this
- Children under the age of 11 years are not required to wear face coverings at any time
- Regardless of wearing a face covering, you are required to adhere to physical distancing rules at all times throughout our attraction
- Please use hand sanitizer provided at boarding points, prior to boarding, unless there is a medical reason as to why you cannot do so

Food and Dining

- We presently do not offer catering due to the Corona Virus
- We prepare and serve light snacks and beverages in a clean and safe manner.
- We have adapted our dining facilities and protocol to promote social distancing and minimise human contact.
- Physical distancing is required in bar and cockpit areas

Vehicles and Shuttles

- Our vehicles are sanitised on a regular basis. We may limit the number of passengers per journey and require the use of PPE by all staff and passengers during transfers

Physical distancing

- Contact-less check-in/check-out
- Cashless payment available
- Physical distancing rules must be followed
- Maintain physical/ social distancing at all times when cruising with us.
- Family members and others from the same household can be closer together
- All others should strictly adhere to official guidance. This applies throughout our attraction including, when queuing at departure points and whilst on board our boat



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- Families/ groups from the same household are reminded to remain vigilant and respectful towards others around them
- We are allocating seating positions on a first come, first served basis in the queue on the day of your cruise
- Both decks of the vessel will be used. This is to ensure appropriate social distancing between family groups and individuals and we cannot accept any responsibility if you are unhappy with your allocated seat for any reason
- Your health and safety and that of those around you is our top priority
- To facilitate appropriate social distancing, we will limit our on board capacity appropriately

- Advanced online booking is highly advisable in order to avoid disappointment and we ask that you are patient and understanding with these necessary operational adjustments
- Passengers are asked to limit their movement around the vessel during cruises
- On board bars will be available via waiter/ waitress service. Our friendly Crew will be as efficient as possible and we ask for your patience with this
- Visitors who are accompanied by children are responsible for supervising them at all times and should ensure that they follow social distancing guidelines
- We believe that the measures we have in place, combined with compliance from our passengers and the general public, will help to control risks and that together, we can safely enjoy some much-needed leisure time

Check-in Procedure

- Our check-in procedure may include specific health and safety protocols such as completing a health questionnaire, having temperature taken and sanitising of hands
- Advance online or telephone booking is highly recommended and we cannot guarantee space on cruises if you do just turn up on the day due to reduced capacity. And in order to minimise face-to-face interaction.



FAQS

We have composed a list of frequently asked questions with our answers, which we hope will help to reassure and help you to plan your visit.

If you cannot find what you are looking for or have any further questions or concerns, then please do not hesitate to get in touch with us – our friendly team are on hand to help via telephone or email.

[Are you only accepting advanced bookings, or can we just show up on the day?](#)

We strongly recommend that you book your tickets online in advance, this will ensure that you are able to sail with us. If you just turn up on the day, we cannot guarantee being able to accommodate you due to our reduced capacity.

[Will the crew be wearing PPE?](#)

The crew will be wearing face masks/visors where appropriate.

[Do passengers need to wear facemask?](#)

Passengers are required to wear face coverings when moving around vessels for any reason, during cruises. Passengers are not required to wear face coverings whilst consuming food and drinks from our onboard café/bar or whilst seated during the cruise. Passengers are strongly advised to wear face coverings when queuing for boarding at departure points on the shore. People who are exempt from wearing face coverings for medical or any other reason will be required to inform our staff of this. Children under the age of 11 years are not required to wear face coverings at any time. Regardless of wearing face coverings or not, all persons are required to adhere to physical/social distancing rules at all times throughout every area of our attraction.



What will the boarding procedure be?

Passengers will be required to queue at their boarding point, 2 metres apart from other family groups/individuals. Passengers will need to use the available hand sanitiser before boarding the vessel. A member of crew will show you to the next available seating.

Are there restrooms on board?

Yes, toilet facilities will be open on both of our vessels for the duration of your cruise. There are hand washing facilities available for your use and the toilets will be cleaned thoroughly after every cruise and will be checked periodically throughout cruises

How will you be serving food and drink?

Like normal we will be serving food and drinks via waitress/waiter service throughout cruises. Passengers are politely asked to remain in their seats where possible, so that the crew can come round and serve everyone, to avoid unnecessary movement of people on board during cruises.

How will people social distance onboard?

We will be limiting our passenger numbers on both vessels to ensure that social distancing can be adhered to. There will be a limit on how many passengers we can seat on the each deck and passengers will be shown to the next available seating by a member of crew, this way the crew can be sure people are seated in appropriate positions. It will be down to passengers to adhere to advice offered by the crew, and passengers will be expected to accept a reasonable element of responsibility for their own safety and that of those around them.

Above all, we hope that you have remained safe and well throughout this incredibly strange chapter of our lives and we very much look forward to welcoming you aboard soon!

The Jamaica Tiki Party Charters Team

