

# THAMES RIVERCRUISE 2021 ADDITIONAL CRUISE INFORMATION

Thames Rivercruise is a family run business that is adapting to a slightly different year on the Thames, balancing complying with guidelines, guest comfort and our normal high levels of customer service.



As you would expect we will not compromise customer or staff safety and our aim is to go above and beyond guidelines to make sure every one has the best possible and relaxing time onboard.

To achieve this we have set out the following guide for you and us, we thank you for your understanding in following these simple rules.



## CHECK ONLINE FOR UPDATES

Please check our website and social media for updates before leaving home. Any service announcements will be posted to our service twitter account.



# PRE-ARRIVAL



## BOOK ONLINE

Please use our simple and easy to use online booking system for all ticket purchases. Our crew at the pier will not be able to sell you a ticket for any cruise. If booking at the pier you can scan the QR code and book online subject to availability.



## PAY BY CONTACTLESS FOR REFRESHMENTS

We expect to be able to offer a full drinks service onboard, we do ask that you are able to make payment by card as cash is not being carried on our vessels at this time.



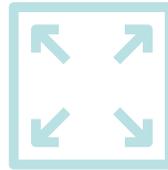
## FACE COVERINGS

We request that all passengers wear a face mask for boarding and whilst on the vessel. We ask you to check our website just before your travel date where we will publish any changes to this policy.



## WHEELCHAIR ACCESS

Our vessels offer a mix of access, at this time we would ask you to call the office on 01189 481088 and confirm your requirements so if possible we can adjust the vessel for your booking.



## CAPACITY

The capacity for all of our cruises has been reduced significantly (to about 30%), so that we can ensure social distancing measures are maintained on arrival, on board, and as you disembark.



## SIGNAGE

There will be signage to guide you as to social distancing whilst waiting to board and whilst onboard. Please respect other people and leave 2 meters between yourself and other guests outside your party when waiting to board.



## 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. You will be offered an alternate cruise at a later date.



## CREW SAFETY

We have installed hygiene screens at all of our refreshment and food service areas. Our crew will be wearing PPE please do not be alarmed, we would also ask you to remain seated when departing from and returning to our berth as well as when requested to do so by skipper and crew. This is so our crew can operate safely within distancing requirements.



## SEATING

You will find seating is very spaced out onboard and certain sections may be blocked off. The crew will assist with seating on boarding the vessel. We would ask you after this point to please not reposition seating.



## DISINFECTING

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



## HAND SANITISER

We have installed hand sanitiser dispensers at the entrance to all of our vessels for our passengers to use as they board and disembark. Hand sanitiser will also be available at our ticketing areas.



## 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.



## USE OF TOILETS

There are toilets on all our vessels, we are carrying out additional cleaning. We do ask you to sanitise your hands before and after use and make sure you leave the facilities as you found them.



## CLEANING OF THE VESSEL

We have allowed extra time between sailings for a thorough cleaning of the vessel and surfaces using speciality products. The vessels are well ventilated and we expect any lingering chemical smells to disperse rapidly.



## 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 each of our employees and passengers also take personal responsibility for their safety, and the safety of those around them. We look forward to welcoming you on the river.