

COVID-19 UPDATE OCTOBER 2020



In response to the updated guidance and legislation from the UK Government, we have reviewed and re-issued the COVID-19 measures for all operations.

Please take the time to read the following updates to our operations, which have been put in place for the safety of all customers and our team.

HANDS, FACE, SPACE

We are adopting the **HANDS, FACE, SPACE** procedure to help control the spread of COVID-19. This applies to all areas of the premises.

Wash your **HANDS** regularly for at least 20 seconds and use the sanitiser provided as directed. Remember there is a handwashing sink located outside the link for your convenience.

Wear a **FACE** covering at all times whilst in any of our indoor areas.

Leave at least 1m **SPACE** between you and any other person at all times.

Rule of 6

It is not permitted to congregate in groups exceeding 6 persons. Please respect this rule in all areas of the premises and whilst out on the water.

Track & Trace

Parkstone Bay is now operating Track & Trace for all berth holders. On arrival at Parkstone Bay please use the NHS COVID-19 App QR Codes to check in. These can be found at Reception, Brokerage Office and Outside 'The Link'.

Dry Berthing Procedure

- On arrival at the Marina please proceed directly to your vessel.
- Items from trollies should be loaded onto your boat in its berth to avoid trollies obstructing the pontoons.
- 1 person to then go to The Link and request your launch.
- Wait by your boat and do not enter the pontoon area until a member of the yard team has collected your boat from its berth ready for launch.
- We will be launching 1 vessel at a time onto the launch pontoon

- On return to the marina we ask that a maximum of 2 people stay on the pontoon to pull the boat back onto the forks and that you wait until the vessel is back on its berth to unload any gear you may have onboard.

To keep the launch pontoon clear and prevent delays, customers should ensure that they are ready board the boat and depart the marina as soon as the boat is in the water to allow the next vessel to be launched.

It is especially important that berth holders do not congregate on the pontoons to allow other berth holders to pass safely. Do not pass on the walkways and use the finger pontoons as passing points. We also request that you do not leave trollies on the pontoons as this causes blockages and restricts access.

Although we have always tried to provide a full and helpful customer service, it is unfortunately, not currently possible for us to hands-on assist customers with their boats. Please do ensure that you are physically able to board, move bags and manage your lines independently.

Marina Reception

We love seeing our customers but to protect us and you PLEASE STOP & THINK....

- Do you really need to enter our office?
- The best way to contact our office remains emailing info@parkstonebay.com and we prefer invoices to be paid by BACS transfer online.
- If you need to speak to us in person then please follow **HANDS, FACE, SPACE** and follow the distancing directions provided on the floor stickers.
- Office opening times are: Monday to Friday, 9.30am to 4pm.

Washroom Facilities

Anti-bacterial **HAND** sanitiser is situated on the outside wall of the washroom building for use before entry. Wear a **FACE** covering. **We recommend that only 2 persons enter the washrooms at a time and ask that you self-regulate this.**

Fuelling

Petrol and diesel are available between 8am to 6pm in September and 8am to 5pm in October. Please wait in your boat until it is your turn and do not raft on the pontoons. Please sanitise your **HANDS** before entering the kiosk and a **FACE** covering will be required.

Water Taxi

Only 1 household and a maximum of 4 persons per trip is allowed. Passengers are asked to board the boat independently and sit in the bow, which allows a safe distance from the helm.

If you require a taxi, please telephone 07738 708709. We do appreciate this service may be a little slower than usual as we operate within the above restrictions.

Marina Pontoons

It is especially important that berth holders do not congregate on the pontoons to allow other berth holders to pass safely. Do not pass on the walkways and use the finger pontoons as passing points. We also request that you do not leave trollies on the pontoons as this causes blockages and restricts access.

General Etiquette

Trollies are available for your convenience. We recommend that you use gloves and **HAND** sanitiser before and after use.

If you or members of your household are experiencing any symptoms of COVID-19, do not visit Parkstone Bay and ensure that you comply with the current isolation rules that are in place. Contact the NHS Coronavirus Helpline on 111 if you are unsure.

Please wash your **HANDS** regularly whilst on site. Additional hand washing facilities with antibacterial soap are available outside of 'The Link', by the slipway.

Try to touch as little as possible before reaching your boat; including handrails, door handles and other areas of shared contact.

Parkstone Bay Yachts

Boat sales over the summer have been especially busy with more people investing in 'Staycation Toys'. If you are considering selling your boat please contact Claire Dale on 01202 724917 or claire@parkstonebay.com for further advice.

South Deep Cafe

South Deep has been the social heart of Parkstone Bay this summer, with many customers enjoying sundowners on the lawn after a day on the water.

Our new Autumn Menus launched on 28th September and are proving popular. Indoor seating is now available so we recommend booking online to get a table.

Please use the NHS Track and Trace app when visiting, use the hand sanitiser provided and wear a face covering when not sat at a table.

Keep an eye on our Social Media for updates. @southdeepcafe #southdeep

Thank you for your cooperation. Stay Alert, Contain the Virus, Save Lives.

Henry Cobby

Facilities Manager

Parkstone Bay