

Fairlie Quay Customer Notice

COVID-19 SAFETY PROTOCOLS

With the anticipated phased lifting of restrictions, it is imperative to comply with the following safety protocols. The safety of our staff, customers and contractors is our prime concern and we will regularly review these protocols to ensure best practice.

With the potential for many customers to visit in the near future, as well as the safety protocols we have instigated, we advise you to consider the use of your own gloves, face coverings and any sanitising or PPE products that befit your personal requirements.

Social Distancing - please always practice and maintain 2m social distancing throughout the marina.

Car Parking - When getting in or out of your car please ensure there is a 2-metre distance between you and others, wait in your car until others have passed if necessary.

Covered Storage Areas - Access to covered storage will be permitted, although customer attendance within the shed area will be monitored and subject to safety protocols. Please contact the office on 01475 568267 (Monday-Friday 9-5) or 07917 805839 to advise when you wish to visit your vessel, and we will assist.

Keep To The Left - please keep to the left on walkways, passages and pontoons.

Give Way – give priority to those exiting buildings and coming up the gangway ramps and do not stop on the gangways.

Face Coverings – Scottish government advice is there may be some benefit in wearing a facial covering when you are in an area where physical distancing is more difficult and there is a risk of close contact with multiple people you do not usually meet.

Trolleys – we have sanitising spray adjacent to the trolley park areas, but we advise the use of gloves

Water Taps – Hand sanitiser, anti-bacterial wipes, soap and paper towels are provided for your welfare. Please adhere to strict 20-second handwashing before and after use and dispose of used towels and wipes carefully in the bins provided. These areas will be inspected regularly by Fairlie Quay staff.

Access - handles, touchpads and exit pushes are cleaned on a regular basis but the use of gloves is advised.

Other Vessels - to minimise risk please do not access or touch other customers boats and their ropes, rails or other equipment. In the event of an emergency call marina reception on 01475 568267.

Lifting & Launching - maintain a minimum 2m distancing and comply with the directions of the hoist team during operations.

Toilets – only limited toilet facilities will be available for customers and 2m social distancing must be observed. At regular intervals, the toilets will be temporarily closed for cleaning.

Marina Reception & Chandlery - there is no access to Reception or Chandlery to comply with Scottish Government guidance, however staff will be on hand to assist

Overnight Stays - The guidelines state that you should not stay overnight on board your vessel.

Refuelling – refuelling is by prior appointment only. Please contact reception and adhere to the strict social distancing rules in place.

PPE Disposal - please take any personal protection equipment away with you and dispose of safely and considerately.

General

If you are presenting with any symptoms of Covid-19 (raised temperature, persistent cough, loss of taste/smell) do not come to the Marina.

If any member of your household has presented with symptoms of Covid-19 then you are still required to quarantine for 14 days and you should therefore not attend the Marina.

If you exhibit symptoms of Covid-19 within 3 days of a visit to the Marina premises, then please inform us so we can then take the appropriate precautions.

Everybody at Fairlie Quay is working hard to implement the new protocols in line with the latest government and HSE advice and combining this with new the guidance from Scottish and UK marine & boating organisations and bodies.

To adapt to any new requirements, we will review and update these protocols and arrangements on a regular basis.

We would also like to thank our staff who have been incredibly supportive during this challenging time looking after your boats. Please note that for their well-being we have now implemented a zero-tolerance policy going forward.

In the meantime, we hope everyone is well, continuing to stay safe, and thank you for your patience and understanding during this unprecedented time.

Julia Cassidy

Office Manager

Fairlie Quay Marina