

# Fairlie Quay Marina Customer Notice

## COVID-19 SAFETY PROTOCOLS

Updated 2<sup>nd</sup> July 2020

With the phased lifting of restrictions, we would ask you to comply with the following safety protocols. The safety of our staff, customers, and contractors is our prime concern with each playing their own part in making responsible choices to allow us to make progress.

We will regularly review these protocols to ensure best practice but, as well as the safety protocols we have instigated, we advise you to consider the use of 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.

**Keep To The Left** - please keep to the left on pontoons and use the finger berths to allow extra distance between yourself and others.

**Give Way** – give priority to those coming up the gangway ramps and exiting the main shed or pontoons and do not stop on the gangways or in doorways.

**Face Coverings** – the use of face masks is mandated in shops and advised throughout the marinas.

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

**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.

**Overnight Stays** – Updated guidelines state that you may stay overnight on board your vessel provided you have self-contained facilities.

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

**Marina Reception** - access will remain limited to comply with Scottish Government guidance and contact is via [fairliequay@btconnect.com](mailto:fairliequay@btconnect.com) or call 01475 568267

**Chandlery** - will be operating a limited service from the main door for the protection of staff.

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

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

**PPE Disposal** - please take any personal protection equipment away with you and dispose of it 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