

# PROTOCOL E-BOATS GUESTS

This guideline has been drawn up to adequately guarantee the safety of employees and guests during the COVID-19 pandemic. The principle for this guideline is the applicable advice from RIVM and the instructions and measures from the national government and the safety regions. Whenever these measures and advice change, this guideline will also be amended accordingly.

The starting points in this protocol are to prevent situations with a risk of contamination as much as possible. This protocol is based on these specific keypoints:

- ❖ Keep distance
- ❖ Influencing behavior
- ❖ Hygiene
- ❖ Protective equipment
- ❖ Supervision

## 1. General

Employees & guests adhere to the hygiene guidelines of RIVM and instructions from the government:

- ❖ Keep a distance of 1.5 metres from other people with whom you do not form a household.
- ❖ Don't shake hands.
- ❖ Wash your hands frequently or use disinfectant handgel.
- ❖ Cough and sneeze into your elbow.
- ❖ Use paper tissues to blow your nose and discard tissues immediately after use.

## 2. Special measures prior to your cruise

- ❖ Rules & conditions
- All guests must be aware of the rules and conditions before the boat tour can take place. We ask you to share the special form with your guests so that all guests are familiar with the rules and conditions.

## 3. Saloon boats

- Our saloon boats are very suitable for the 1.5 meter society. The captain is outside at the Admiral Heijn and the Zonneboot. The saloon and / or outside sitting area are shielded by glass doors so that your party can sit privately.
- On the saloon boat Pax, the captain sits in the front of the boat, the bar separates the seating area. Because it is a larger saloon boat, you have enough space to sit at a distance with several friends and family members (from different households). But with the layout with benches along the side, it is intimate enough to make it a pleasant boat tour.

- The capacity depends on the composition of the group and the current measures.

#### 4. Boarding location

- When boarding (and disembarking), we must take into account that this creates as less pressure as possible on the Public Space. We have therefore selected a number of public docks for you that are close to parking facilities and spacious enough that you can keep sufficient distance to board safely with us. If you prefer to board or disembark somewhere else, this is also possible. Depending on the location, there may be additional costs. The docks that we have selected for you are at no extra cost.
- We ask you as much as possible to board and disembark yourself, with the captain at 1.5 meters distance. We'll dock the boat solid and there are steps available so that you can safely enter the boat. If there is someone with difficulties to aboard we prefer this persons to be helped on board by someone from their own household. However the captain can assist if needed. The captain will wear protective equipment.
  - ❖ Dock Koepelkerk, Singel 11  
Near Central Station / P1 Parking Amsterdam Centraal  
<https://goo.gl/maps/e2vaiCTeskyCfcLZA>
  - ❖ Dock Herenmarkt, Brouwersgracht 62  
Near Jordaan / P1 Parking Amsterdam Centraal  
<https://goo.gl/maps/7caLxqvvdqELqvSMu6>
  - ❖ Dock Singel / Raadhuisstraat, Singel 258  
Near Centrum / Q-Park de Bijenkorf  
<https://goo.gl/maps/7u4qrZpw4zAQRq7EA>
  - ❖ Dock Waterkant, Elandsgracht 150  
Near West / Q-Park Europarking  
<https://goo.gl/maps/JArvfdcFSJDfJj1M6>

### 5. Food & drinks

- We have 3 different options for food and drinks on board. With these options aim is to minimize contact times and the risk of contamination.
  - ❖ Bring your own snacks and drinks. You also provide disposable materials such as plates / cups, etc. yourself. At the end of the cruise, you throw everything away in our trash.
  - ❖ You inform us in advance of your choice for food and drinks. We ensure that this is on board for you (we will pick up catering while we are sailing). Glassware and mastic are prepared per boat tour. We would like to hear your choice no later than 2 days before the cruise takes place so that we can arrange this for you. If there are drinks left, it is of course possible to take them with you.
  - ❖ You inform us in advance of your choice for catering. We have a drink assortment on board that you can grab yourself during the cruise. On a list you can indicate which drinks you have consumed. These drinks will be charged at the end of the cruise. We would like to hear the choice for catering no later than 2 days before the cruise.

### 6. Toilet visit

- Toilet visit is possible but we ask you to stay seated as much as possible during the boat cruise. So only walks through the boat for toilet visits.

### 7. Payments

- To avoid contact moments as much as possible, we ask you to pay the costs in advance as much as possible. You will receive an invoice from us that can be paid online via payment methods such as iDEAL, Credit card, PayPal, Apple Pay etc.
- If you would like to tip the employees, we ask you to leave this in an envelope on board.

### 8. Protective equipment

- The measures we have taken make it unnecessary to wear protective equipment on board. If you wish, the captain can wear a mouth mask and latex gloves during the trip.
- If you or the guests want to wear a mask and / or other protective equipment during the cruise, this is of course allowed. We do ask you to take care of this yourself.

**9. Disinfectants**

- When boarding and disembarking, we ask you to wash your hands with disinfectant hand soap, this will be provided on board.
- The boat will be cleaned with disinfectants before and after each cruise.
- The boat is regularly cleaned extra.

**10. Reschedule / cancel**

- As you are used to with us, we are flexible to reschedule or cancel the boat tour.
- If the trip due to health problems of one of the guests cannot continue, we will look with you at the possibilities for rescheduling the boat tour. When this is not possible, we will refund the full down payment.
- If you are unable to proceed the boat tour, we would like to hear this at least 24 hours in advance, preferably as soon as possible.