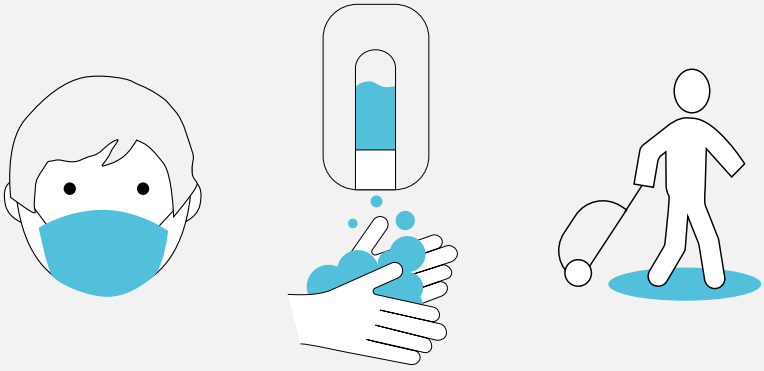
SCILLONIAN

Travel guidance during COVID-19



We are committed to ensuring the safety and well-being of all our customers and employees at all times.

We have implemented a number of additional measures to ensure your safety throughout your journey with us. Please support our efforts to keep you and our employees safe by cooperating with instructions at all times. As these additional measures may increase the time it takes to board and disembark the Scillonian III, we ask for your patience at all times. These measures apply to both on the mainland and on the Isles of Scilly.

FITNESS TO TRAVEL

You are reminded not to travel on our services and will be denied boarding if you:

- have experienced any symptoms associated with coronavirus in the last 10 days.
- Are self-isolating as a result of coronavirus symptoms.
- Are sharing a household with somebody who has experienced coronavirus symptoms in the last 10 days.
- Have been told to self-isolate as a result of having been in close contact with someone who has been confirmed to have coronavirus in the last 10 days.
- You have been told self isolate by NHS Test and Trace.
- Have arrived in the UK and are still within the 10 day self isolation period required by the UK Government. Exception - you have just arrived in the UK and are travelling to your home to self isolate.

You can check the list of countries with no self isolation requirement on the GOV.UK website
You will be asked to confirm that you do not fall into any of the above at check-in.



FACE COVERINGS

The government announced that face coverings are mandatory when travelling on public transport unless you are exempt from wearing a face covering, in accordance with government guidelines. This requirement also applies to all of our transport services. You are required to wear face coverings on entering the quays and throughout the journey. Face coverings will not be provided. Customers must provide their own face coverings. Passengers without a face covering will be denied travel.

HAND HYGIENE



Regular hand washing and/or hand sanitising is an effective way to protect against contracting the coronavirus.

To assist in maintaining effective hand hygiene a number of hand sanitiser units will be available to use at points along the quays and onboard our the ship. You are actively encouraged to use these facilities to sanitise your hands.



SOCIAL DISTANCING

We are committed to upholding social distancing best practices, which includes doing all we can to allow for as much space between individuals as possible. Due to the nature of our operations, infrastructure and vessels we may encounter occasions whereby enabling maximum social distancing between passengers and employees is not always possible.

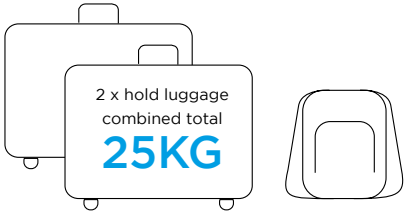
This may happen when the demand for travel increases following any future easing of lockdown measures. It is also impossible for us to control all individual passenger movements onboard the Scillonian III, due to the nature of ferry travel. However, pleased be assured that we will do all that we can to maintain appropriate social distancing and to keep you, our passengers, safe.

In order to facilitate social distancing we have implemented the following procedures into our operation. We ask that you work with us by following these measures when travelling with us.

Scillonian III Luggage Drop and Collection

TRAVELLING FROM PENZANCE HARBOUR TO ST. MARY'S HARBOUR, ISLES OF SCILLY

- All passengers are restricted to 25kg of luggage per person and no single item should weigh over 20kg.



Hold luggage max 20kg per bag 85cm x 60cm x 40cm

Hand luggage max 5kg 40cm x 55cm x 20cm

- Camping equipment will still be accepted during this time, but we ask passengers to limited this to essential items only such as tents and sleeping bags. You are able to purchase perishable items such as food and camping fuel on the Isles of Scilly. Camping equipment will need to be booked in advance, please call our travel centre on 01736 334220.
- No excess luggage will be accepted during this time, as multiple trips to collect and drop off luggage will not be allowed – this will help reduce congestion on the quays.
- Passengers will be required to keep a safe distance from each other and our employees at all times when dropping off and collecting luggage.
- Passengers are to ensure their luggage is clearly labelled prior to their arrival with their name, booking reference, contact number and where they are staying. We encourage passengers to use one of the luggage delivery services during this time, this will help to reduce congestion on St. Mary's quay.
- Passengers are required to place labelled luggage in the luggage drop off area and inform a staff member of your holiday address so that luggage can be placed into the correct container for shipping. If you are staying on one of the off islands, please be sure to collect the correct coloured label from the quay.
- Regrettably, in order to keep passengers and our employees at a safe distance it will not be possible to provide 'Meet and Assist' services, so please ensure that you are able to undertake the entire journey without assistance, or be accompanied by someone who can assist you.
- Please ensure you are aware of the correct check-in time, and arrive in plenty of time, as check-in may take longer than normal.
- To prevent congestion please do not offload passengers or luggage on or at the entrance to Penzance quay on arrival or departure.
- After dropping your luggage off, all passengers are required to check – in and board the ship.
- Passengers are requested to maintain a safe distance from each other whilst queuing and boarding the vessel.

ONBOARD SCILLONIAN III

In order to ensure your safety whilst on board the Scillonian III please familiarise yourself with the following information:

- Face coverings must be worn whilst on-board, in accordance with government requirements.
- A 'one way system' will be in operation throughout the vessel. Please follow the directional signage displayed.
- Seating has been arranged to facilitate suitable distance between passengers. Passengers travelling from the same household or support bubble can sit in adjacent seats.
- Passengers are requested to remain in their seats throughout the journey, unless using the toilets, or instructed otherwise by the crew.
- Access to toilets has been arranged to facilitate social distancing.
- Our cafes will not be open during the crossing and passengers are encouraged to bring refreshments with them.
- Embarkation and disembarkation will be managed to maintain social distancing. Our crew will provide instructions during embarkation and disembarkation.
- Please support us in keeping you and our crew safe throughout your journey by following and cooperating with all instructions provided.

ON ARRIVAL TO ST MARYS

- If your luggage has been booked for delivery, direct to your holiday accommodation, you should exit the quay immediately after disembarking the ship.

- If you are collecting your luggage on arrival, you are required to go to the 'collection zone' and maintain a safe distance from other persons whilst waiting for luggage.

- Luggage labelled for the 'Off-Islands' will be delivered as per our normal operation. This is explained in the passenger information leaflets, which are emailed alongside your confirmation ticket.

EMBARKATION AND DISEMBARKATION

Please be aware that embarkation and disembarkation will take longer than normal, and we cannot be responsible for any missed connections. Please be patient and follow guidance from our passenger handling staff, we are here to assist you in very challenging circumstances.

TRAVELLING FROM ST. MARY'S TO PENZANCE HARBOUR

- Luggage collected at Penzance quay will be separated into 4 luggage collection zones which are as follows:

Island Carriers • Richard Hand •

Quay Drop Off • Off-island •

- Luggage collected direct from your holiday accommodation by Richard Hand or Island Carriers will be segregated into their appropriate container.

- Luggage delivered to the quay by passengers will be placed into a seperate container. It is the responsibility of passengers to safely carry their own luggage from the off-island boats up the steps to the luggage drop off point on the quay, and hand it to one of our employees. Please look out for information on luggage collection zones at check-in and please remember this information is to help with collection on your return into Penzance.

- You will be provided with the colour of the luggage zone at check-in and a sticker will be placed onto your ticket for reference. Please remember which carrier you used for delivering your luggage

ON ARRIVAL INTO PENZANCE

- Disembarkation will be controlled to facilitate social distancing.

- The luggage will be off-loaded first, allowing our employees to place all luggage in baggage coloured collection zones for you to collect. You must then exit the quay without delay to avoid congestion and whilst maintaining a safe distance from other persons.

- In order to assist with social distancing passengers are requested to remain in their seats 20 minutes prior to arrival in Penzance.. Passengers will be disembarked in order of muster station or area of the ship. Passengers are requested to note the area of the vessel or muster station in which they are seated and follow instructions when disembarking.

For the latest information on how your trip may be affected by coronavirus please visit islesofscilly-travel.co.uk/coronavirus

www.islesofscilly-travel.co.uk

Isles of Scilly Travel, Steamship House,
Quay Street, Penzance, Cornwall TR18 4BZ

ISLES OF SCILLY Travel

Last updated September 2020. The information in this leaflet is subject to change without notice, and the issue of tickets and carriage of goods is subject to the carrier's terms and conditions, which can be found on www.islesofscilly-travel.co.uk A full copy is available on request.