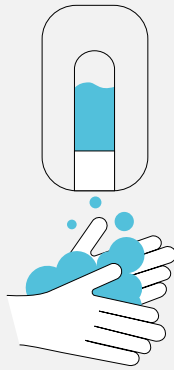


SCILLONIAN

Travel guidance during
Coronavirus (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. The additional measures in place 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 or have tested positive for the virus.
- Are sharing a household with somebody who has experienced coronavirus symptoms in the last 10 days.



FACE COVERINGS

The government announced that face coverings are mandatory when travelling on public transport unless you are a child under 11 years of age or exempt from wearing a face covering, in accordance with government guidelines. This requirement applies to all of our transport services. You are required to wear face coverings on the quays and throughout the journey. Face coverings will not be provided.

Customers must provide their own face covering.

Passengers without a face covering who are not exempt will be denied travel.

HAND HYGIENE

Regular hand washing and/or hand sanitising is an effective way to protect against contracting and spreading 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 Scillonian III. You are actively encouraged to use these facilities to sanitise your hands.



- 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.
- 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 from a country not on our Government's travel ban list and are travelling to your home to self isolate.

You will be asked to confirm that you do not fall into any of the above at check-in.

Passengers are encouraged to take advantage of any lateral flow tests available to them prior to travel, and to follow NHS / government requirements if they test positive for the virus.



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 and infrastructure and vessels, we may encounter occasions whereby enabling social distancing between passengers and employees is not always possible.

This may happen on busy sailing days, when occupancy levels on the ship are high. It is also impossible for us to control all individual passenger movements onboard the Scillonian III, due to the nature of ferry travel. It is mandatory to wear a face covering to help mitigate this. Please 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

- 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 island's luggage delivery services during this time, this will help to reduce congestion on St. Mary's quay.
- Passengers are required to place labelled luggage into the correct container for shipping as instructed by a member of staff. 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. If you have any specific travel requirements please contact our Travel Centre on 01736 334 220
- Passengers with pre-booked freight items will be advised of the correct drop off time prior to the sailing.
- 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.
- Passengers are requested to minimise moving around the vessel so far as practical to aid with social distancing.
- Whilst on board Scillonian III passengers should try to avoid close and extended face to face contact with persons outside of their household or support bubble.
- In order to assist with social distancing, if toilet facilities are busy, please wait for other passengers to vacate before accessing them.
- Our cafes will be open during the crossing, offering a range of hot and cold beverages and snacks. Unfortunately we are not able to offer hot meals or alcohol at this time. Passengers are requested to use card and / or contactless payment systems, to avoid the need to handle cash.
- Embarkation and disembarkation will be managed to maximise social distancing on the quays and onboard the vessel while ensuring a smooth flow of passengers. Our passenger check in staff and 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 ST MARYS

- Day trippers or passengers who are having their luggage delivered to their accommodation, and passengers staying on St Agnes, Bryher or St Martins will be asked to disembark the ship first.
- If you have asked for your luggage to be delivered, direct to your holiday accommodation, you should exit the quay immediately after disembarking the ship.
- If you are collecting your luggage on arrival, you will be asked to disembark the ship last & 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 transferred through the side of the ship onto the appropriate passenger launch by our staff, please disembark with the day-trip passengers and make your way to meet your boat transfer, your awaiting luggage will be onboard.

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 staff, we are here to assist you.

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 placed into the appropriate container.

- Luggage delivered to the quay by passengers will be placed into a separate 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

- Day trip passengers and those who do not need to collect luggage will be asked to disembark first - this may include drivers collecting their vehicles from Park & Ride services who do not need to take their luggage with them. Passengers with luggage to collect are required to wait until told to disembark.
- Whilst day trippers are disembarking, passenger luggage will be placed into colour coded luggage collection zones on the quay.
- 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 small manageable groups to enable luggage to be collected safely and efficiently.
- After passengers have collected their luggage from the quay, access to the quay will be available for passengers to collect pre-booked freight items other than luggage (i.e. kayaks, camping trailers)

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

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Quay Street, Penzance, Cornwall TR18 4BZ

