

COVID-19: PROTECTING OUR GUESTS AND EMPLOYEES

SUMMER 2020



citycruises
by HORN BLOWER

Our Values

At City Cruises we pride ourselves on our brand values; being fun, passionate, welcoming and expert.

And whilst these values have not changed, after conducting risk assessments across all areas of our business, we have introduced a number of health and safety measures to ensure that we can continue to offer our guests a different view of London, Poole and York.

In line with Government advice, and working alongside local legislative bodies, we have reduced the risk of contact with COVID-19 across all of our locations.

This guide will answer your questions about how to prepare in advance for your cruise, what social distancing measures are in place and what cleaning and hygiene procedures we have implemented.



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Pre-Arrival



If possible, **please pre-book** your tickets online for all cruises (dining and experience cruises can only be pre-booked).



We request that any ticket or refreshment transactions made on the day are **made using contactless** if possible please.



Check our **website or social media online** for our latest departure information before leaving home.



Currently Government advice does not require you to wear a face mask for travel on our boats. **We ask you to check our website** just before your travel date where we will publish any changes to this policy.

Pre-Arrival continued



The capacity for all of our cruises **has been reduced significantly**, so that we can ensure social distancing measures are maintained on arrival, on board, and as you disembark.



You will see **new information signage** as you approach our departure points, as you board and whilst on board.

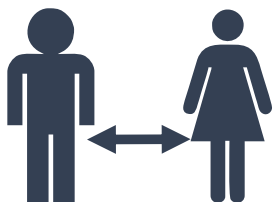


Whether **travelling by public transport** or your own vehicle and parking in a car park, we ask that you adhere to all social distancing advice before you arrive at our departure points.



Please make sure that you are fit to travel before you leave your home. **If you display any symptoms** of COVID-19 then we will not be able to let you board one of our vessels. You can contact us to discuss options for rescheduling your booking.

Social Distancing



We have introduced **social distancing** measures at our departure points. Our queueing areas and piers are clearly marked with spacing in line with Government guidelines.



There will be a space between all available tables in line with Government guidelines for our dining and experience cruises.



We will reduce the number of passengers on our THAMESJET speedboats, to ensure safe social distancing on board and on the piers.



The seating on board our sightseeing vessels **has been clearly marked** to indicate which seats our guests can sit on, to ensure that a social distance is maintained at all times.

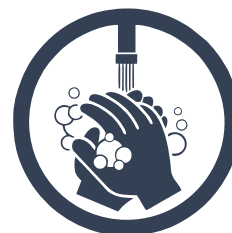


We have installed hygiene screens at all of our refreshment and food service areas.

Disinfecting and Hygiene



We will be conducting frequent disinfection of all touch points including hand rails, door handles, tables and seating.



We kindly ask all of our passengers to adhere to Government advice regarding personal hygiene whilst on board, including washing their hands regularly with soap and water, for at least 20 seconds.



We have installed hand sanitiser dispensers at the entrance to all of our vessels for our passengers to use as they board and disembark. Hand sanitiser will also be available at our ticketing areas.



All employees are issued with PPE, which may include face masks, face shields, disposable gloves, and hand sanitiser, in order to protect them and our guests.

Travel with Confidence

We hope that after reading this guide you have confidence in our health and safety measures, and feel safe in the knowledge that we have done everything that we can to minimise risk for our passengers and employees.

We do of course request that each of our employees and passengers also take personal responsibility for their safety, and the safety of those around them.

We look forward to welcoming you aboard our fleet, and showing you a different view of London, Poole and York.

Thank you, and stay safe.



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