

AKAROA DOLPHINS COVID-19 POLICY

Last update 27th September 2021

Auckland is currently at Alert Level 3 while the rest of New Zealand is at Level 2.

We follow the New Zealand Government's recommendations and keep our guests as updated as possible. For more information, you can visit <https://covid19.govt.nz/>

COVID-19 Alert Level 1

Communication for our guests and team members:

We are open & operating our cruises.

Things for you to know:

- We ask that you still maintain good hygiene by making use of hand sanitiser placed around our facilities.
- Face coverings are not mandatory, but you are welcome to wear them on our cruise.
- We ask that you scan our NZ COVID Tracer QR code upon entering our shops and while onboard our catamaran.
- Have your Bluetooth switched on.
- If you have cold, flu, or COVID-19 symptoms, stay home and call your doctor or Healthline on [0800 358 5453](tel:08003585453) for advice about getting tested.

Things we do:

- We do a complete sanitisation of our shops and boat inside and out on a daily basis.

Please contact our team on +6433047866 or email cruise@akaroadolphins.co.nz if you have any questions.

COVID-19 Alert Level 2

Communication for our guests and team members:

Alert Level 2 is not life as normal; some restrictions and other measures remain in place to reduce the risk of transmission.

Check-in & Boarding:

- When entering our shops face coverings are mandatory.
- While on our cruise face coverings are not mandatory, unless going inside the cabins.
- Passengers to be checked in at the shop as usual, but no tickets to be used.

- Once they are down at the boat, hand sanitise and board passengers to their seating area. Skipper will explain social distancing to all passengers on board.
- Jackets are not available at this stage, but we have ponchos which can be purchased at the Weighbridge (The small yellow/orange building at the beginning of the main Akaroa wharf)
- Drinks can be served but serve each group separately.

Personal movement:

At Alert Level 2, follow public health measures and consider others around you. Follow these physical distancing rules:

- Keep your distance on board from people you do not know (Ideally 2 metres).
- 1 metre from others in most other environments unless there are mitigating measures. Examples of times where you should keep 1 metre between groups include cafes, church groups, gatherings, restaurants, and retail stores.
- Take extra care when you interact with passengers that you don't know.
- Keep groups of passengers at 1 metre apart.
- Groups no larger than 10 people, per booking.
- Maintain a 2-Hour time limit for groups to be onboard
- Keep groups seated, separated, and use a single server if possible. This means each group has one server, though servers can each serve more than one table.
- No water station, passengers will ask for water.
- Using the toilet. Passengers will ask to use the toilet and guide to clean down high touch surfaces with antibacterial wipes after use.
- Passengers to stick to their group and seating area, avoid sitting next to strangers and use the one-way policy when moving around the boat.
- Crew to use antibacterial wipes to wipe down high touch areas during the cruise such as handrails and handles.
- We will have more freedom of movement at Alert Level 2, but it's up to each one of us to keep the rest of New Zealand safe.

These are the most important things that you can do:

- COVID-19 is still out there. Play it safe.
- Keep your distance from other people in public.
- If you're sick, stay home. Don't go to work or school. Don't socialise.
- If you have symptoms of cold or flu, call your doctor or Healthline and get tested.
- Wash your hands. Wash your hands. Wash your hands.
- Sneeze and cough into your elbow, regularly disinfect surfaces.
- If you have been told to self-isolate, you must do so immediately.
- Keep a track of where you've been and who you've seen.

Procedures for our team when entering the ticketing office:

- Team members must wear a face covering in our shops.
- Use hand sanitise provided.

- Wipe down your station or working area ready for the day
- Computer keyboard and mouse to be cleaned with antibacterial wipes only.
- Eftpos terminal is cleaned down after every transaction using antibacterial wipes and a microfibre cloth on the screen.
- During the day maintain physical distance, meaning staff and public stay 1 metre for people you know and two metres apart for people you don't know.
- Regular hand hygiene and cleaning down of the working area throughout the day.
- Clean down the working area at the end of use and sanitise hands on the departure.
- If you are feeling unwell, please do not come into work.

Check-in procedure:

Passengers are to check in before heading down to the boat, when they come in, please inform them of the social distancing on board and ask them to fill in the contact tracing form and a reminder to practice social distancing hand hygiene and not to come if they feel unwell.

Passenger Numbers:

These numbers are plus 2 staff members. With group booking, the maximum is 10 people per group.

- Outside weather day (Sun is out) – 25 pax
- Inside weather day (Raining) – 14 pax

COVID-19 Alert Level 3 & 4

Communication for our guests and team members:

Akaroa Dolphins is closed at Level 3 & 4 and the team replies to emails from home.