



## How We Are Running During Covid-19

Updated on the 19<sup>th</sup> of April 2022

We are dedicated to keeping everyone on our barges safe and sound, and as such, in 2021 we implemented some new policies to allow us to offer a great holiday in a safe and responsible way.

This year the situation is gradually improving, and our lives are slowly returning to as close to normal as they can be, but we are not out of the woods yet. With this in mind, we have decided to retain some of the policies from last year that allowed us to run safely and responsibly. Overall, we had excellent feedback from our guest about these extra precautions, and we hope they will help to give you a bit of peace of mind about your holiday.

### Vaccines

We believe that vaccination is the way out of the pandemic and getting back to normal. For this reason, and for the safety of yourself and those around you, we strongly encourage everyone that is eligible and able, to get fully vaccinated and boosted before travelling. However, we have chosen **not** to require a vaccine passport in order to come on our holidays, and have instead opted for mandatory lateral flow testing to keep our guests and crew safe (This is detailed below).

### Pre-Arrival

Covid can take days to manifest symptoms, and can sometimes present no symptoms at all, so it is extremely easy to unknowingly spread the disease to those around you, even if you think you are Covid-free. To mitigate the risk of anyone with the virus boarding the barges, we will be asking you to do a few simple things before you arrive.

First, please be vigilant for any symptoms of Covid-19 in yourself, and anyone you will be travelling with, in the 14-days leading up to your cruise. If you, or any of your travelling companions, present any symptoms consistent with Covid in those 14 days, then please do not travel to the barge. Give us a call and we will be happy to rebook your holiday for a different date free of charge. We also recommend that you take two lateral flow tests in the week leading up to your holiday, so that if you must change your plans, you will have ample time to do so. These can be purchased from most pharmacies or online. If you have trouble getting hold of a lateral flow test for any reason, get in touch with our office and we can help organise getting a test to you.

Additionally, you will be **required** to take a lateral flow test on the morning that you are due to arrive at the barge, and you will have to take a photo, preferably with a time/date stamp, of this negative test to show to the crew on your arrival before you board the barge (this doesn't need to be printed, showing us the photo on a phone or digital camera is fine). If for any reason you are unable to get a photograph of your negative test, then please continue your journey and contact the barge from 11am for guidance (phone numbers below).

If any of your tests are positive, please do not travel to the barge, give us a call and we will be happy to rebook your holiday for a different date free of charge. If you need to contact the barge to let us know about a positive test, the phone numbers are:

Fingal of Caledonia – 07786 570 064

Ros Crana – 07502 161 805

### **Arrivals**

Upon your arrival you will be met by our crew who will ask for the photograph of your final negative test. You will then be asked to don your face covering and be given a quick tour of the barge and be shown to your cabins one household group at a time.

### **Life Aboard**

In line with Scottish Government guidelines, once you are aboard you will be asked to wear a face covering whenever you are moving around the inside of the barge. You can take them off once you are seated in any of our communal areas.

You will also be asked to wear a face covering in any circumstance where a safe physical distance cannot be achieved between guests and crew (for example, while being taken ashore in our tender or while being helped into a canoe). Please note, if you are medically exempt from wearing a face covering (as per Scottish government guidelines) then the face covering guidelines do not apply. If this is the case, please inform the crew upon your arrival.

We will need you to bring your own face coverings and ask that you adhere to the Scottish government guidelines regarding what is a suitable face covering. You will need to bring enough for the duration of your trip, and we also ask that you use washable, reusable face coverings so we can be as green as possible!

About halfway through your cruise you will be asked to take another lateral flow test.

We also want our crew to avoid entering guest areas where possible, so we will unfortunately be unable to offer our usual midweek cabin clean. We will, however, still be offering the usual midweek towel change.

## **Activities**

Fortunately, here in the Highlands we have plenty of space to spread out and enjoy the great outdoors. This means that most of our activities should remain broadly unchanged except for the requirement to wear a face covering occasionally when physical distance from the crew cannot be maintained, but for the most part we should be able to enjoy the Great Glen much as we normally do.

## **Minibus**

If you have booked our minibus transfer from the end of your cruise, you will be required to wear a face covering for the duration of the journey, as per Scottish Government guidelines.

We hope that these changes to how we plan to operate will ease any concerns you may have about being able to holiday with us safely while still having as relaxing a holiday as possible. If you have any questions, please do not hesitate to get in contact with us.

We look forward to seeing you on board!