



CUSTOMER SAFETY GUIDE (COVID-19)

Last Updated: May 14, 2020

(Note – This Customer Safety Guide is subject to change based on the latest recommendations made by government and/or health and safety authorities)

Prelude:

- We are committed to ensuring the health and safety of customers, staff and guests at our marina at all times. We need your help to make this a reality, and for that reason, we are asking all of our customers to adhere to the following guidelines.
- We have prepared a corresponding **Staff Safety Guide** that will be signed by all marina personnel – which is our commitment to you, our valued customers.

Marina Life:

- **Hygiene** – We are asking that all customers practice frequent hand hygiene.
- **Social distancing** – Please keep a safe distance from others – 2m/6ft – and avoid physical contact when greeting staff, customers and guests of the marina. Safe greetings include a wave, a nod, or a bow. All food and drink are to be consumed on boats, whereby eating or drinking on the marina property or anywhere on the docks is not permitted until further notice. Boaters are encouraged to use onboard cooking facilities as much as possible – Please make sure we are not using on board BBQ's under covered slips. On shore BBQ's will be permitted behind your boats but we must make sure we are following social distancing and best practices. If management feels this is not being followed we reserve the right to rescind these privileges. Social gatherings are forbidden on the docks, walkways, shore or elsewhere on the marina property until further notice.
- **Events & Rendezvous** – All marina events have been postponed until further notice. We are hopeful that rendezvous will still be permitted subject to some modifications. Details to follow.
- Subject to government regulations, certain **marina amenities** will be closed until further notice – such as – playgrounds, pools, picnic and other common areas, etc. We will continue to monitor updates, and open these amenities if and when permissible.

- **Please adhere to signage** posted throughout the marina. This signage is to keep you safe.
- **Route from vehicle to boat** – Please leave space between vehicles where possible when parking. As much as possible, staff will be monitoring the safe travel of one family at a time to boat and on the dock.

Marina Services:

- **Marina Office** – The office will be open to customers and the public based on modified hours. Log books will be signed upon entry. Proper social distancing measures must be adhered to, which will include a limited number of persons permitted in the office at any given time. We strongly encourage customers to book an appointment and avoid walk-ins.

Contact – Marina Office

Phone: 705-456-2120 or 1-877-4-LEFROY (453-3769)

Email: info@lefroyharbour.com

- **Launch protocol** – Our safe launch procedures document has been distributed via separate cover. Let us know if you haven't received and we will send you a copy.
- To ensure everyone's safety, until further notice we regrettably won't be providing one of our most preferred services – loading and unloading customer vehicles and boats. If you do need a hand with something, please call the office and we will assist on a case by case basis, while wearing the necessary personal protective equipment.
- **Laundry facilities** will remain closed until further notice.
- **Garbage and recycling** facilities will remain open. Staff will monitor cleanliness and additional garbage bins will be positioned throughout the property.
- **Washrooms** – we encourage customers to use onboard facilities as much as possible (see details below for our new "valet pump out service"). Washrooms will remain open and subject to increased monitoring and frequency of cleaning and sanitization during our modified hours of operation. During these off hours you are entering these facilities at your own risk and suggest you protect yourself accordingly. Limited shower facilities will be open. These facilities can be closed at the discretion of staff/marina.
- **Fuel and Pump-out Services** – Fuel and pump out services are still available – either the traditional way, or through our new "**Valet Fuel & Pump Out Service**" – see details below. As per regulations, only marina staff are permitted to fill a vessel and all non-marina staff must be off the boat before fuelling can begin. Boaters are to move away from the boat to a designated area to allow safe social distancing for fuel dock attendants. We will be limited the number of boats at the fuel dock at any given time, and the fuel dock will have modified hours of operation. Please line up accordingly and we appreciate your patience for these modified services.

NEW – VALET FUEL & PUMP-OUT SERVICE:

We will also be providing additional fuel and pump-out services so as to ensure the health and safety of our customers and staff. We will be offering the following valet service at NO ADDITIONAL CHARGE:

- Move your boat from your slip to the fuel dock
- Re-fuel (yes, you have to pay for the fuel)
- Pump out your sewage/grey water holding tanks
- Fill your fresh water tank
- Return your boat to your dock, and secure
- Wipe down or fog touch points with disinfectant

Please give us 4 days notice for this service. So, no later than Monday at 4 PM if you want to use your boat on Friday. We can only accommodate a limited number of boats each week and they will be serviced on a first come first serve basis.

There is a minimum fuel requirement of 100 litres to qualify for this free service.

- **Parts & Accessories** – All customers are asked to call or email to discuss their needs and place their order. Safe ‘curbside’ area has been designated to leave parts to be picked up at agreed upon times. Shipping to your boat / slip may also be possible upon request.

Contact – Parts & Accessories Department

Phone: 705-456-2120 or 1-877-4-LEFROY (453-3769)

Email: parts@lefroyharbour.com

- **Service** – All customers are asked to call or email with their inquiries and requests. Customers delivering boats are to be advised of where boats are to be left. After their departure, staff will move the boat to the service area. Your must not be on your boat for 4 days prior to any scheduled service work – or we will need to sanitize your boat with a fogger, at a cost of \$40 plus HST. We will sanitize your boat after this work has been completed.

Contact – Service Department

Phone: 705-456-2120 or 1-877-4-LEFROY (453-3769)

Email: service@lefroyharbour.com

- **Boat Sales & Brokerage** – Office hours will be modified – appointments are strongly encouraged as opposed to walk-ins. The Sales Manager, Paul Cornwall, will be available outside of office hours by email or phone. Pre-recorded or live virtual boat showings will be available. For physical showings, boats will be sanitized before and after being aboard, and social distancing will be required – in some cases requiring the use of Personal Protective Equipment.

Contact – Boat Sales & Brokerage

Phone: 705-718-2407 or 1-877-453-3769

Email: sales@lefroyharbour.com

- **Making Payment/ Transactions** – Preferred payment processes are electronic or over the phone, such as e-transfers, online payments, EFTs, wires, or call in with your credit card. ***Please contact the marina office for payment option details.*** We are discouraging cash transactions until further notice. If paying in person at the marina office, debit/credit card will be available and will be administered with heightened safety protocol – barrier at service desk, slabs to pass terminal, and regularly sanitization.
- **Harbour House Grill** – Our projected date for opening is Friday, May 22nd at 3:30pm. Open for takeout food and Alcohol *to purchase alcohol to go there must be a minimum food order of \$14.99. GUESTS CAN FOLLOW US ON FACEBOOK OR VISIT WWW.HARBOURHOUSEGRILL.COM FOR UPDATES AND MENU COMING SOON.

Contact- Harbour House Grill

Phone: 705-456-FOOD (3663)

Email: harbourhousegrill@hotmail.com