COVID-19: PROTECTING OUR GUESTS AND EMPLOYEES
SUMMER 2020
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.
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 are reducing the number of seats sold on the Swanage Railway Steam Train, to ensure safe social distancing.

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.