

SOME GUIDELINES TO SAFELY SERVE YOUR CUSTOMERS

1. Communicate, communicate and more. Let them know your policies, rules, schedule, and what will and won't be open right now...i.e. picnic areas, restrooms
2. All retail sales should be curbside pickup only.
3. Transactions should be done virtually through electronic means.
4. No customer should have any access to your buildings, sheds, storage bays, mechanical or service departments.
5. Marinas, Boatyards, Dealerships and Yacht Clubs should limit customer access and schedule necessary visits to the facility utilizing some of these options to limit the number of people on the grounds.
 - a. Launch dates should determine who may access the yard. The earlier the date, the sooner they can visit the yard. The later the date, ask them to hold off until closer to their date.
 - b. Require the customer to advise when they are on the boat.
 - c. Keep a 72 hour buffer time frame from when the customer is on the boat and when an employee may touch the boat.
 - d. Clean and disinfect any areas on the boat in which the employee comes into contact with such as doors, locks, helm stations and wheels, fuel and water fill areas, electrical panels, electrical cords and hoses, dock carts.
 - e. Leave notice on the boat of what has been done or communicate in complete detail with the customer.
6. Overall, social distancing must be enforced. Six feet or two arms lengths between all customers.
7. No congregating on the docks, parking lots, common areas, near other customer boats on land
8. Ask customers to wipe down dock carts after each use. Do not leave near boat and return to central area.
9. Customer should go from vehicle directly to boat and back.
10. Use caution on passing customers on the dock.
11. All pets must remain on a leash at all times so they do not wander near other guests.
12. Customer should be prepared to use head on their own boat.

