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**Dale Sailing**  
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## **Pembroke Islands Boat Trips - Terms & Conditions**

**\*COVID-19 Updated April 2021\***

We have carefully updated our operating procedures to ensure the health and well-being of our staff, customers, and the local community. With all the necessary social distancing and safety measures in place, we are now able to offer selection of boat trips for the remainder of the 2021 season.

Please see the following information regarding our updated procedures:

### **Bookings:**

Our website has been updated to include a new online booking system for all available trips. Please book via our website where possible and call with any queries or special requests.

All trips **MUST** be booked in advance. We kindly ask that you do not travel to Martin's Haven unless you have a confirmed booking with us.

For walk-in bookings, there may be a small number of spaces available on a given day, but please be aware that we cannot guarantee this will be the case so please be sure to check online or call for availability.

Tickets are not transferrable or allowed for resale and there is a maximum number of 6 tickets available per customer booking. Requirements for larger numbers of tickets will be dealt with on a case-by-case basis. Please call us for group booking enquiries.

You will be required to check-in a minimum of 1 HOUR BEFORE your departure time.

To check-in you will need your printed ticket or e-ticket, and a valid form of Photo ID (e.g. passport or driver's licence). Photo ID will only be required for the lead name on your booking.

**\*Please note - passengers who fail to check-in a minimum of 1 HOUR BEFORE their trip may not be allowed to board, and risk their tickets being re-sold. \***



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Our larger vessels, the 'Dale Princess' and 'Lady Helen' will have a maximum of **24** passengers per trip.

For our Sea Safari RIB trips, we can only take members of the same household and 'formed extended household' as per current Welsh Government guidelines, with a maximum of **12** per trip.

For all private charters we can take up to **12** if all from the same household and formed extended household.

This policy may change in line with new Welsh Government guidelines when applicable.

Additional trips may be scheduled during busy periods, so please check our website and social media regularly for updates.

Well behaved dogs are welcome on our Skomer Cruises on board the Dale Princess and Lady Helen, but unfortunately cannot go on our RIB trips. Please just let us know at the time of booking if you plan to bring your furry friend.

### **Cancellations:**

All trips are subject to cancellation or change depending on sea/weather conditions and demand. We reserve the right to cancel any trip should we need to. As always for peace of mind, Pembrokeshire Islands Boat Trips offer a full refund if any tour is cancelled by us due to poor weather, COVID-19, or any other reason.

Tickets for SKOMER LANDING TRIPS are strictly NON-REFUNDABLE, unless cancelled by us. Please ensure your booking details are correct before confirming your booking.

For all other trips - any cancellations must be made a minimum of 48hrs before your trip departure time to be eligible for a refund. Refunds will be considered on a case-by-case basis, but we will endeavour to do everything we can to offer you a full refund wherever possible.



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## **Boarding/Disembarking & On-Board Vessel:**

Upon booking you will receive a copy of our Boarding/Disembarking Instructions, please read and follow these instructions carefully to ensure the safety of everyone involved.

Please note that jetty/landing steps are very steep and uneven in places – if you have any mobility issues please call or email for further information and pictures.

Please pay attention to signage and follow instructions of vessel crew and our beachmaster at all times.

Before boarding, passengers are required to queue according to 2m spacings marked on jetty and walkway. Please respect social distancing guidelines at all times and avoid contact with other passengers.

All handrails and touch points will be disinfected between trips.

Please be aware that upon boarding the vessel our crew may need to assist you on/off. They will be equipped with the necessary PPE and sanitised between each individual/group. Occasionally crew may be required to move around the vessel for safety reasons but contact between passengers and crew will be strictly avoided at all other times during the trip.

If you have reduced mobility, please make sure you have somebody from your own household or social bubble to assist you whilst onboard.

Seating will be allocated according to social distancing guidelines.

Passengers to stay seated at all times. Parents are responsible for children to remain seated and within designated areas.

Face coverings are mandatory on walkway, jetty, and once on board. Passengers will not be allowed to board without an appropriate face covering.

Face coverings are NOT provided, so please prepare accordingly.

There is an automatic hand sanitiser station situated at the start of the jetty. Hand sanitiser must be used prior to embarking. If you have your own gloves, please sanitise these as well.

We thank you for your cooperation and understanding in these very strange times and look forward to being able to welcome you back to our beautiful part of the world!



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### **For RIB trips & Private Charters:**

We have sufficient lifejackets available so that one lifejacket will only be worn by one person per day. Lifejackets will be thoroughly disinfected each night before the next day's trips.

No jackets/coats will be supplied, all passengers must bring waterproof jacket/trousers regardless of on shore temperatures or weather. Conditions at sea are always much colder than on shore, please bring plenty of warm clothing just in case.

### **COVID-19:**

Please do not book or sail with us if you or your family, or anybody you may have been in contact with have displayed any symptoms of the Coronavirus.

Upon booking you may be asked to sign a self-declaration form to confirm that you and all members of your party are not displaying any symptoms of COVID-19 and that you have not been in contact with anyone who has COVID-19.

Pembroke Islands Boat Trips do not accept any responsibility for any subsequent infections of any passengers.

Passengers with any doubts about the risks of contracting COVID-19 should not book.

A copy of our full COVID-19 risk assessment can be viewed [here](#).

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Proceeding with booking is agreeing to all Terms & Conditions. Please call us on **01646 603109** with any queries or special requests.

**Thank you for your understanding, we look forward to welcoming you!**