



OLD MILL MARINA (KAWAGAMA) LIMITED
COVID-19 SOCIAL DISTANCING CUSTOMER GUIDELINES
MAY 14, 2020

General

Customers and staff will adhere to social distancing including non-contact, appropriate facemasks, gloves, hand sanitizing etc. At no time will there be any physical contact between staff and customers.

Facilities Access

The marina building will be restricted to staff-only access. This includes washroom facilities. Physical barriers will be in place to ensure any inadvertent access by customers.

Please note there will not be no publicly available washroom facilities on-site.

Boat Delivery

Customers are encouraged to take their own measures to sanitize and otherwise clean their boats upon taking delivery and prior to their use. This may include not being in contact with the boat for a certain period after delivery.

Launch Ramp

The launch ramp will be closed to the public unless express arrangements are made with the marina in advance and will only be allowed with the supervision of marina staff. At no time will there be any contact between customers and staff during launch. Boats being dropped off/picked up for service should be uncoupled from owner's vehicle by the owner in a designated area with a call made by the owner in advance.

Parking

Parking will only be provided to slip renting customers with one vehicle per parking space rented or as otherwise provided for as per the Slip Rental Agreement. Parking passes will be provided and must be displayed prominently in each vehicle. Customers will leave space between vehicles and only park in every other spot.

No additional guest parking will be provided at this time

Route from vehicle to boat

Upon entering the Old Mill property and parking as per the above, customers are expected to proceed directly to their boat and maintain social distancing.

Dock carts will not be provided. Staff will not be assisting with loading/unloading of vehicles and/or boats.

Garbage & recycling

Garbage and recycling containers will not be provided at this time. Any garbage/recycled materials must be removed from the marina by the customers.



Marina Services

Access to parts

Store traffic will not be allowed at this time. Ideally customers should call or email to discuss their needs and place their order prior to arrival. Arrangements will be made for curbside pick up.

Service & repairs

All customers are to call or email with their inquiries and requests. Customers dropping off their boats will be advised of where boats are to be left. After their departure, staff will move the boat to the service area.

Transactions

No cash payments will be accepted at this time, and all payments must be by e-transfer or credit card.

Fueling

Until further notice Old Mill will not be providing fuel service.

If, and when, fuel service resumes then as per the Technical Standards & Safety Authority (TSSA) only marina staff are permitted to fill a vessel and all non-staff must be off the boat before fueling can begin. Boaters should move away from the boat to allow safe social distancing for fuel dock attendants.

We encourage all customers to allow us to fill their vessel prior to arrival or after departure.

On & around the docks

Food & drink

All food and drink are to be consumed on boats. Eating or drinking on the marina property or anywhere on the docks is not permitted.

Social gatherings

Gatherings are forbidden on the docks, walkways, shore or elsewhere on the marina property.

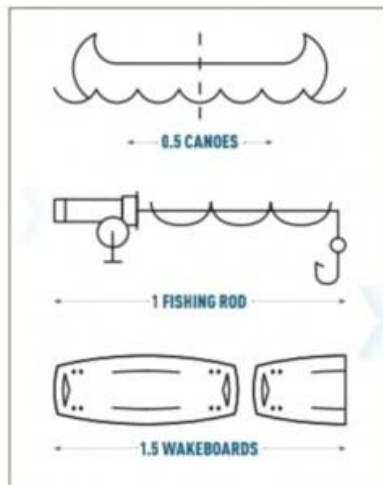
Keeping You Safe!

All staff will be using physical / social distancing protocols when interacting with customers – staying a minimum 2 m / 6' apart.

Handshakes are deemed forbidden – a respectful nod and a welcoming smile is preferred

If you are sick, please stay home!

COVID-19: PHYSICAL DISTANCING FOR CANADIAN BOATERS



PLANNING TO TRAVEL BY WATER?

If you are getting out on the water:

- Only take people from your immediate household with you on your boat:
 - ✗ No family members who don't live in your home with you
 - ✗ No boating buddies
 - ✗ No other guests
- While preparing to leave shore and on the water, try to keep a distance of at least 2 arm lengths (approximately 2 metres) from other boats and people who don't live in your household. This is the length of approximately:
 - ✓ 0.5 Canoe
 - ✓ 1 Fishing rod
 - ✓ 1.5 Wakeboards
- Consider wearing a non-medical mask or face covering when you can't keep a distance. If so, refer to the Public Health Agency of Canada guidelines on wearing non-medical masks and face coverings and how to make you own.

For more information on COVID-19, visit Canada.ca/COVID19