



# NORFOLK BROADS DIRECT

Holiday Cruisers and Homes on the Broads National Park

*Setting the Hire Standard*

## **Covid-19 (Coronavirus) Policy**

Norfolk Broads Direct is committed to providing safe holidays afloat and ashore.

The recent outbreak of a new strain of Coronavirus is causing understandable concern and we are constantly monitoring and following advice from HM Government Department of Health, in order to protect the health and safety of our staff and customers as far as is practical.

The closure of workplaces, offices and public places are not currently recommended.

Current advice states that the virus doesn't survive on surfaces longer than 72 hours.

We will not be wearing face masks on site as they do not provide protection during normal day to day activities.

Regular operation of the site will remain as normal.

If any of our staff have reason to believe that they may be infected, we will ensure that they call 111 and follow the advice - including 14 days self-isolation if needed.

We will be cleaning door handles to main entrances twice daily - in addition to our regular cleaning regime.

All of our fleet, holiday properties and customer toilets are cleaned with products which are DEFRA accredited and conform to EU requirements.

Our linen and towels are cleaned by a professional cleaning company, who have systems in place to meet all the requirements of Health & Safety legislation.

If we suspect that someone who may be infected is on site we will take the following precautions

- Move them to an isolated area and call 111
- Ensure they remain 2 metres away from other people
- Use disposable tissues and double bag them for disposal
- Clean any areas which they may have contacted

To protect yourself and prevent the spread of infection

- Wash hands regularly
- Avoid touching your face and eyes
- If you are worried then call 111

Please note that we are not able to offer any refunds in connection with holidays cancelled due to fear, self-isolation or infection in connection with Coronavirus. If you need to cancel your holiday under these circumstances then you should refer to your travel insurance policy.

We look forward to welcoming you on your holiday.

10<sup>th</sup> March 2020

Faircraft Loynes

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