
COVID-19 PROTOCOL

safety & sanitation



WATERHORSE
CHARTERS



HAND SANITIZING ETIQUETTE

Crew and customers pledge to disinfect their hands often and thoroughly with soap and water (or alcohol-based hand sanitizer as an alternative).



EMERGENCY-ONLY PHYSICAL CONTACT

Crew and customers pledge to only approach others closer than 6 feet when absolutely necessary for the activity at hand or if it's an emergency.



ADAPTED BOAT & SHOP PRACTICES

Crew and customers pledge to respect the new shop and boat practices, always keeping their distance from other households and avoiding touching anything that's not essential.



LIFE-SAVING PROTECTIVE EQUIPMENT

Crew and customers pledge to wear face coverings at all times when not in their scuba gear both at the shop and aboard the boats.



TRANSPARENT SYMPTOM REPORTING

Crew and customers pledge to communicate with the management if they, their household members, or people around them appear to be having any COVID-19 symptoms.



HABITUAL CLEANING & SANITATION

Crew and customers pledge responsibility for their personal and scuba gear cleanliness. Crew pledges to follow sanitation procedures and schedule precisely.

● THE BASICS

- Stay at home if you have COVID-19 symptoms
- Wash hands regularly with soap and water (or use 60% alcohol-based hand sanitizer)
- Maintain a social distance of at least 6 feet and avoid direct contact with other people

● THE SPECIFICS

- Wear a cloth face-covering AT ALL TIMES (take it off only before getting in the water)
- Leave all non-essential gear and personal items on the dock
- Pay using a credit card and tip through Venmo instead of using cash
- Stay away from alcohol-based sanitizer if renting Nitrox
- Refrain from touching tank valves and regulator inlets (the crew will do that for you)
- Avoid orally inflating rental BCDs unless it's an emergency
- Don't spit on your mask until you're in the water
- Resist touching anyone else's gear unless it's an emergency

● SCUBA GEAR SANITATION

- Check manufacturer's instructions and recommendations first
- Soak gear for 15 minutes on a solution of 1/3 cup of 1% bleach to 1 gal of water
- Rinse completely with fresh water



**REFRAIN FROM USING SOAPY WATER TO WASH YOUR
GEAR AS THIS MUST BE COMBINED WITH MECHANICAL
ACTION TO BE EFFECTIVE AGAINST CORONAVIRUS**

● **WORK ETHICS**

- Don't come to work if you or someone in your household has COVID-19 symptoms
- Measure your temperature upon arrival and register it on our company app
- Let the management know about customers or crewmembers experiencing symptoms

● **PERSONAL PROTECTIVE EQUIPMENT**

- Wear a protective face covering AT ALL TIMES
- Wash or sanitize your hands after every customer interaction (gear, tanks, etc.)
- Wear gloves when cleaning surfaces and gear

● **CODE OF CONDUCT**

- Don't engage in physical contact with customers unless requested or an emergency
- Ask politely before touching anything that belongs to a customer
- Explain new COVID-19 Protocol to customers in a clear and effective manner



**NEVER USE ALCOHOL-BASED
HAND SANITIZER NEAR ENRICHED AIR
(FILL STATIONS, NITROX TANKS, OR O2 BOTTLES)**

● **SHOP**

- Only one household is allowed inside for check-in, logbook stamps, questions, etc.
- Air & Nitrox fills can be made by appointment or one household at a time (walk-ins)
- Merchandise must be purchased with a credit card (no cash transactions)

● **BOATS**

- One household at a time to board the boat, grab weights, and step on swim platform
- Boat charters will not include food or beverages
- Mask rinse buckets will not be provided

● **SCUBA GEAR**

- Customers should care for their personal gear at home before and after trips
- Regulators must be rented with a purchase of a personal mouthpiece
- Rented gear shouldn't be tried on unless strictly needed (if tried on, it'll be washed)



BE CONSIDERATE OF OTHERS AROUND YOU, EVEN IF
YOU DISAGREE WITH SOCIAL DISTANCING PROTOCOLS

sanitation procedures & schedule

● PROPER DISINFECTION - SURFACES

- Make sure you have soap spray, 1% bleach spray, disposable gloves, and wipes in stock
- Clean frequently touched surfaces with soap as per schedule
- Disinfect frequently touched surfaces as per schedule

● PROPER DISINFECTION - RENTAL GEAR

- Refill rinse buckets with soap and 1% bleach ($\frac{1}{3}$ cup for 1 gal of water) before rinsing
- Let gear sit for 15 minutes on the mixture
- Rinse gear with freshwater completely and hang to dry

● DISINFECTION SCHEDULE

- **Boats:** 4x per trip (once before, twice during, once after)
- **Shop:** 3x per day (opening, trip changeover, closing)
- **Rental Gear:** 1x per day (end of the day)



GIVE MASKS, SNORKELS, REGULATORS, AND BCD ORAL
INFLATORS A SPECIAL DISINFECTION ATTENTION

frequently touched surfaces

● HUMBOLDT

- **Bathroom:** Doorknobs, locks, toilet, flush, countertop, sink
- **Galley:** Tables, counter, sink
- **Decks:** Fill valves (7), top, side, swim step, and ladder railings

● CAMARÃO

- **Berth:** Doorknobs, locks, toilet, flush, berth side railings
- **Galley:** Surface, cabinet and drawer doors
- **Deck:** Side, swim step, and ladder railings

● SHOP

- Doorknobs, locks, fill station
- Live-edge table, staples
- Countertops, pens, and tablets



WHILE WE WISH NONE OF THIS WAS NECESSARY, THE
HEALTH OF OUR CUSTOMERS AND CREW IS OUR
UTMOST PRIORITY.

THANK YOU FOR STICKING WITH US!