



Canoeing The Grand is taking the following steps to ensure safety to all staff and customers.

#### General:

- All trips will be pre-booked and paid via e-transfer the day before. Trips and trip times will be limited as the stages of opening occur. Our soft opening will occur on June 12 unless new restrictions are put into place. We will be setting limits on seats and keeping strict distance measures to ensure safety of all.
- There will be a waiver and Covid questionnaire that all guests will sign and these are available on line. Signed forms must be brought to CTG office on the day of the trip.
- In addition to the recommendations of sunscreen, hat, water, snacks all passengers must have a **mask**, and their **own hand sanitizer**.
- Staff/guests will have temp taken upon arrival. Any guest with temp higher than 100.04 upon arrival will not be permitted to go on the trip. There will be no refund but a full Gift card for the value of the missed trip will be offered.
- All check-ins will be conducted outside in the temporary open office. Staff and guests will wear masks (**self provided**) while in any of the public areas/ equipment areas or close to office/gear areas and observe social distance in addition to these steps. (signs will be posted)
- Office entry if deemed to be necessary will be limited to one guest at a time, and staffed by only one same staff per shift.
- All guests will sanitize hands prior to being provided equipment, upon entry to shuttle and exit from shuttle.

- Safety talks, group meetings will be conducted outside, all gear will be handled out of doors masks on.
- Guests will wear face shields (provided) over their **self provided mask** when in shuttles. No shield, and mask, no service, no exceptions.
- Conversation in shuttle will be kept to a minimum.
- Only staff will open and close the shuttle doors.
- One driver per shuttle per shift, with sanitizing between trips.
- Food and Water sales will be discontinued for the month of June.
- Staff and guests will have to bring their own water bottle, no bottles/gym bags or personal items are to be left in the vans.
- Staff will not take garbage from guests. Guests will be responsible for their own waste disposal.
- Absolutely no food or drink to be taken for consumption inside offices, staff area or shuttles. All consumption will be outside of indoor spaces
- The hand sanitizing stations will be located outside of the main office, in the porta-potty area and near the gear storage spaces.
- Porta-potties/washrooms will be sanitized midday and at the end of day by staff. Face shields worn.
- Water bottles/coolers will be handled by their owner only, and will be stored in the back area of the van, staff will not store bags/clothing in shuttles.
- Coolers and dogs will be placed in the back of the shuttles and handled by owners only.
- CTG staff will set boats up and do the heavy lifting but passengers will enter and exit without staff assistance.
- As others enter/exit water please wait to allow space between for the safety and comfort of all. Put your mask on prior to exiting the canoe/kayak/tube and while “checking in and out”, both while returning gear and while taking it to the sanitation areas.
- Staff will get canoes from the water's edge but all passengers must check out, take all of their own garbage from the canoe, and take their own equipment (paddles/jackets to sanitation areas).

- Safety kits are not for phone/key storage. They are very difficult to sanitize, thus we ask that they not be used except for an emergency. If they are opened there will be a purchase charge of 12.00 and they can be taken home
- Guests will deposit paddles and life jackets to designated spots.
- All trips will be pre-paid the night before. If the trip is cancelled due to us we will fully refund your money or give you a gift certificate. If cancelled after payment or no show (24 hours before) there will be no refund.
- All trips are self guided. In the past we have sometimes picked up customers at mid point etc. We will no longer do this, so we ask that you choose both your trip and your boat choice wisely in order to get back in time.