



Greetings from Bruce Belcher's Daintree River Cruises,

We are open as of the 1st of July

Following our COVID-19 hibernation Bruce Belcher's Daintree River Cruises have made and are implementing some changes to business operations to comply and ensure a safe work environment throughout the pandemic.

During the COVID-19 pandemic we are taking additional steps to make sure everyone can stay healthy and safe when you visit.

It is especially important that you inform us in advance if anyone in your household is unwell, or self-isolating because they are at risk of becoming unwell, with COVID-19.

Unfortunately, due to strict public health requirements you will be unable to attend if anyone in your household is unwell or in self-isolation. We will of course treat this information in strict confidence and will be happy to reschedule your tour for another time.

- Work-related violence in response to new physical distancing measures (or for other reasons) will not be tolerated

Trading Hours/Location

7 days a week 9am to 5:30pm

2856 Mossman Daintree Road, Lower Daintree QLD 4873 – See our location on Google Maps!

Tours

Please be aware some business products or services are currently not available including binoculars.

Business practices altered where necessary.

Delays in departure times are expected to ensure routine cleaning of vessels is undertaken.

Reservations/ Checking in/ Pre-screening – Please note online bookings are preferred to avoid disappointment.

Bruce Belcher's Daintree River Cruises is considered a group experience & social distancing cannot be accommodated on the vessels. On request masks are provided to customers, upon check in. When you make a booking, you are consenting to participate without social distancing. If for reasons a customer is unaware of this before the tour and does not want to participate a full refund will be applied.



Be prepared to leave your contact details for tracing purposes. Upon check in you will be required to complete our **Covid Questionnaire Contact Details Form** before boarding at front desk.

Takeaway Aussie Lunch Cruise

- If you have booked the **12pm lunch cruise**, please note that we have stopped food intake in our café area and food must be takeaway

Seating areas and other shared areas on Premises

We have implemented measures such as capacity signs in all shared areas on the premises to provide 4 square metres of space per person (to achieve the maximum space per person and maximise the physical distancing of patrons and staff), with at least 1.5 metres between tables to keep groups of patrons apart from each other.

Vulnerable customers/Disabled/ Vision Impaired Guests

Vulnerable customers (those who are identified as 'at-risk') are recommended not to attend the premises until QLD Health advises it is safe to do so.

Vulnerable customer who are comfortable attending the premises are advised to take their own additional safety precautions and are notified that the business cannot guarantee their safety

Support person needs to accompany customer with impairments

What Bruce Belcher's Daintree River Cruises is doing

You might also like to know about the measures Bruce Belcher's Daintree River Cruises has taken to manage the risks of exposure to COVID-19 on the premises.

These include

Implemented social distancing requirement markings on floors

Implemented designated entry and exit points

Created new tour times to prevent queuing

Staff training and briefing

Routine cleaning of all workstations



Indoor and outdoor areas measured and calculated to abide with social distancing – Signs placed in areas to reflect this

Placed signage about physical distancing around the workplace. This will help remind workers and customers of the risks of COVID-19 and the measures that are necessary to stop its spread.

What you can do

It is important to us to be able to continue to provide our regular service to customers during these times.

Please help us to manage the *risks* to the health and safety of our staff and other customers by cooperating with the measures we have outlined above and at the premises.

This includes frequent hand washing, covering your nose and mouth when you need to cough or sneeze with the crook of your arm or clean tissue and observing rules for physical distancing. Touch and go payments are preferred and we ask for you to help us in stopping the spread by **limiting your time at our premises**.

- Work-related violence in response to new physical distancing measures (or for other reasons) will not be tolerated.

To create a safe work environment for everyone and to stop the spread we are complying with a Covid Safe Plan under Tourism and Accommodation sector.

We appreciate your valued custom of the many years and we thoroughly look forward to having you back onboard Bruce Belcher & Son Daintree River Cruises.

Kind regards,

Bruce Belcher, family and all team members