

# White Rock Sea Tours and Whale Watch Vancouver COVID-19 Procedures

White Rock Sea Tours and Whale Watch Vancouver is dedicated to the safety and well-being of our guests, so we are taking extra precautions for our staff, crew, and our passengers. Please note that we are working within [Transport Canada's guidelines](#) and are closely monitoring updates by the government and health authorities as well as enhancing our cleaning procedures on our vessels and office.

Please note the new procedures that we have in place:

## **Booking**

All bookings are done online at [whiterockseatours.com](http://whiterockseatours.com) and payment is made through FareHarbor. Please note that we do not accept onsite payments. Prior to joining us, please ensure that you've complete our online waiver.

## **Checking in**

Please check-in at our office located at the Crescent Beach Marina, 12555 Crescent Road, Surrey. Please wait outside of the office and one of our team members will be happy to assist you. All waivers should be completed online prior to checking in. We ask that all guests remain outside of the office; however, if required, only one guest is permitted in our office at a time. The onsite bathroom is available for handwashing and there is hand sanitizer available onsite for use prior to embarking and immediately upon disembarking the vessel.

Suits are distributed one at a time. According to [Transport Canada's COVID-19: Guidance Material for Passenger Vessel and Ferry Operators](#), when social distancing can't be achieved, each passenger is required to wear a face mask, so we ask that all guests bring their own face masks to wear during the trip. We will also have masks available. We limit the capacity to 12 guests, as per the provincial regulations.

## **Sanitation**

Please note that all high touchpoints including office area and the vessel's benches, bars, bathroom, and dash are thoroughly sanitized prior, during, and after each trip. Suits are sanitized and quarantined after the trip. Sanitizer is available for all guests on board the vessel.

After the trip, a team member will collect each guest's suit one at a time and each suit is cleaned and quarantined. The vessel and office are cleaned and sanitized after every trip. Please note that our departure and arrival times will be staggered to ensure the safety of our guests.

If you have any questions regarding this policy, please contact us at [whiterockseatours@gmail.com](mailto:whiterockseatours@gmail.com).