

GATEWAY CLIPPER FLEET COVID-19 POLICIES AND PROCEDURES

Our Valued Passengers:

The Gateway Clipper Fleet Family welcomes you all back to sailing the Three Rivers. Over the past few months, our world has been rocked by the unprecedented Covid-19 outbreak and the affect that it has had on families, communities and businesses. While we begin to navigate a path back to normalcy, all of us want you to know that our number one priority is the **safety of our passengers and crew.**

We will do everything in our power to provide safe and fun cruises on our beautiful 3 Rivers. We ask for your cooperation during this “Re-Opening” and we ask that you work with us by following our policies and procedures while on the dock and on board a cruise. We ask for your patience and understanding as we determine what procedures work best. Remember, we are all in this together! Again, we can’t wait to provide you with a wonderfully memorable cruise on the Three Rivers.

Sincerely,

Terry Wirginis
President and Owner
Gateway Clipper Fleet

Safety Policies and Procedures

The Gateway Clipper Fleet is following all the stated policies and procedures that have been determined by the State of Pennsylvania, Center for Disease Control (CDC), the Pennsylvania Department of Health, the Allegheny County Department of Health and the United States Coast Guard. The Passenger Vessel has also provided us with guidance and directives to efficiently and effectively open with all safety procedures in place.

- All Gateway Clipper Fleet Crew are required to wear facemasks in the presence of passengers.
- It is recommended, but not required, that our passengers wear facemasks.
- All Gateway Clipper Fleet Crew will be required to frequently wash hands and use hand sanitizer.
- Sanitizing Stations will be available on premise for all guests to utilize.
- All Gateway Clipper Fleet Crew will be following social distancing guidelines whenever possible.
- All Passengers should adhere to social distancing guidelines and stay at least 6 feet away from other guests.
- If you are sick, running a fever or are symptomatic in any way, we ask that you do not join us on a cruise. We will reschedule you to a future date.

Suggested Reservation and Boarding Procedures

- We strongly recommend that you purchase tickets in advance. Tickets can be purchased at www.gatewayclipper.com or by calling our reservation sales team at 412-355-7980.
- We know that a photo commemorating your visit is a wonderful souvenir, again we strongly suggest that you pre-purchase your photo package at your time of reservation via our website or by phone.
- If you choose to purchase tickets on premise, we ask that you adhere to all social distancing guidelines. Please follow all marked pathways and recommended stop locations when approaching the ticket office for purchase. Please make sure that there is at least 6 feet of distance between you and any other guests.
- To provide a non-contact boarding process, we ask that all passengers print their tickets prior to arriving.

Cruise Procedure Changes

The Gateway Clipper Fleet will operate at a reduced capacity on all scheduled cruises until further notice. We will provide seating on both the interior and exterior decks. We ask that all passengers follow all seating guidelines that are put in place on all cruises.

Sightseeing, Dance and Kids Cruises:

- Designated seating areas are available on both the interior and exterior decks that allow for the proper social distancing practices. We ask that all Passengers **ONLY SIT IN THE DESIGNATED AREAS.**
- If you choose a seat on an interior deck, we ask that you remain seated whenever possible
- When moving around the vessels, we ask that you follow all social distancing guidelines.
- Our bars and snack bars will be open for purchases. A marked and stanchioned path will be in place so that all passengers will be able to efficiently and safely place their order.

Dining Cruises:

- Designated seating areas are available on both the interior and exterior decks that allow for the proper social distancing practices. We ask that all Passengers **ONLY SIT IN THE DESIGNATED AREAS.**
- The practice of interior reserved seating will continue for all dining cruises. We will assign specific tables for seating to ensure appropriate social distancing. We ask you remain seated whenever possible when inside the vessel.
- All the selection on our dining stations will be covered with plexiglass lids that will not be removed.
- Once you arrive at the dining stations, crew members will be serving the food so that there is no contact with any utensils. All crew members will wear masks and gloves while serving. If you would like to revisit the dining stations, we we ask that you always take a new plate.
- Some items may be pre-packaged for safety and convenience.
- Our full-service bars will be open for purchases. A marked and stanchioned path will be in place so that all passengers will be able to efficiently and safely place their order.
- For your convenience, a drink menu link can be found on your reservation confirmation that shows our bar selections. Also, at your table there will be a QR code that you can scan to see the selections so that you may determine your drink choice prior to visiting the bar.
- If you do not want to visit the bar during your cruise, there is the option to pre-purchase wine during the reservation process. The bottle(s) of wine will be placed at your table prior to your arrival.
- We will try all provide all the items listed on the stated cruise menus. However, due to circumstances beyond our control, we may need to substitute menu items.