

Dear Customer,

## Lockdown v.2 – 5/11/20

Issues regarding the SAR-CoV2 virus, and the controls put in place by National Government and local Authorities continue to affect us all. As always, there is a general duty of care of us all to maintain vigilance, protect ourselves and others. We continue to monitor and manage the situation to adhere to statutory requirements. In that regard, and our general responsibilities to staff, customers and the public, we provide our own reasonable guidelines in this matter.

Typically we may have on average six or so customers on boats during the day; but hardly ever more than ten. As of this morning, we have had 22 customers asking for access. 'Lockdown' does appear to be interpreted by people in many ways. We sympathize with this, for many reasons. But, we ask you to understand that we have to address many different objectives.

What is clear is that the advice or guidelines given by Authorities and trade associations do not provide a clear framework for certain businesses. In many cases there is no clear message, and much reference to 'essential', without adequate explanation. With that in mind, I summarise our current policies below.

### For Clarity:

The Boatyard is currently **OPEN** for the following permitted/essential/business purposes:

- Craning boats to/from the water; to/from transport where allowed, when essential
- For permitted activities by M5Marine, Pixie Canvas, sub-contractors...
- Security, protection, and care of customer's boats

The Boatyard is **CLOSED** to the general public and storage customers wishing access to their boats for non-essential purposes. If customers have a requirement to visit, then they must simply seek prior authorisation from me, in writing/email. I will then manage the visit. There is no problem with this. But if we can do anything for you, which mitigates the requirement for your travel, then this must be the first approach. Customers will be politely refused entry if they just turn up.

We will review this on an on-going basis. When we consider the guidelines permit general access to the Yard, we will then re-introduce the online booking-in system from earlier in the year. We aim to do so as soon as practical and safe. We thank you for your patience in this matter.

**Many customers have requested engine winterisation/servicing. We are prioritising this work. Some customers may not this. It is essential. If you have not arranged this, then please drop me a line, and we will get it done asap.**

For now, we are simply taking stock of the situation. I expect early next week we will be able to provide some better guidance. We appreciate your understanding and patience.

If there are any questions, please contact me – [simon@retreatboatyard.com](mailto:simon@retreatboatyard.com)

Simon Reader

Director

<https://www.gov.uk/guidance/new-national-restrictions-from-5-november>

### YARD SERVICES

#### STORAGE

#### MOORINGS



### SHIPWRIGHTS

#### REPAIRS



### ENGINEERING

#### DEALER



### SALES/PARTS

#### DIAGNOSTICS

