

Coronavirus Info (COVID-19):

Staying Proactive

Scenic River is taking the necessary actions to help prevent the potential spread of the coronavirus. We will monitor coronavirus developments on a daily basis for updates from local, state, and federal public health agencies and local jurisdictions. Scenic River is taking guidance from the Centers for Disease Control and Prevention and also our local public health department.

Temporary Changes During COVID-19:

Rental Equipment Restrictions:

1. Reservations must be made online via our website. The reservations are of staggered timing in order to limit contact between the customer and staff.
2. Rental equipment is limited to Single-Person, sit-on-top style kayaks only (No Multi-person boats). This will ensure safe social distancing and effective disinfecting.
3. Rentals are limited to adults only (ages 18+). Children and minors will not be permitted to participate.
4. Dogs will not be permitted.
5. Scenic River is offering one trip option for less customer interaction, all other trips will be closed.

Building Restrictions:

1. Upon approach of the check-in building, customers will enter a clearly marked walkway with social distancing signs as a reminder to space out. Markings on the walkway will also be a reminder to customers, in line, to keep distanced. Customers will be limited to a maximum of 4 at any given time in our open-air building. The floor will be clearly marked as to where they will be permitted to stand. There will be a "sneeze guard" barrier along the counter to protect our staff & customers. The Release of liability waivers can be printed from website by the customer to limit contact with staff. We will be suggesting to the customer to print their waiver ahead of time and bring in with them. If the waiver is signed at the livery, the customer will be asked to place their waiver in a box so our staff will not be in contact with it. Each customer shall receive a new, sterile pen for signing. Pens are sterilized between uses. When the staff will be checking the ID and receipt of the customer, it will not be necessary for our employee and customer to have physical contact with one another. Our staff will view them signing the waiver thru the "sneeze guard" plexiglass. They will easily be able to practice social distancing. Also, we are looking into the possibility of enabling the customer to "e-sign" the release of liability waiver on our website.
4. If a purchase is made from our retail store, the staff will wear new gloves when in contact with the customers form of payment.

Bus Restrictions:

1. Upon approach of the bus, customers will enter a roped-off walkway that is clearly marked with social distancing signs. Multiple signs will be seen as reminders of practicing social distancing.
2. We transport our guests on 84 person rated passenger buses. The passenger buses will be limited to thirty-five percent capacity at all times. There will be limited seating due to multiple seats will not be available to passengers. The seat located behind the driver will not be available. Seating will be in a staggered and in an every-other seating arrangement.
3. We have a First on, Last off policy. Passengers will board the bus only after the operator has exited. Passengers will be instructed to begin seating at the rear of the bus first, finishing with the forwardmost seat that is on the entry-side of the bus, away from the operator. Upon reaching the launch-site, passengers will be instructed to remain seated until the operator has exited the bus. Exiting will begin with the passengers nearest the door and ending with the passengers that are seated in the rear seat.
4. Windows will remain open during transport to create air flow ventilation.
5. For the health and safety of passengers and our operators, passengers are to stay behind the white line. If there is a question, passengers are to speak loud enough that the operator can hear them while remaining behind the line.

Instructions will have been given to the passengers prior to their boarding of the bus.

7. Our bus seats provide a 40" barrier for the passengers.

8. The transport ride to the launch-site takes approximately 15 minutes due to it is only 8 miles in length.

9. Upon exiting the river, customers will be directed to their car. There will not be any things of interest at the livery that would entice anyone to stay. Example; no food truck, picnic area, corn hole games, sand volleyball, etc.

Specifically, here is what Scenic River is additionally doing:

1. In addition to our daily rigorous cleaning of our buses, we will be applying a sanitizing disinfectant that kills the coronavirus to all surfaces inside buses, on kayak surface, paddles & around the facility. This disinfectant is effective at killing the coronavirus. Restrooms will be cleaned often throughout the day.

2. Life Jackets will be washed with an EPA certified cleanser that is effective in the killing of the COVID-19 virus. The lifejackets will be thoroughly dried prior to reuse.

3. Scenic River will be providing hand cleansing availability to customers, bus drivers, employees and administrative employees at all workplaces. Soap and hot water will be available at the livery's restrooms. Hand sanitizer will be available to all employees at all work stations.

4. Staff will be required to practice social distancing in all workplaces.

5. Staff temperatures will be monitored daily, upon arrival prior to clocking in. We will presume that someone is positive when; 1. 7 days from symptom onset (if asymptomatic- 7 days from date they were swabbed). 2. They must have 72 hours without a fever (100.4) and not using fever reducing medications. They will be required to have documentation of 3 consecutive days of temperature readings that they self-track. 3. Resolving symptoms- improved respiratory symptoms, returning close to baseline (this will be subjective and we will use our best judgement). We will consult the Hamilton County Health Department.

6. Close gathering areas will be closed (The Food Truck, food court and picnic areas).

7. We will NOT be renting canoes, rafts, tandem kayaks or tubes in order to not promote the practice of social distancing. They may be problematic to provide a complete disinfecting and require more contact by staff.

8. The 8.5-mile trip will be the only trip option available. All other trips will be closed. This will provide approximately 16 miles of beaches for guests to be able to practice social distancing.

9. Social distancing will be reminded to customers thru multiple signs at the livery's parking lot, check-in, bus boarding and launch site. There will also be numerous signs placed along the river on properties owned by Scenic River. Practicing social distancing is also stated on the website, trip purchase receipt and release of liability waiver. It will also be reminded during pre-boarding of the bus.

10. Hand sanitizer will be made readily available in high-traffic areas.

11. To avoid the gathering of groups in the parking lot, Scenic River will have signage, in addition to staff "policing" the grounds.