

INFORMATION

# BATORAMA

RIVER BOAT TRIPS



# BATORAMA CARE

Charter

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## Charter

**BATORAMA\CARE\*** is BATORAMA SAS's health plan for the resumption of its activities after the confinement period. This plan is composed of two parts, one for EMPLOYEES and one for CUSTOMERS, and takes the form of a charter.

(\*) BATORAMA CARE = BATORAMA takes care of you.

## 1. GENERAL MEASURES

BATORAMA ensures the application of the guidelines and recommendations set out by the public authorities to fight against Covid-19 with regard to both the visitors it receives and the protection of its employees, including the National Deconfinement Protocol for businesses to ensure the health and safety of employees, the joint deconfinement protocol for the waterway transport of goods and passengers, Decree no. 2020-548 of May 11, 2020 on the general measures required to respond to the Covid-19 epidemic, and the prefectorial order of May 19, 2020 authorizing the resumption of recreational boating and nautical activities on the inland waterways of Bas-Rhin during the state of health emergency.

BATORAMA has appointed someone to oversee the application of the Covid-19 measures. For customers, this person can be contacted via the email address [covid@batorama.com](mailto:covid@batorama.com). Compliance with the health measures is ensured by the supervisory staff and all staff in contact with visitors.

The measures implemented by the **BATORAMA\CARE** charter have been validated by the independent company ATRISC.



These measures will be issued the Alsatian, GrandEst or national health safety label once it has been put in place, and will be adapted to reflect any new requirements that will be developed.

The **BATORAMA\CARE** measures have been widely disseminated in both digital and physical format on all of our sites.

The **BATORAMA\CARE** charter can be viewed on the BATORAMA website at the address [www.batorama.com/batorama-care-covid-19](http://www.batorama.com/batorama-care-covid-19).

On all pages of the websites [www.batorama.com](http://www.batorama.com) and [shop.batorama.com](http://shop.batorama.com), a **BATORAMA\CARE** Charter pop-up will be displayed with a clickable link to the charter. This ensures that all customers can easily access the charter and read it on the website.



## 2. MEASURES SPECIFIC TO VISITOR RECEPTION

BATORAMA strongly encourages all of its customers to purchase their tickets via the online store <https://shop.batorama.com>. To simplify the purchasing process, BATORAMA has developed a system that does not require an account to be created. All internet tickets will be accompanied by a second page presenting the BATORAMA CARE charter and its main measures, with a URL to the complete charter.

BATORAMA also undertakes to put all information required by its customers online so that they may limit physical contact with BATORAMA employees, whether in the shop, on the docks or aboard the boats. All of our digital resources (websites, social networks such as Facebook, Twitter and Instagram, as well as emails and SMS) will be deployed to inform BATORAMA customers in real-time, while complying with the GDPR.

### 2.1. BATORAMA TICKET PURCHASES

**BATORAMA uses a multi-channel system to sell its tickets:**

- BATORAMA Store at 18 place de la Cathédrale, 67000 Strasbourg
- Automatic kiosks
  - 4 on the side wall of the store
  - 2 on the docks
- Online store <https://shop.batorama.com>
- Phone booking for professionals at 03 69 74 44 04

**All of these channels will continue to be used, with the following adaptations:**

- Digital purchasing will be encouraged
- Store circulation pathways will be organized
- Kiosk circulation pathways will be organized

#### 2.1.1. IN-STORE PURCHASES ~~~

##### 2.1.1.1. Pathways

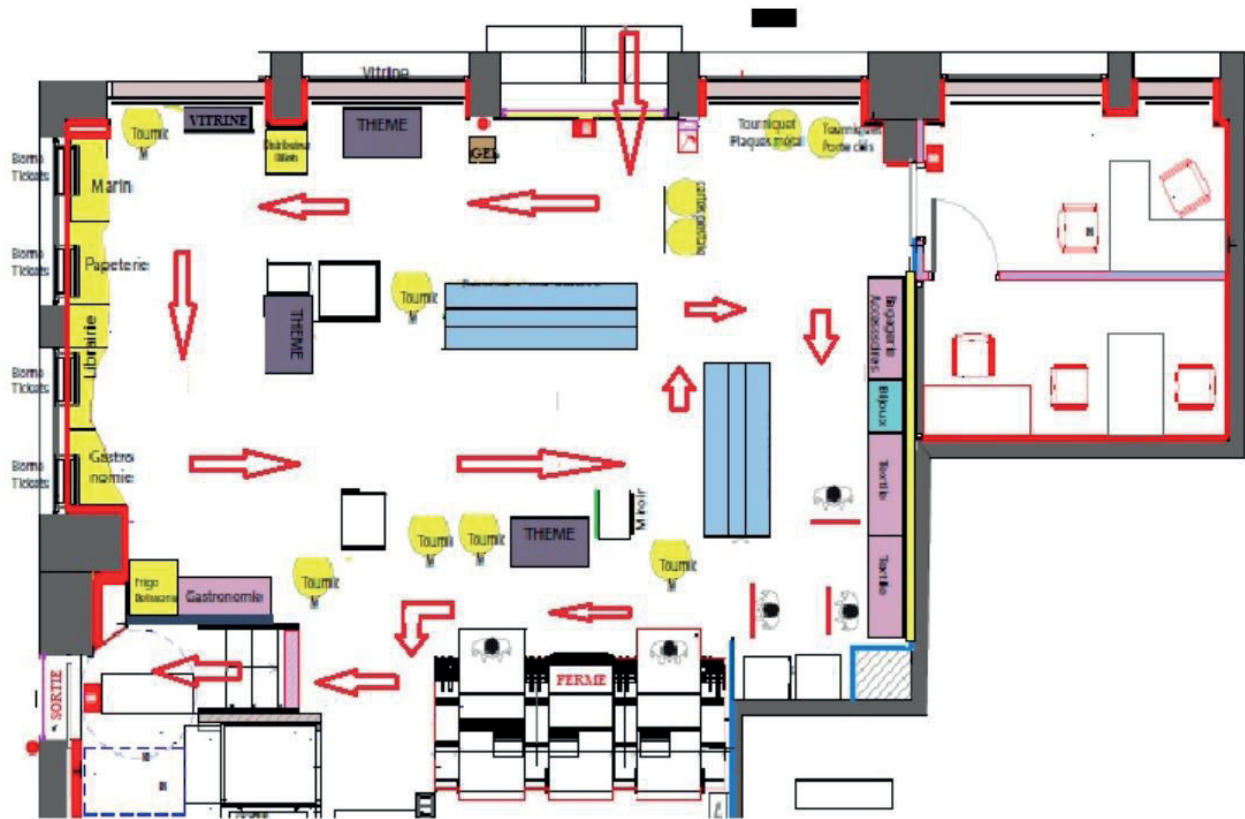
In the context of the BATORAMA CARE charter, BATORAMA has redesigned the layout of its store to facilitate physical distancing and limit the risk of contamination.

BATORAMA customers are invited to enter the store via the main entrance at 18 place de la Cathédrale. The automatic door will be programmed to only open from the outside. It will no longer open for customers already inside the store, although the emergency open button will of course remain operational. A «BATORAMA — ENTRANCE» sticker will be placed on the outer face of each door. On the inner face of each door, a «wrong way» sticker will be placed to tell customers that they cannot exit through these doors.

Inside the store, the furniture has been used to create a one-way path towards the kiosks. Markings placed one metre apart will indicate the physical distance to maintain. Once they have completed their purchases, customers will exit the store through the side door onto Passage de la Cathédrale. The inner and outer faces of the automatic door will bear a «BATORAMA — EXIT» sticker. The automatic door will be programmed to only open to exiting customers.

**When a visitor enters the store, he or she will find on the left-hand side:**

- A pedal-operated hand sanitizer dispenser
- A sign with the most important measures of the BATORAMA CARE charter, including
  - The link to view it on our website and a flash code that links to it
  - A request to handle souvenirs as little as possible before buying them
  - A reminder of correct behaviour
  - An invitation to use contactless payment if possible
  - A reminder that the toilets on the boats will be closed during the Covid-19 period



### 2.1.1.2. Checkouts

The BATORAMA store is equipped with 3 permanent checkouts and one mobile checkout. The mobile checkout has been eliminated. Of the 3 permanent checkouts, laid out in a line, only checkouts 1 and 3 are open, in order to maximize physical distancing between customers. Generally speaking, only one checkout will be open unless the visitor volume requires the second checkout to be opened to speed up checkout. The checkouts are protected by an 8mm polycarbonate barrier equipped with a hygiaphone.

We encourage contactless payment (mobile phone, bank card). Since May 11, the contactless payment limit has increased from 30€ to 50€. The contactless payment recommendation is repeated on the screens located above the checkouts.

BATORAMA now accepts contactless payment solutions via smartphone such as ApplePay, GooglePay and SamsungPay.

The payment terminal is on the customer's side for contactless payment, as well as a tablet on which certain contractual documents can be signed.

#### The polycarbonate barrier has two openings:

- A 5 cm high opening at the bottom
- The hygiaphone

The first opening enables the sales advisor to carry out minimal exchanges with customers (cash transactions if the customer does not use a contactless payment method, delivery of the boarding ticket, invoice or receipt, etc.).

In order to limit document exchanges, BATORAMA no longer accepts or distributes documentation other than that produced by itself or its partners in the context of joint commercial projects. BATORAMA documentation is freely available to the right of the shop entrance, on a display stand. Above the display stand, there is a sign bearing a reminder that all of the documentation, as well as other information, can be found at [www.batorama.com](http://www.batorama.com).

In the case of souvenir purchases, the sales advisors do not handle the items selected by the customer. The customer presents the product with the bar code facing the sales advisor, who scans it through the polycarbonate barrier.

### 2.1.1.3. Special measures for audiophone/audioguide rentals

BATORAMA offers an audiophone solution to equip guided groups with a communications system. This solution makes it possible to maintain the required physical distancing for groups visiting Strasbourg.

These devices are distributed via the checkout for Persons with Reduced Mobility (PRMs). Customers are encouraged to book them in advance to enable BATORAMA staff to prepare them.

- Preparation in single-use paper bags (an individual earpiece is provided that customers are invited to keep for other uses. We recommend that customers use their own listening devices if possible. Each bag contains a number of earpieces corresponding to the number of people in the group. Unused earpieces should be returned in their original packaging.)
- Handover to the customer by properly equipped BATORAMA staff (mask and gloves)
- Returns in the same conditions. All earpieces returned outside their original protective packaging will be thrown out.
- Equipment is disinfected before being stored away.

The same process applies for physical audioguides used for visits to the Strasbourg Cathedral.

### 2.1.1.4. Cleaning/disinfection plan

#### 2.1.1.4.1. Cleaning service

BATORAMA uses a cleaning service that carries out its work every morning before the store opens. BATORAMA enhances its cleaning service's work by including disinfection services with the use of virucidal products. The cleaning service has also signed a special Covid-19 prevention plan to ensure that it and its staff understand the health issues at stake and the required work quality and that they comply with the health safety conditions designed to protect both the cleaning service's staff and that of BATORAMA.

#### 2.1.1.4.2. BATORAMA Staff

BATORAMA's staff takes part in store cleaning/disinfection operations throughout the day.

- Every hour: disinfection with disinfecting cloths of the handrails, railings, hand sanitizer pedal dispenser, and door handles.
- Every half-hour: disinfection of the client side of the checkouts: the surfaces of the counter, payment terminal and signature pad, the protective barrier, the edges of the boarding card and audiophone openings
- Whenever necessary: the PRM lifting platform and any visibly dirty area
- When taking over the checkout: complete disinfection of the workstation.
- On breaks: complete disinfection of the workstation.
- At the end of each shift: complete disinfection of the workstation.

## 2.1.2. PURCHASES AT THE AUTOMATIC KIOSKS ~~~

### 2.1.2.1. Automatic kiosks at the store

BATORAMA has 4 automatic ticketing kiosks on the side wall of the Place de la Cathédrale store. In the context of the **BATORAMA CARE** charter, only two of the 4 kiosks will be in operation to maintain physical distancing. Kiosks 1 and 4 (kiosk for PRMs) are in service.



With the public domain occupation service of the city of Strasbourg, BATORAMA will place signage on the ground, if possible, to enable physical distancing in front of the automatic kiosks.

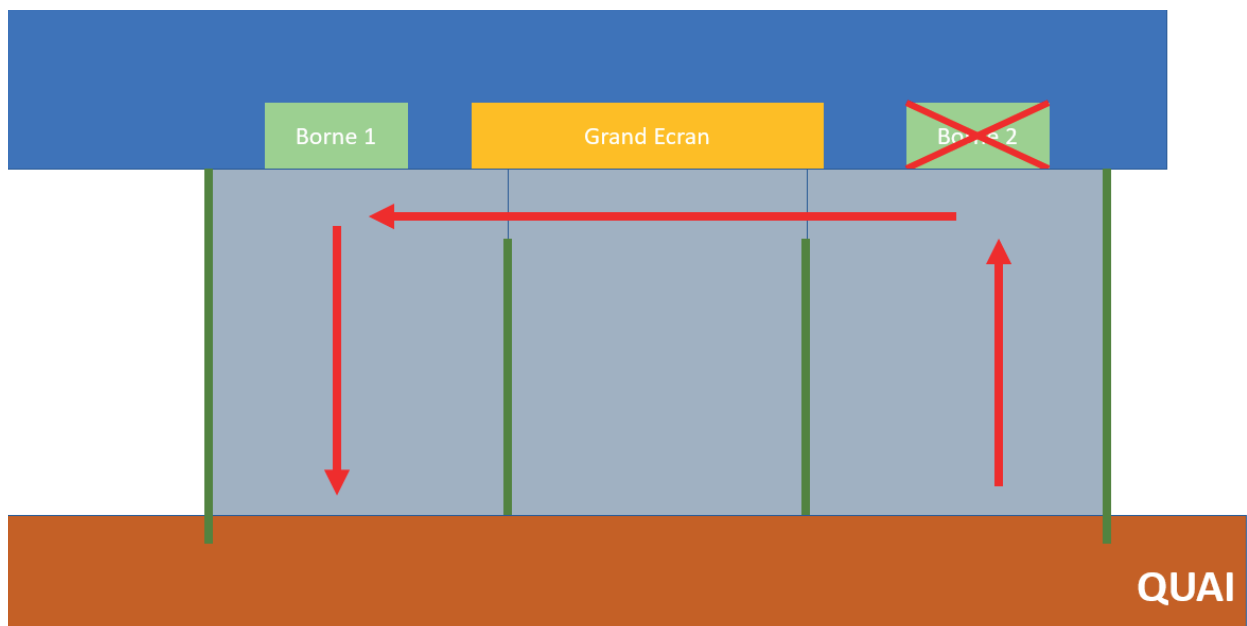
During the store opening hours, the automatic kiosks will be disinfected every half-hour by BATORAMA staff.

### 2.1.2.2. Automatic kiosks on the docks

BATORAMA has two automatic kiosks installed on a small boat on the dock by Place du Marché aux Poissons.

In the context of the **BATORAMA CARE** charter, BATORAMA will only make one of these kiosks available in order to ensure physical distancing between its customers. The walkway will only be accessible to a single customer at a time.

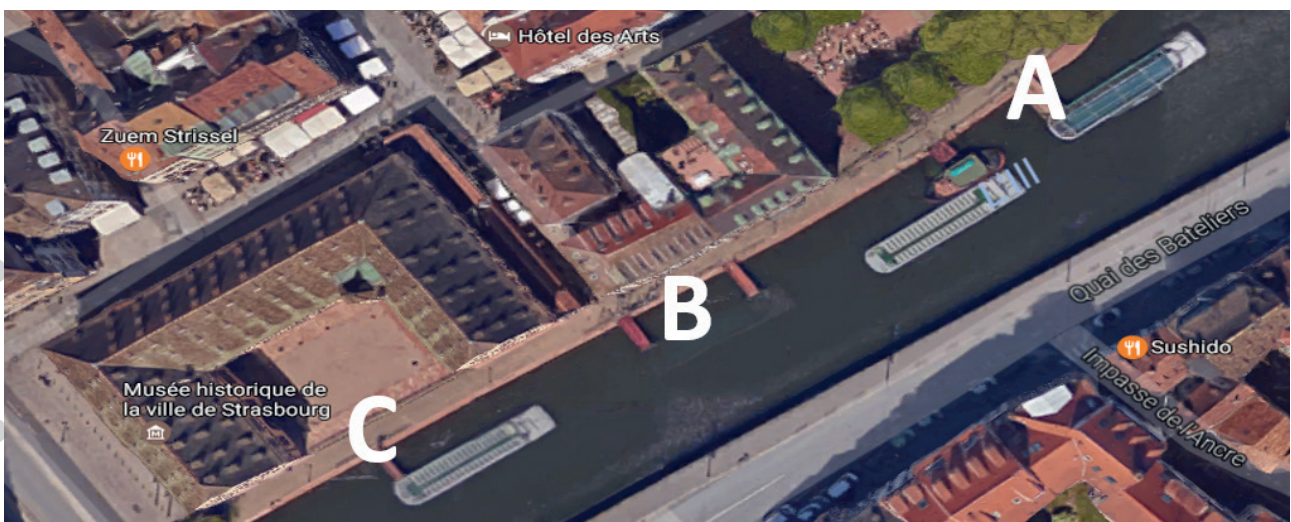
With the public domain occupation service of the city of Strasbourg, BATORAMA will place signage on the ground, if possible, to enable physical distancing in front of the automatic kiosks.



The automatic kiosks and handrails are cleaned by our cleaning service in accordance with the sanitary best practices put in place by BATORAMA. This will take place at least once per hour during the times at which the boats are docked.

## 2.2. VISITOR TRAFFIC ON THE DOCKS AND IN THE SURROUNDING AREA

In order to limit intersecting flows on the docks and minimize contact between visitors, BATORAMA is changing the way the three boarding pontoons are used.



Until activity goes back to normal, pontoon A will be reserved for disembarking visitors. They can reach Place de la Cathédrale by following the pedestrian pathway to Place du Marché aux Poissons and then taking Rue des Rohan.

Pontoons B and C are reserved for passenger boarding.

With the public domain occupation service of the city of Strasbourg, a pathway will be put in place, if possible, to avoid intersecting visitor flows:

- Arrival to pontoon B via Place du Marché aux Poissons and the stone staircase.
- Arrival to pontoon C via Rue du Maroquin and the staircase of the Petite Impasse des Bouchers.



Physical distancing signage will be placed in front of each pontoon, if possible, jointly with the public domain occupation service of the city of Strasbourg. Passengers over 10 years of age are asked to wear masks on the docks, in the queue and aboard the boats.

## 3. BOAT-SPECIFIC MEASURES

In the context of the **BATORAMA CARE** charter, BATORAMA undertakes to comply with all legal requirements and the recommendations of the professional association E2F (Entreprises Fluviales de France).

### 3.1. PERSONAL PROTECTION EQUIPMENT

- Crews will be equipped with masks and gloves and have access to hand sanitizer and disinfecting wipes.
- In accordance with article 4, paragraph 4 of Decree no. 2020-548 of May 11, 2020 stipulating the general measures necessary to respond to the Covid-19 epidemic in the context of the state of health emergency, and with article 1 of the prefectural order of May 20, 2020, we ask that all clients over 10 years of age present themselves for boarding equipped with masks. Anyone not wearing a mask will not be allowed to board the boat.
- BATORAMA sells surgical masks in its store and on its website.
- The masks are sold at cost price.
- Masks sold in the store are delivered in the store. Masks sold online are delivered in the store on presentation of the collection voucher at customer service.
- Hand sanitizer is freely available to visitors.



## Strasbourg, 20 siècles d'histoire

### SESE

Valable pour le

**08/05/2020 à 12h00**

Délivré le : 07/05/2020 14:29

N° de dossier : 200048172

N° de vente : 20400044012

**1 Masque adulte**

**1 Masque enfant**

## 3.2. TICKET VALIDATION

Visitors will be welcomed onto the boats once they have electronically validated their tickets. To do so, they can go to the location marked off on the ground and present their tickets at arm's length to the crewmember responsible for scanning, who will be positioned at least one metre away.

The crewmembers will be equipped with masks, visors and gloves. Boarding ticket validation will only be carried out by a single crewmember.

## 3.3. PLACEMENT ON THE BOATS

On the boats, the first two rows of seats will not be usable, in order to maintain sufficient distance between passengers and crew. Every second seat may be used in the remaining rows for physical distancing purposes.

Only children under 11 years of age may sit next to their companions.

Our ticketing software makes it possible to limit the number of places available for sale on each boat. We do not practice overbooking. The available capacity is calculated in real-time, taking all sales channels into account at the same time. We are therefore able to ensure that the number of passengers aboard each boat is limited to the maximum capacity set.

The second crewmember will show visitors where to sit aboard the boat, assisted by instructions given on screens, posters and flyers.

## 3.4. AUDIO HEADSETS

The audio headsets normally used by BATORAMA have been replaced by single-use earpieces available upon request. Visitors are invited to keep them for other uses. We recommend that customers use their own listening devices if possible. At the end of the cruise, visitors can throw away their earpieces in a bin provided for this purpose. Given the quality of the equipment provided, we recommend that customers keep their earpieces for other uses.



## 3.5. TOILETS

Throughout the pandemic, the toilets aboard BATORAMA's boats will remain closed. They may only be used by the crew. In the event of an emergency, a customer may nevertheless be granted access provided that the toilet is disinfected after use.

This information is indicated on the website and on tickets bought online, in the store, and on the display screens on the pontoons.

## 3.6. BOAT CLEANING

The boats are cleaned after each cruise by our cleaning service, with whom a special Covid-19 prevention plan has been developed, which includes the following:

### **Disinfection of contact points aboard the boats between tours:**

- Contact points at the boat entrance: handles, structural elements that may be contaminated
- Ledges and air vents depending on layout
- Provision of disinfection materials to the captain for the dashboard

### **A deep cleaning and disinfection will be carried out in addition to the morning cleaning and at the midday break as follows:**

- Contact points at the boat entrance: handles, structural elements that may be contaminated
- Ledges and air vents depending on layout
- Audio housings
- Seat shells

## 3.7. SECURITY DURING BOARDING

Security during boarding is ensured by a service provider with whom a special Covid-19 prevention plan has been developed. The security agents in charge of bag inspection are equipped with the following equipment:

- Mask and protective visor
- Hand sanitizer
- Gloves

The service provider will first have sent out a memo going over the recommendations set out by the professional branch, which will reflect the **BATORAMA CARE** charter.

In accordance with our rules even outside the Covid-19 situation, any passenger who refuses the inspection by the security agents will be barred access to the boat.

## 3.8. ON-BOARD SECURITY

The crews are responsible for ensuring the safety of the passengers aboard their boats. In the event of an emergency, the captain will make the necessary decisions to handle the situation while keeping in mind the special requirements of the Covid-19 situation. These emergency situations will nevertheless take precedence over the health risk.

## 3.9. COMMUNICATION

The **BATORAMA CARE** charter is displayed on the big screen of the ticketing boat.

Its main elements are displayed at the head of the pontoon and a flyer is available aboard the boat, in the store, and for download via the website.



**BATORAMA**   
RIVER BOAT TRIPS

Information and reservations: [batorama.com](http://batorama.com)

Online store: [shop.batorama.com](http://shop.batorama.com)

Group information: + 33 (0)3 69 74 44 04

Mail: [info@batorama.com](mailto:info@batorama.com)

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