

Safety protocol

Your health is very important to us.

For the safety of everyone involved, the following safety measures must be observed by all visitors, during the whole activity with **firmm**, as well on land as on the boat and in our offices:

1. All participants from 6 years on are required to wear masks during the entire activity, as well as in all our offices. If you or fellow travellers are not able to wear a mask for any reason, participation in a boat trip would unfortunately not be possible. **firmm** does not provide masks, each guest is responsible to bring his own mask.
2. If you or one of your fellow passengers should show symptoms or have come into contact with infected persons, participation in a boat trip is unfortunately not possible. We also reserve the right to measure the temperature of each passenger.
3. Before entering our offices and the boats you must disinfect your hands. **firmm** provides sufficient disinfectant both in the offices and on board.
4. Please respect the maximum number of people allowed in our offices. If you need to wait outside the office, please keep a minimum distance of 1.5 m to other guests. Only one person per family/group should enter the office.
5. On the way from our office to the boat a minimum distance of 1.5 m must be kept between families/tour groups.
6. For hygienic reasons, we ask you to pay this year preferably with a credit/debit card.
7. The instructions of the **firmm** staff members must be followed at all times during the activity. In case of non-observance of the instructions **firmm** reserves the right to press charges.

We thank you for your cooperation and wish you unforgettable moments with the whales and dolphins even with these special measures.

Your **firmm**-team