



THE HUT RESTAURANT, COLWELL BAY

TENDER SERVICE OPERATING PROCEDURES Issue 11. (Amended February 2026)

1. GENERAL

- 1.1 This notice specifies the procedures to be undertaken when operating the inflatable tenders, used for the licensed ferry service which brings customers ashore from their yachts anchored off the beach in Colwell Bay up to a distance of 450m from the shoreside base at The Hut Restaurant.
- 1.2 This notice is to be read, understood and applied by the boatmen operating the ferry service. The boatmen, whilst in the employment of The Hut Restaurant, are to carry a license issued by the Isle of Wight Council for operating the boats that comprise the ferry service. They are the only people authorised to run the service and acknowledge that “the Isle of Wight Council may suspend or revoke a license at any time whenever they deem such a suspension or revocation to be necessary in the interest of the public.’ All boatmen operating the service are over the age of 18, hold an appropriate qualification as outlined in section 7 of the SASHMA Guidance or ANNEX 3 of MSN 1853 The Merchant Shipping (Boatmasters Qualifications, Crew & Hours of Work) Regulations 2015 Structure & Requirements, a certificate of compliance to operate a VHF Radio, RYA First Aid Certificate, passed a ML5 or ENG1 Medical and have an approved Basic Sea Survival Course Certificate. The certificates of all boatmen will be held ashore, at The Hut Restaurant, by the boat service.
- 1.3 The inflatable tenders are each fitted with a 20HP outboard engine, supplied & maintained by an island company. A full log of servicing is available on request. Similar licensed boats may be added to the fleet once approval has been granted by the IOW Council. The engines, in the interest of safety, are fitted with clips & prop guards. Whilst the ferry service is operating, a minimum of two boats must be operational with boatmen available to operate both boats simultaneously if required. With this arrangement, there will be no requirement to carry a life-raft onboard each of the boats.
- 1.4 The boatmen will carry no more passengers than their license permits.
- 1.5 They will ensure all customers transiting from their yachts, anchored off the beach at Colwell Bay, are equipped with a lifejacket. The yacht will be informed that they may wear their own lifejackets during daylight hours, however, during the hours of darkness they will be provided. By this means the service can ensure all lifejackets are equipped with a water activated light & a whistle for attracting attention. Children’s lifejackets are also available upon request. A full log of servicing can be requested. During the hours of darkness, customers will transit between their yacht and the ferry wearing the Hut supplied life jacket.
- 1.6 The ferry boatman will ensure that guests have fully donned a lifejacket before they board the ferry. Each guest will board the ferry one by one and as they do so the boatman will check visually that the lifejacket is fully and properly donned.
- 1.7 The ferry service will sometimes operate in the hours of darkness. For this purpose, each boat will be installed with an all-round white navigation light, that may be fitted on the engine cowling. A powerful torch or headlight will also be carried onboard the tenders in the unlikely event of a Man Overboard (MOB). Ahead of operating each day, the reservation team will notify customers



via automated email & text of what times the service is operating until. This will be reinforced by the boatmen verbally. A log of customers arriving & departing for the evening service will be kept by the service.

- 1.8 The restaurant, in the interest of safety, has a floating pontoon installed for the season. The pontoon is maintained by the service & checked daily. It is equipped with handrails, notices & lighting. Maintenance concerns will be logged by the service and managed accordingly. Wordle Marine Service are on hand to assist with the installation & replacement of parts should they be needed. If the pontoon isn't in use, guests will walk ashore via steps at the seawall maintained by the IOW Council. Email & text alerts will be sent by the reservation team updating all bookings.
- 1.9 Whilst operating the boatmen will acknowledge the potential hazards & risks. Potential hazards can be found in the document 'Hazard and Risk Reduction' & includes prevention and remedial solutions. All boatmen operating will have acknowledged the document and procedures for incidents like MOB, engine breakdown / fire, collision, abandoning ship, restricted visibility etc.
- 1.10 The boatmen will demonstrate an elementary knowledge of local sea markers, including navigational markers, obstructions, tidal patterns etc... they will possess a general knowledge of tide times / patterns and be acutely aware of projected weather forecasts to make any necessary arrangements..
- 1.11 The ferry service will not operate when the sea state at anchorage in Colwell Bay is in excess of Force 4 on the Beaufort Scale. The boatmen will conduct daily weather checks & suitably inform the restaurant should it be likely that the service isn't operating. The restaurant is then permitted to take appropriate action in notifying customers that they'll be alternative travel arrangements.

2 CHARTERS SERVICING THE RESTAURANT

- 2.1 Guests arriving by charter have become a significant demographic of the business. This procedure is intended to ensure that guests will be wearing a lifejacket at the moment of maximum risk, which is while they are transferring between the charter boat and the ferry. It also provides for the charter boat lifejackets not to leave the charter boat.
- 2.2 To assist charterers to safely transfer guests we have established a WhatsApp group that is effective in delivering timely messages to a wider audience. This 'updating service,' used in conjunction with the restaurant's text & email alerts, provides information on whether the service is operational, projected weather conditions & requests for additional assistance that may be required. These measures will help reduce the risks associated with transferring. Furthermore, we will issue a supporting document listing the "rules" of the service. This notice is also to be found on the pontoon / tenders. We intend the charters to get an acknowledgement from their guests, at their port of departure, of the requirements for a safe transfer at The Hut restaurant. Should we encounter concerns, we will coordinate with the IOW Council to find a suitable solution. The objective, as always, remains high safety standards.
- 2.3 The WhatsApp group will be answered by the hut ferry service up until 11 am. After that any communication by charterers should be made with the hut restaurant on [01983 898637](tel:01983898637) as the ferry boatmen will be busy with transfers.
- 2.4 Those arriving by charter will be passed lifejackets from The Hut ferry boat and these should be donned while the guests remain in the charter boat.



- 2.5 Guests will then board the ferry one by one and the ferry boatman will visually check to see that the lifejacket has been properly donned.
- 2.6 Guests will remove their lifejackets once they have been delivered ashore and the lifejackets will be collected by the ferry boatman.
- 2.7 When charter guests return to the charter boat, they will board the charter boat while wearing the ferry supplied lifejackets and then remove them while aboard the charter boat. The lifejackets will be returned to the ferry.
- 2.8 If a charterer prefers to leave their guests in pre-fitted lifejackets while transiting to the restaurant, The Hut will provide secure waterproof containers, designated to a single charter vessel which will be safely stored ready for the departure of the guests
- 2.9 During busy periods there will be up to 4 ferry boats in service. 2 ferry boats will be dedicated to private yachts and the other 2 will be dedicated to charter boats.

3 DOCUMENTS AND EQUIPMENT:

- 3.1 Each day the boatmen will check that the boat carries the waterproof 'grab bag' of safety equipment. Every boat has a bailer, two paddles, boat hook & a waterproof container with lifejackets. The container includes; 2 red hand held flares, 5A/34B Fire Extinguisher, Spare Kill Cords, Horn, Signalling Torch, Compass, Emergency Communication Card, Throwline, First Aid Kit & Resuscitation Mask. Additionally, the service will hold local charts, pumps, additional lines, puncture repair kits, spare lifejackets namely for children, local charts & tool kits ashore. The contents of the waterproof box will be checked each day and a record of inspection kept. This will be accompanied by a 'Maintenance Log' highlighting any equipment that needs replacing or fixing.
- 3.2 The boatmen will carry a VHF Radio whilst operating the ferry service, tuned to The Hut's frequency. If only one ferry is operating, a licensed boatman ashore will provide an emergency response service.
- 3.3 Additionally, the boatmen will be equipped with a hands-free communication system. Benefitting from a number of features, including 'group mode,' & ambient noise cancellation the service will be better suited to operate. Should incidents occur a quick relay can be made.
- 3.4 An Incident Log will be maintained by the service, recording all significant incidents that have a bearing on safety, whether or not it results in injury. All incidents will be raised with the management at The Hut, acknowledging where possible, ways in which repeat incidents can be prevented. Boatmen will log as many details surrounding the incident as possible, namely the clients details, sea conditions & the lead up etc... A rigorous review period will take place at the end of each season.
- 3.5 If a boatman considers a client to be in a condition where they are not capable of transiting in the boat, between the shore and their vessel, then The Hut Restaurant may deny passage and ask the customer to seek alternative travel arrangements to Yarmouth Harbour. A record of such clients will be kept ashore by the service, thereby acknowledging the restaurants commitment to good health & safety practices.
- 3.6 During the evening service the boatmen will log the arrival & Departure times of vessels.
- 3.7 Best practices are reinforced by a notice on the pontoon stating the rules of the service. record set includes;



3.8 Documents that are maintained comprise the following:

- Daily Check Sheet
- Incident Report Form
- Maintenance Log
- Customer Alternative Transfer
- Evening Log of Boats Arriving & Departing
- Risk Assessment

SIGNED BY :

Jim Pritchard, February 2026

.....Position : Marine Surveyor

To be reviewed while in service and latest by February 2027

George Adams, February 2026

.....Position : Director