

*Welcome back.*



We're good to go! We hope you are too. The following information tells you how we're keeping you COVID safe on our holidays and what you should do to travel safely too. Please read it carefully. In line with Government guidance this safety information applies to all our holidays, for the time being, along with our usual booking conditions.

**Please do not travel if you're experiencing any Coronavirus symptoms (these include a high temperature, a new continuous cough, or a loss or change to your sense of smell or taste) or if you have been contacted by the Track and Trace system as you will not be permitted to travel in this instance. If you experience any of these symptoms during the tour please immediately advise your driver and hotel, isolate and arrange for a Covid-19 test. If you test positive you will need to continue to isolate at the hotel or after making arrangements to return home by private transport. We will assist you in and way we can but you need to be aware of the potential for you to have to cover additional costs incurred.**

## ON BOARD OUR COACHES

The maximum capacity will be reduced and some seats will remain empty to allow for **social distancing**. It is possible that any pre-allocated seat numbers will be changed, but we will make every effort to keep seats as close as possible to those originally booked. Single travellers will be allocated a window seat with the adjacent seat remaining empty and seats 3 and 4 (behind the driver) will not be available for the time being. Please do not move seats at any point during the trip unless our driver agrees that it is safe for you to do so.

The air conditioning will be permanently set to supply the **largest amount of fresh air possible**, however, your individual over seat controls will still be operable. Whenever possible, roof ventilation hatches will also remain open.

Please follow the **Rule of 6**. Each booking must not exceed six people (unless from one household / support bubble). Stay in your group for the duration of the day and maintain a distance of at least 1m from others. Groups made up of people from different households / support bubbles should also social distance within their group once at the destination.

Please do not leave any items of litter on the coach and be sure to **take all of your belongings** with you.

Throughout your holiday your driver will ask **those who are seated at the back to board first**. Similarly, when disembarking, customers will be asked to empty the coach from the front. The centrally located offside entrance/exit may be used where it is safe to do so. Please maintain social distancing whilst waiting to board and alight and listen carefully to your drivers' instructions. Please be patient, as loading and disembarking may take longer than usual.

Our coaches will undergo an **enhanced daily cleaning** routine, including sanitisation of all touch points. Your tour coach will be fitted with a hand sanitiser station, which we ask you to use each time you board and alight.

You will be required to wear a **face covering** whilst travelling, unless you are exempt. Please let us know if you are exempt so that we can make the driver aware. Our drivers will wear face coverings until all customers have boarded the coach and whilst handling any belongings / luggage.

Please use the toilets at all service area stops and attractions. Our **onboard toilet and drinks facility will not be available** whilst current safety advice remains in place

## AT YOUR HOTEL

All our hotels have introduced special procedures to comply with government guidelines and to keep guests as safe as possible. **Unless you are exempt, it is now mandatory to wear a face covering in public areas of hotels (unless you are seated at a table to eat or drink). Food and drink will be served via table service only and will be available until 10pm at the latest.** If required, we are happy to supply specific details for the hotel on your tour or you may be able to locate them on the hotel website, other examples of what to expect include:

- Using the hand sanitiser stations provided
- Maintaining social distancing, especially in lifts
- Revised check-in and out procedures
- No buffet style meals
- Paying for any extras by credit/debit card (preferably contactless)
- Amendments to any previously included entertainment arrangements
- Face coverings worn by staff
- Protective screens at reception areas
- Porterage may not be available
- Restricted access to leisure facilities
- Revised laundry protocols and housekeeping arrangements
- The removal of some bedroom facilities, e.g. mini-bars, magazines, etc.

## ATTRACTIONS AND VENUES DURING YOUR HOLIDAY

All attractions and venues that are featured in the itinerary will be checked to ensure that they have safe-operating procedures in place and that they comply with the most recent Government guidance. **It is mandatory to wear a face covering at indoor attractions (unless you are seated at a table to eat or drink).** Due to restrictions beyond our control it may not always be possible to follow the full itinerary in our brochure. We will advise you of known alterations in advance, but these can be at short notice. Examples of what to expect include:

- Using the hand sanitiser stations provided
- Cashless payments only
- Maintaining social distancing
- Protective screens
- Face coverings may be worn by some staff
- Completion of Track and Trace details

## DOOR2DOOR TAXI SERVICE

No more than 2 households will be carried in any one vehicle and, if you prefer, we can arrange a personalised one address pick-up for you at a supplementary charge. Alternatively, you are welcome to make your own arrangements to join us at Peterborough Extra Services or another central departure point and receive a £20 per person discount from your holiday price. Please let us know when paying your balance if you wish to have a single-address collection or if you would like to make your own way to a central departure point. Please use a sanitising hand gel before entering and after leaving the vehicle and comply with any instruction given by the taxi driver. Please be prepared to handle your own luggage if required or indeed if you prefer.

## GUIDANCE FOR CUSTOMERS

Bear in mind that one of the key factors is connected to 'face to face' contact for any extended period. Please follow social distancing guidance and any instructions from our staff, hotel staff and at any visitor attraction.

Please use the toilets at all service area stops and attractions. Our onboard toilet and drinks facility will not be available whilst current safety advice remains in place.

Wash your hands before travelling and bring hand sanitiser to use during your journey or when visiting an attraction and out and about.

Cover your nose and mouth with a tissue or the crook of your elbow when you cough or sneeze and dispose of the used tissue immediately and wash your hands.

Please make sure that you have a sufficient supply of face coverings for the duration of your holiday.

Your temperature may be checked at any time during your holiday.

Please be aware that either you or we may be required to supply your name and contact details in accordance with the NHS Test and Trace procedures.

Please advise us immediately if you have been contacted by the Track and Trace system with reference to cancelling/postponing your holiday, as you will not be permitted to travel in this instance.

**Please maintain social distancing and practise these measures for the duration of your holiday, they are in place for the safety and comfort of all passengers. We thank you for your cooperation.**

**Payment of your balance will commit you to acceptance and compliance with these procedures and any new procedures that are introduced for the safety of all. Please be aware that if you choose at this stage not to travel, your deposit payment will not be refunded and that normal cancellation charges will apply after the balance is paid.**

Please do not hesitate to call or email if you have any concerns or questions that you would like to discuss before completing your payment.

*Travel again, travel safe, travel with us.*

