

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



The following information tells you how we're keeping you COVID safe on our day trips and what you should do to travel safely too. Please read it carefully as it will apply to all our day trips for the time being, along with any future Government guidance or legislation that is relevant.

Please do not travel if you're experiencing any Coronavirus symptoms or if you have been contacted by the Track and Trace system as you will not be permitted to travel. Please also advise our driver immediately if you experience any symptoms or are contacted by Track and Trace during the tour.

### ON BOARD OUR COACHES

Some seats may have to remain empty to allow for any **social distancing guidelines that remain in place** and we may therefore need to change your pre-allocated seat number prior to departure. Please comply with any changes that our driver may advise on the date of travel and please do not move seats at any point during the trip unless our driver agrees that it is safe for you to do so.

During your day out your driver may ask **those who are seated at the back to board first**. Similarly, when disembarking, customers may 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.

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.

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.

Please follow any Government guidelines relating to households, groups and bubbles and adhere to any social distancing rules or guidelines that are applicable at the date of travel and/or at any venue that you are visiting

You are currently required to wear a **face covering** whilst travelling, unless you have an exemption. 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.

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

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.

### ATTRACTIONS AND VENUES DURING YOUR DAY OUT

All attractions and venues that we feature will be checked to ensure that they have safe-operating procedures in place and that they comply with the most recent Government guidance. Currently, it is mandatory to wear a face covering at indoor attractions (unless you are seated at a table to eat or drink) and please bear in mind that future Government guidelines may require visitors to carry some form of 'Covid passport'. Other examples of what to expect include:

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

Due to restrictions beyond our control it may not always be possible to follow the full published itinerary. We will advise you of known alterations in advance, but these can be at short notice.

### GUIDANCE FOR CUSTOMERS

Please follow social distancing guidance and any instructions from our staff and at any visitor attraction.

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.

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 do not hesitate to call or email if you have any concerns or questions that you would like to discuss before completing your payment, as any subsequent cancellation will be subject to our standard terms and conditions.