



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

Our updated guidance as of Friday 10 December 2021.

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 instructed to isolate by NHS Track and Trace 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

- As per the guidance relating to public transport, face coverings are currently mandatory on our coaches, unless you have a medical exemption. If you are exempt please show your exemption card (if you have one) to the driver, along with your ticket, as you board. Please ensure you comply with the government guidance relating to face coverings at the time of travel.
- Our drivers will continue to wear face coverings when loading and unloading.
- Our coaches will continue to undergo an enhanced daily cleaning routine, including sanitising all touch points. Your tour coach will be fitted with a hand sanitiser station, which we encourage you to use each time you board and alight.
- We will continue to set the air conditioning on board to supply the largest amount of fresh air possible. Whenever possible, roof ventilation hatches will also remain open. Your individual over seat controls will still be operable if required.
- Please do not leave any items of litter on the coach and be sure to take all your belongings with you.

### AT YOUR HOTEL & VISITING ATTRACTIONS AND VENUES DURING YOUR HOLIDAY

- Please bear in mind that restrictions apply at hotels, attractions, venues and theatres. You may be required to show proof of vaccination or evidence of a negative PCR or LFT. You may also be required to wear a face covering. Wherever possible, we will advise you of such requirements in advance but venues may change their policies at short notice. It is your responsibility to check the destinations rules but please contact us if you are unsure about any of the procedures in place for your visit. We cannot accept any liability for customers who are refused admission to any events or attractions due to COVID-19 related procedures.
- Don't forget too, that many venues are still asking you to pre-book an entry time slot so if you are planning to visit any attractions on your day out (that haven't been arranged by us) then we recommend contacting the venue before departure.



### **DOOR2DOOR TAXI SERVICE**

We recommend that you use a sanitising hand gel before entering and after leaving the vehicle and you will need to comply with any instruction given by the taxi driver, which may include handling your own luggage if required or indeed if you prefer and wearing a face covering.

### **ADDITIONAL GUIDANCE**

- Please be aware that either you or we may be required to supply your name and contact details in accordance with the NHS Track and Trace procedures.
- Continue to avoid unnecessary close contact with others, particularly if you are clinically vulnerable or not yet fully vaccinated.
- Take another look at point 22 of our Holiday Booking Conditions for information relating to our Covid-19 Liability Limitations.

Payment of your balance will commit you to acceptance and compliance with these procedures and any new procedures that may be introduced for the safety of all. Please be aware that normal cancellation charges will apply if you choose not to travel at any stage.

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

**We'll see you soon.**