



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

Our updated guidance as of Monday 19 July 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 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

- We will be increasing seating capacity as the restrictions on social distancing are removed. 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 that are booked to depart on/before 31 Aug 2021 will continue to be allocated a window seat with the adjacent seat remaining empty. Please do not move seats at any point during the trip unless our driver agrees that it is safe for you to do so.
- 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.
- Wearing a face covering will not be compulsory on board but the Government now expects and recommends that people continue to wear face coverings when travelling on public transport. We therefore encourage all passengers to continue to wear a face covering as a consideration to other passengers, unless they have a medical exemption, most especially when boarding, alighting or moving around the coach and also when sitting next to another customer who is not a member of your household or bubble.
- 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.



## **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.

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

- Please bear in mind that restrictions may still apply at some hotels, attractions and venues, which could include the wearing of a face covering. 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 (that haven't been arranged by us) then we recommend contacting the venue before departure.
- You may be required to show proof of vaccination at some venues and others may require people to take either a PCN or lateral flow test in advance. Wherever possible, we will advise you of such requirements in advance. Temperature checking may also still apply, with entry being refused to anyone with displaying a higher reading than the normally accepted range. We cannot accept any liability for customers who are refused admission to any events or attractions due to Covid-19 related procedures.

## **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 Test and Trace procedures.
- Social distancing rules will be lifted, however, you should continue to consider the risks of close contact with others, particularly if you are clinically vulnerable or not yet fully vaccinated.
- Please do not leave any items of litter on the coach and be sure to take all your belongings with you.
- 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 before completing your payment.

**We'll see you soon.**