



**PLEASE READ THE FOLLOWING INFORMATION CAREFULLY**

You should arrive at your pick up point at least 5 minutes before departure.

When the coach arrives you will be greeted with your crew. Your luggage (were appropriate) will be stowed in the lockers and you will be checked on board with your Tour Manager. To ensure everyone's safety we will be performing a contactless temperature check to ensure you are safe to travel. This is nothing to worry about and takes just a few seconds and we just point a machine at your forehead for a few seconds. Should you have a high temperature we will have to refuse you travel. In the unlikely event that this happens you should arrange a Covid 19 test as soon as possible and contact our office to discuss your cancellation.

We request that you wear face covering when meeting the coach at your pick up point. You will be required to wear face covering whilst getting on and off the coach or using the on board toilet. You can also wear it whilst sat on the coach if you wish BUT this is not a requirement. If you do not have face covering we have disposable masks on the coach to provide to you on request. Your Driver & Tour Manager will be wearing face coverings & gloves when loading the coach and serving refreshments.

The toilet will remain open on board the coach and will be kept clean regularly but we would suggest that where possible you should use toilets at service areas and visitor attractions. We will continue to serve refreshments as usual but payment will not be taken until the end of the day or in the case of a holiday tour we will offer a pre paid refreshment card.

When you look at your ticket you may notice that your seat number has changed. This is because we have had to make some minor changes to some passengers seats to ensure we all stay safe on board. Please accept our apology if your seat number has changed, but where possible we have tried to keep these changes to a minimum. If you wish to change to a different seat once everyone is boarded please speak to your tour manager before changing seats to ensure we all remain safe on board as certain seats need to remain empty.

**YOU MUST CONTACT US IF YOU HAVE ANY OF THE FOLLOWING SYMPTOMS UPTO 24 HRS BEFORE DEPARTURE.**

CALL US ON 01305 851697 OR OUR EMERGENCY NUMBER ON 07500 837985

- A High Temperature
- A New Continuous Cough
- A Change in Smell Or Taste
- Shortness Of Breath
- Sore Throat

**Thank You For Helping Us Keep Everyone Safe**

## IF YOU ARE TRAVELLING ON A FEEDER SERVICE OR OUR HOME PICK UP SERVICE

If you are being picked up by Taxi, Car, Mini Bus or Feeder Coach we recommend you wear a face covering during the short journey to the coach.

## THINGS WE HAVE DONE TO MAKE YOU SAFER ON BOARD

After extensive risk assessments we have made the following temporary changes to help keep you safe.

- Your coach will be completely sanitised before departure at the depot using a special machine which kills 99% of all known viruses and lasts for up to 14 days.
  - We have introduced pre departure Covid 19 symptoms checks
  - Your crew will wear face covering when passengers are loading
  - Temperature checks will be made on all passengers and crew before departure
- Passengers will be required to wear face covering when loading / unloading and moving around the coach
  - Staff will wear face covering and gloves when serving refreshments
  - Staff will wear face covering and gloves when cleaning
- Passengers will be required to use Hand Sanitiser on entering and leaving the coach (provided)
  - Certain seats will not be available to help with social distancing
- We have checked that attractions and places visited are doing everything to keep you safe
- We have discussed with hotels the processes they have introduced to help keep you safe

Please help your coach crew by complying with these temporary changes. We all have a responsibility to help make sure everyone is safe. Things will return to normal soon.

Always remember to wash your hands regularly for at least 20 seconds with soap and water.

## IF YOU HAVE A PROBLEM WHILST TRAVELLING WITH US

Unlike many tour operators every excursion and holiday is double manned by a professional friendly driver and tour manager. The staff are there to help keep you safe and ensure you have a fantastic journey with us whether a day excursion or holiday tour. If you have a problem don't be afraid to ask a member of your coach crew.

Your Tour Manager is available 24 hours a day (2300 – 0700 for emergencies only)

They will provide you with their number once on board the coach.

They can provide you with information on places to visit, assistance if you are not well, help if something is not right and even book you on future tours. Remember they are there to ensure your experience with us is exceptional. Alternatively you can contact our office on 01305 851697 or our emergency number on 07500 837985, any time.

If you have any questions or concerns before departure please do give our office a call on 01305 851697.

## WE HOPE YOU HAVE A FABULOUS JOURNEY WITH US

We value your feedback and once you have travelled with us we encourage you to tell us how we did.

Just give us a call, an email or drop us a line. We would love to hear from you !