

## Travelsure Covid-secure Operations

Following recent Government announcements regarding the removal of Covid restrictions from Monday 19<sup>th</sup> July 2021 the following will apply on our coach holidays and day trips.

Hopefully the list below will answer your queries however if you have any questions please don't hesitate to contact us.

### **On board coaches:**

1. If you are displaying any symptoms of Covid-19 (high temperature, new persistent cough, a loss or change to your sense of smell or taste) please do not travel.

2. If you have been contacted by track and trace to isolate please contact us immediately as you will be unable to travel. We strongly advise passengers to take insurance with covid cover (either through ourselves or a 3<sup>rd</sup> party) when booking holidays in case of late cancellations.

3. Until the 31<sup>st</sup> August 2021 we will continue to reduce capacity on our coaches and certain seats will remain empty.

From the 1<sup>st</sup> September 2021 coach tours will be booked at full capacity. If you have a tour already booked with us and do not wish to travel due to the removal of social distancing you must notify us prior to the balance due date and a full refund will be organised. After this stage normal cancellation charges will apply.

4. Our coaches will undergo a strict cleaning regime prior to each tour.

During the tour the coach will be cleaned daily, including sanitisation of all high touch areas.

5. All coaches and feeder vehicles are fitted with hand sanitisers. Please could we ask that all passengers use these each time they board the coach.

6. We are not making the wearing of face coverings mandatory in England however we strongly encourage you to wear a face covering whilst travelling on our coaches, particularly whilst moving around the vehicle, in line with the government advice that you wear a face covering in enclosed spaces.

Scotland & Wales tours - Passengers will be required to wear face coverings whilst travelling on the coach and whilst loading, unless you are unable to do so due to health reasons.

Please could we ask passengers traveling on Scottish or Welsh tours who are unable to wear face coverings to let us know on 01665 720955 prior to the tour departing. This will allow us to notify the driver.

Children under the age of 11 are not required to wear face coverings on the coach.

The driver does have a small amount of face masks to purchase - £1.00 for disposable masks or £3.00 for a cloth mask, should you forget yours.

7. All coach seats are both forward facing and high backed which is known to significantly reduce the risk of transmission.

8. Manufacturer's guidance will be followed to ensure that the air conditioning settings are operated to bring the maximum amount of fresh air into the vehicle.

9. When disembarking the coach, please could we ask passengers to empty the coach from the front seat backwards.

10. When arriving at destinations / hotel our driver will ask you to wait on the coach whilst he checks the group in. He will then notify you of how to proceed.

11. Please can we ask that toilet facilities on the coach are used in emergencies only. Regular comfort stops will be taken during the journey.

12. Each hotel has individual covid requirements which will be detailed in your travel documents.

The majority of hotels are encouraging the wearing of face coverings in public areas.

Thank you and we look forward to welcoming you onboard.