



## **BELLE COACHES SAFETY PROTOCOL FOR OUR PASSENGERS – TOURS, EXCURSIONS AND PRIVATE HIRE**

### **GUIDELINES FOR OUR STAFF AND PASSENGERS**

We are a family run business and have been serving our customers for 97 years and have experienced many positive years throughout this time. We pride ourselves in managing these unprecedented times that we now find ourselves in and will overcome them with the support of all our staff, customers and third parties. Now restrictions have started to be lifted we still want to minimize any risks to COVID 19 and therefore following the procedures below.

Before you travel with us can we please ask you to read this thoroughly and not to board a vehicle if you are experiencing symptoms of COVID 19 which **include a high temperature, a new continuous cough, loss of smell or taste.**

### **What procedures have we put into place**

#### **Our drivers & staff**

On arriving at work and before the shift starts they will have their temperatures checked before boarding any of our vehicles. Staff are also carrying out weekly lateral flow tests.

#### **Vehicles**

Vehicles will be cleaned to a very high standard and will include the following measures:

- Vehicle Fogging will continue to be carried out on a regular basis with a Virusolve + cleaner
- The interior of the vehicle will have an enhanced cleaning programme which will be started before your journey and periodically throughout the day to include: -

All touch points, including door handles and rails, will be regularly wiped down with disinfectant cleaning wipes

Floors will be mopped at least once a day with either diluted bleach or disinfectant.

- Hand sanitisers will be situated at the entrances of the vehicle for your use each time you board and alight the vehicle.
- Air conditioning when used will be set on fresh air intake mode.

#### **Hotel and Venues**

Where applicable we will comply with all their risk assessments before attending a hotel or venue. Some venues may require you to have proof of a negative lateral flow test, and or proof of vaccination status. We will advise you if this affects your trip so you are aware before travel.

#### **Tour Insurance**

If you have not taken out insurance with us, and you become poorly with COVID 19, please be advised it will be your responsibility to make your own arrangements to travel home.

#### **Passengers**

Although it is not mandatory, we would appreciate it if our passengers **would** wear a face covering, (unless exempt) whilst boarding, alighting and moving around the coach.

Hand sanitisers will be at the entrance of the coach, please use this when you board and alight from the vehicle.

If for any reason you are unable to travel please contact the office to advise us. If calling out of office hours, please contact the duty manager on 07887898460 who will assist with your call.

Our drivers will put any other luggage or walking aids into the lockers underneath the vehicle. Your luggage will be wiped down by our driver using a disinfectant wipe before they touch it to load and again after it is unloaded at your destination.

We ask you to keep food and drink consumption on board to a minimum and where possible please take your rubbish away with you.

### **Boarding Coaches and travelling to destinations**

Before you board the vehicle, you may be required to have a temperature check, if your temperature is above 38c unfortunately you will be refused travel.

Toilets on board the executive coaches are available however we would politely ask you to only use these as a matter of emergency. Again we would like customers to wear their face coverings whilst moving about the coach. Please leave the toilet clean and wipe down touch points after use. Please use the hand sanitiser provided before leaving the toilet, disinfect the areas used or touched with the wipes that are available to you and located in the toilet area. Wipe down any handles and dispose of the wipes in the bin, not down the toilet.

### **Comfort Stops**

On distance journeys we will make frequent stops en-route to enable you to stretch your legs and use the facilities available. The driver will also take breaks at these times so everybody will be required to disembark the vehicle.

### **Arriving at your hotel or destination**

Please wait for instructions that we will give to you dependant on where you are going. Each venue will have their own instructions for which you will be advised accordingly by confirmation.

Thank you for your assistance in helping us all stay safe during this pandemic, something I don't think any of us had imagined happening. We will do everything possible to make you feel at ease whilst travelling with us on your day out or holiday.



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