

## Woods Travel Ltd

### Covid: 19 - Safe Operating Procedures for Holiday Customers

The government recently issued new guidelines that allow us to re-start our holiday programme, albeit with many precautions and limited passenger numbers on board. We want to ensure that while Covid 19 restrictions are in place you are still able to fully enjoy your holiday with us.

Throughout this pandemic period and in this transition as we return to normal operation, it is very important that we all follow some simple guidelines to protect our staff, our passengers and anyone else that we may come into contact with as we carry out our holidays. As such please ensure you follow this guide to help maintain the hygiene levels that we currently have in place to reduce the spread of any disease.



**Coach Cleaning:** Our current enhanced cleaning procedure includes daily cleaning of all floors and seats, cleaning of all glass surfaces, mopping with disinfectant of all floor surfaces, disinfectant wiping of dash areas, driver controls and handles. It also includes cleaning all handrails, hand grabs, seat belt buckles, armrests and floors. It also includes vehicle anti-viral misting with X-Mist on a weekly basis.

#### **How do I protect myself and my fellow passengers?**

The following procedures comply with World Health Organisation guidelines and with the latest government guidelines as updated on Tuesday 23<sup>rd</sup> June 2020. The transmission of Coronavirus is primarily through people touching surfaces contaminated by the virus and then transferring that contamination to their mouth, eyes or nose. There is also a possibility of breathing in droplets expelled by another person when in close face to face contact.

The primary concern on board coaches is that of social distancing; passengers should keep their distance from people outside their household, but we recognise that this is not always possible. The key thing is not to be too close to people for more than a short amount of time. When around another person the biggest risk of infection is people in close 'face to face' positions.

We have conducted an in-depth risk assessment and can provide assurance about and mitigation of these concerns. Our normal front facing seating arrangement avoids 'face to face' proximity and the physical barrier of the high backed seats, plus the use of face coverings or masks will all help to ensure maximum mitigation of the dangers and maximum safety.

1. When your door to door service driver arrives, he or she may be wearing a face covering. The vehicle will be clean, safe and sanitised. Capacity will be based on households or bubbles i.e. no more than one household or bubble per vehicle. It is more than likely that the driver will require you to wear a face covering (unless you are exempt).
2. When you arrive at the coach meeting point, you will be assisted by the driver. He/she may be wearing a face covering. Maintain 2 metre social distancing whenever possible whilst waiting to board.
3. You will be subject to a temperature check prior to boarding. It is generally accepted that 36.1C (97F) to 37.2C (99F) is the normal range for our bodies. Passengers with a high temperature will be

requested not to travel, for the benefit of other passengers and will receive a full refund from us (less a £50 admin charge per person and travel insurance).

4. We would appreciate that you wear a face covering (this is currently mandatory, unless you are exempt) when boarding and during the journey. This should be brought with you from your home. The entrance/exit on the offside of the coach may also be used for boarding and disembarking where it is safe to do so.
5. When you are asked to board, please try to maintain 2 metre social distancing wherever possible, as you gather and when approaching and speaking with our driver.
6. Our driver will have anti-bacterial gel available. You will be requested to sanitise your hands prior to boarding. Again, please ensure you observe social distancing while waiting to board. Your seat number may change because ideally passengers will be seated on alternate seats on each row wherever possible. Please also note that the toilet on board the coach will not be available while these measures are on place. However, rest assured that no journey will be longer than 2 hours without a comfort stop.
7. Passengers who live together in the same household or are part of a social 'bubble', may sit together on a double seat. Where this occurs, the seat opposite, next to the aisle must not be used. The front double seat immediately behind the driver is unfortunately not available for use.
8. As part of our driver's safety briefing he or she will advise that upon arrival at the destination he or she will be exiting first and that once he or she has left the vehicle then all passengers may safely disembark, starting from the front – please continue to observe social distancing while waiting to disembark.
9. Our driver will drive with the roof vents open (weather dependant), as a plentiful supply of fresh air helps to prevent the spread of germs. Our coach air-conditioning system will also help to provide clean, filtered air. He or she may also be wearing a face covering while driving.
10. Upon arrival at the hotel, our driver will disembark and ask you to alight. Obviously, they will maintain a helpful presence but will also observe self-distancing requirements. Each day our driver will clean all touch points on the coach.
11. Once at the hotel, you will be required to follow their guidelines throughout your stay. We will ensure that they have carried out and implemented their risk assessment which will be according to accepted industry guidelines; and your driver will communicate their requirements to you before you arrive. Please understand that there will be restrictions with regard to various public areas, i.e. lifts, bars and swimming pools, and bedroom facilities like mini-bars, dressing gowns and magazines may be removed.
12. During your holiday, please wash your hands regularly and when boarding and disembarking from the coach - observe social distancing and use the hand gel that is supplied on board.
13. With regard to the exchange of such things as lost property, mobility aids etc, this will be carried out with full regard to all social distancing and hygiene requirements.

We appreciate that these precautions and procedures are somewhat onerous, however, and most importantly, we want to ensure that you still have a most enjoyable holiday! It is of course in all our interests to do what we can to prevent the spread of the virus. Should you require any further information or have any specific considerations and requirements then please do not hesitate to contact us at [info@woodstravel.co.uk](mailto:info@woodstravel.co.uk).

Thank you for your help and co-operation and for booking with Woods.

(This document is dated 31<sup>st</sup> July 2020 and will be regularly updated as guidelines change)