

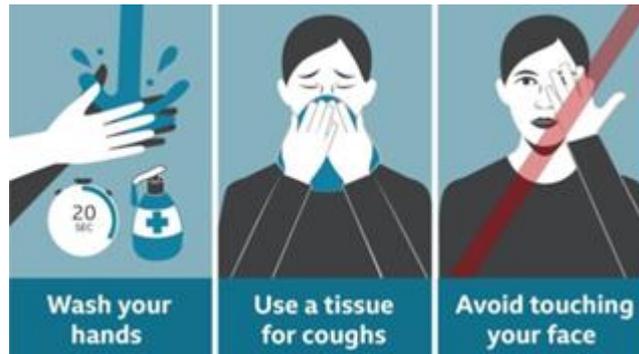
Woods Travel Ltd

Covid: 19 - Safe Operating Procedures for Group Leaders and Passengers

Throughout this pandemic period, and in the transition as we return to normal operation, it is very important that we follow some simple guidelines to protect our staff, our passengers and anyone else that we may come into contact with as we carry out coach travel services.

We want to work closely with our customers to ensure a safe system of work for all passengers and for our staff.

We are committed to proactively reducing the spread of any disease and maintain the health of our staff and passengers. As such please ensure you and your passengers 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. These are the company minimum standards; you may require additional procedures; please advise if this is required.

How do I protect myself and my passengers?

The following procedures comply with World Health Organisation guidelines and with the latest government guidelines as updated on Tuesday 23rd 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 please 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 can provide assurance and mitigation of these concerns; our normal front facing seating arrangements 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.

Please turn the page.

1. Our driver will arrive just a few minutes before your departure time, in order to minimise the time that passengers spend on the vehicle once boarded. Please maintain social distancing as your group gathers and when approaching and speaking with our driver.
2. When your driver arrives, he or she will alight the vehicle and gesture for you and your group to board. He or she will also pass hand sanitiser to the group leader so that your passengers can sanitise their hands before they board. Again, please ensure your group observe social distancing while waiting to board. The entrance/exit on the offside of the coach may also be used for boarding and disembarking where it is safe to do so.
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.
4. Our driver will ask your passengers to load from the back first and passengers that live together may be seated together. The double seat immediately behind the driver is not available for use. Group organisers will need to discuss the size and household/bubble makeup of the group to ensure that a seating plan can be designed which follows the 1 metre+ rule currently in force.
5. We would appreciate that you and your group wear face coverings (this is currently mandatory, unless exempt) when boarding and during the journey. This should be brought with you from your home.
6. Please also note that the toilet on board the coach will not be available while these measures are in place. Therefore, if a comfort stop or stops are going to be required, they should be planned with the office in advance.
7. Once your group have all boarded, our driver will board and then carry out the safety and information briefing before commencing the journey.
8. As part of our drivers 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 - and of course must continue to observe social distancing.
9. Our driver will drive with the roof vents open (weather dependant), 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 mask while driving.
10. Upon arrival at the destination, our driver will put the hazard warning lights on, disembark and wait for your group to alight. Obviously, he or she will maintain a helpful presence but will also observe self-distancing requirements. During your visit our driver will clean all touch points on the coach.
11. During your visit and prior to returning to the vehicle for the return journey, please encourage your group to wash their hands with soap and also to use the hand gel that is supplied on board.
12. With regard to the exchange of such things as lost property, this will be carried out at the end of the hire, having full regard please to observing all social distancing and hygiene requirements.
13. The group leader will need to have a list of passenger names and contact details in case of a test and trace situation. This list should be kept for three weeks from the date of the trip.

We appreciate that these precautions and procedures are somewhat onerous, however 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 for your group then please do not hesitate to contact us at info@woodstravel.co.uk

Would you kindly bring the above procedures to the attention of your group prior to travel. Thank you for your help and cooperation - and for booking with Woods.

(This document is dated 16th July 2020 and will be regularly updated as guidelines change)