



BELLE COACHES SAFETY PROTOCOL FOR OUR PASSENGERS

GUIDELINES FOR OUR STAFF AND PASSENGERS

We are a family run business and have been serving our customers for 96 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. Having taken everything into consideration and conducting risk assessments within our own company and working alongside agents, venues and other third parties we feel sure we meet the safety guidance expectations for you to feel safe in the knowledge that we have put together our Safe operating procedure to minimize any risks to COVID 19. We have also obtained "We're good to go" status backed by Visit Britain showing that we have adhered to Government and Public Health guidance.

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

On arriving at work and before the shift starts they will have their temperatures checked and then follow the government guidelines on personal hygiene before boarding and also whilst on board any of our vehicles.

Vehicles

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

- Vehicle Fogging will be done before you travel with a Viricidal + 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

We will comply with all their risk assessments before attending a hotel or venue and we will be happy that all measures are being taken on their part.

Passengers

It is mandatory to wear a face covering on public transport which includes coach travel. If you do not have a face covering on and not exempt from wearing one you will be refused travel.

Where 2 people from a separate household are sharing a twin room, it will be assumed that you have formed a social bubble and therefore will be sitting next to each other on the coach. If you

have not formed a bubble please advise the office of this as we will need to make changes to accommodate both parties on the tour.

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

Before travelling please follow the government guidelines, if for any reason you cannot do this, it would be a good idea to let us know by telephoning the office. If the office is not open an emergency number will be available.

Please only bring the amount of hand luggage or stored luggage that you can manage yourself.

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.

Hand luggage, you will need to keep on your seat or the vacant one beside you. The overhead racks will not be in use.

Food on vehicles is strictly prohibited unless you need it for a medical reason. A bottle of water we do recommend you bring, but ask you to take your rubbish away with you and dispose of safely.

Boarding Coaches and travelling to destinations

Assisting passengers on the vehicle will be very difficult to do whilst adhering to the safe distancing guidance of 1 metre plus, therefore please make sure you are fit to travel as we cannot help passengers on and off the vehicle.

At pick up points, our drivers will alight the vehicle therefore we require you to stand at least 1 meter plus away from the door. The driver will advise you as to where you will be seated on the coach, names will be clearly displayed on the seat also. Please wait a safe distance from anybody else waiting to board.

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

On entering the vehicle please use the hand sanitiser provided before going to your seat. To be able to keep a safe distance from other passengers it may mean that your original seat choice may have to be changed. Where possible you will board from the back to the front and keep your seat for the duration of the trip.

Please do not move about the vehicle whilst it is in motion.

Toilets will be out of use as much as possible, however we do appreciate there may be times that you do need the reassurance of a toilet therefore in an **absolute emergency** where there is one on board you will be able to use this. You will be expected to follow strict hygiene standards, which include using the hand sanitiser provided, and then washing your hands, 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. Please minimize the time away from your seat and consider other passengers by not touching their seats or stopping for a chat.

Comfort Stops

We will make frequent stops en-route to enable you to stretch your legs and use the facilities available. Please make sure you wait until the coach has stopped, the driver will then give you clear instructions on how to disembark safely continually observing safe distance measures where you can.

The driver will also take breaks at these times so everybody will be required to disembark the vehicle. When you return to the coach please wait patiently and then get back on the coach in the seat in order of how the driver advises. Again, please use the hand sanitiser provided at the entrance of 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.

End of tour or Excursion

On alighting the vehicle, you will not be offered assistance so do please be careful how you disembark, this is purely for the safety of yourself and our driver, we are extremely sorry we cannot assist you as we pride ourselves on our customer service but feel this is necessary at this time. The driver will get your luggage from the hold and wipe with a disinfectant wipe before you are given this back.

Your property

Please make sure you do not leave anything behind.

If you are on a feeder, separate guidance will be issued to comply with third party arrangements.

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. The measures we are taking have not been taken lightly and almost seem daunting, but I can assure you that we will do everything possible in making you feel at ease whilst travelling with us for your day out or holiday.

The guidance is ever changing therefore please note these measures are likely to be updated frequently.

