

Safe Operating Procedures for Holiday and Day Trip Customers



The government's latest announcement effective from 30th November 2021 states that it is mandatory to wear a face covering by law (unless exempt) when in crowded and enclosed spaces where you may come into contact with other people you do not normally meet. This includes shops, attractions, theatres, concerts and indoor settings plus public transport including taxis, minibuses, ferries and coach travel.

Throughout the pandemic, we have implemented the guidelines and put safety procedures in place. These precautions will continue so that you can fully enjoy your holidays and days out whilst travelling with us. These procedures will remain in place for maximum safety until we are advised that they can be relaxed.

Here's how we are making your journey with us Covid-19 secure:



Cleaning

We have implemented new and enhanced cleaning regimes. Our vehicles are cleaned as necessary throughout the day, which includes disinfection of key touch points and high contact areas. Antiviral procedures are undertaken each day and fogging weekly.



Drivers

Where possible, our drivers will disembark when passengers are entering and exiting the vehicle to minimise any unnecessary interactions.



Boarding

Please continue to respect the personal space of other passengers. Once seated onboard, please continue to wear your face coverings for the journey.



Face coverings

It is mandatory to wear face coverings (preferably face masks) when getting on, moving around and getting off the coach. Once seated your face covering must be worn for the journey. Drivers will be supplied with personal protective equipment where necessary.



NEW Purifying Air Filters

Our new air filtration systems will regularly purify the air on-board the vehicle throughout your coach journey.



Hand Sanitiser

Hand sanitiser dispensers have been installed on-board our vehicles for both driver and passenger use. Please ensure that you clean your hands upon boarding and alighting the vehicle.



On-board facilities

Our on-board toilets will remain open for emergencies and will be cleaned regularly using fogging and antiviral solutions.



Vehicle Capacity

Passengers can sit in every forward-facing seat on our coaches and we will return to operate at full capacity. Passengers travelling together will of course be seated together in a double seat. The guidelines now allow for two separate customers to be sat on a double seat together and as the coach reaches capacity, your seat number may be changed from when you originally booked your trip.

Safe distancing

Respect the personal space of others when waiting to board.



Thank you for your co-operation and support with these important guidelines.

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How do I protect myself and my fellow passengers?



Frequently wash your hands, for at least 20 secs at every opportunity during your holiday



Wear a face covering and use clean tissues for coughs and sneezes



Avoid touching your face - we know it is difficult

The following procedures comply with World Health Organisation guidelines and the government's latest announcement that face coverings are mandatory and must be worn on coaches. 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.

Our front facing seating arrangements and the physical barrier of high-backed seats all help ensure the maximum mitigation of the dangers and maximise safety. Passengers should continue to respect the personal space of each other and avoid close 'face to face' situations.

1. When your Home Link or local taxi driver arrives, the vehicle will be clean, safe and sanitised. It is mandatory that you wear a face covering when travelling in a confined space.
2. When you arrive at your departure point, you will be assisted by our staff. In an outdoor environment, you can make your own informed decision as you do not need to wear a face covering.
3. It is mandatory and in consideration of other passengers, that you wear a face covering when boarding, whilst sat in your seat for the journey and when waiting to disembark.
4. Please try to maintain a 1+ metre distance and respect the personal space of other passengers wherever possible and when speaking to your driver.
5. When boarding, you are invited to sanitise your hands. Passengers travelling together will sit in a double seat. As the coach reaches capacity, single travellers may have their seat number changed as two separate customers can now be sat together on a double seat.
6. Your driver will plan their route with regular comfort stops throughout your journey. The toilet onboard will be available for emergencies and cleaned as often as possible.
7. As part of our driver's safety briefing they will advise that upon arrival at the destination, the driver and courier will be exiting first and that once they have left the vehicle, then all passengers may safely disembark, starting from the front - please respect the personal space of other passengers and you must continue to wear a face covering while waiting to disembark.
8. Upon arrival at the hotel, our driver will disembark and ask you to alight and they will maintain a helpful presence. The vehicle will be cleaned and sanitised ready for the next day.
9. Once at the hotel, we all still need to remain cautious and whilst many rules have been relaxed, you will be asked to follow the hotels own guidelines throughout your stay. Where possible, we will communicate their requirements to you in our pre-holiday travel ticket pack.
10. Throughout your holiday, please wash your hands regularly and when boarding and disembarking from the coach - use the hand gel that is supplied on board.
11. With regard to the exchange of such things as lost property, mobility aids, etc, this will be carried out with full regard to all hygiene requirements.
12. Please be aware that whilst on your days out or holiday tour, when visiting attractions and venues as detailed in your itinerary, any restrictions and special instructions will need to be followed. The venue and your driver will make you aware of this whilst you are on holiday so please continue to be patient as such restrictions are outside of our control.

It is therefore recommended that you carry with you your Covid pass at all times (NHS Covid Pass Letter or on the NHS App on your mobile phone) as proof of full vaccination (or proof of exemption or a negative lateral flow test) should you be required to show it.

Dated: 30th November 2021

We appreciate that some precautions and procedures remain in place, it is pleasing that most of them do not create any major inconvenience. 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@bakersdolphin.com. Thank you for your co-operation and for booking with Bakers Dolphin.