

Safe Operating Procedures for Holiday Customers



**BAKERS
DOLPHIN**
EXPERTS IN COACH TRAVEL, SINCE 1889

The government recently issued new guidelines that allow us to consider the re-start of 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.

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 fogging procedures are undertaken each day.



Drivers

Where possible, our drivers will disembark when passengers are entering and exiting the vehicle to minimise any unnecessary interactions. When drivers cannot disembark the vehicle, they will wear a visor.



Boarding

Passengers will be required to load rear seats first and leave the vehicle in the reverse order to avoid walking past sitting passengers.



Face coverings

It is mandatory for customers to wear face coverings (preferably face masks) as per government advice. We also supply our drivers with personal protective equipment where necessary.



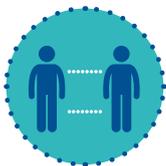
NEW Purifying Air Filters

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



Hand Sanitiser

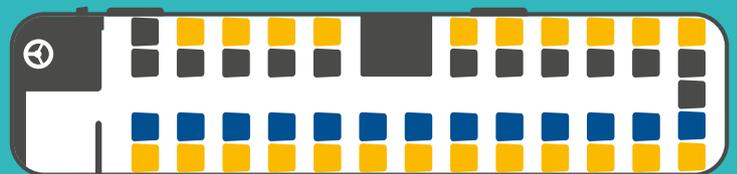
Hand sanitiser dispensers have been installed on-board our vehicles for both driver and passenger use. Please ensure that you clean your hands upon boarding and alighting the vehicle.



On-board facilities

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

Reduced vehicle capacity



To comply with the Government's one metre+ guidance we will be operating all coaches with a reduced seating capacity and fewer passengers to ensure social distancing.

- Seat available
- Seat is NOT available
- Seat available member of the same household

Safe distancing



When waiting for your coach keep a 2m distance from others in the queue when possible to do so.

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

www.bakersdolphin.com

How do I protect myself and my fellow passengers?



Wash your hands, for at least 20 secs



Wear a face covering



Avoid touching your face

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 and 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 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. Unfortunately seats around tables for example in our Gold Bistro area will not be available.

1. When your Home link or local Taxi driver arrives, they will be wearing a face mask. The vehicle will be clean, safe and sanitised and capacity will be reduced in order to provide for social distancing.
2. When you arrive at our departure point, you will be assisted by our staff. They will be wearing face coverings. Comfort Stop toilet facilities will be available; please wash your hands of course and maintain 2 metre social distancing whenever possible while using the facilities and while waiting to board.
3. We would appreciate that you wear a face covering when boarding and during the journey, preferably your own; however our driver will have a small number for emergencies. The entrance/exit on the offside of the coach may also be used for boarding and disembarking where it is safe to do so.
4. You will be asked to board just a few minutes before your departure time, in order to minimise the time that passengers spend on the coach once boarded. Please try to maintain a 1+ metre social distance wherever possible, as you gather and when approaching and speaking with our driver.
5. 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 only be available for emergencies while these measures are in place. However rest assured that no journey will be longer than 2 hours without a comfort stop.

6. 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.
7. As part of our driver's safety briefing they will advise that upon arrival at the destination, they will be exiting first and that once they have left the vehicle, then all passengers may safely disembark, starting from the front – please continue to observe social distancing while waiting to disembark.
8. 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.
9. 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 we will communicate their requirements to you in our pre-holiday travel ticket pack. 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.

Please be aware that some of the locations visited on our holidays may also be restricted and special instructions will need to be followed. Our driver will make you aware of this whilst you are on holiday but please be patient and remember that such restrictions are outside of our control.

10. 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.
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 social distancing and hygiene requirements.

Dated: 5th November 2020

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@bakersdolphin.com. Thank you for your co-operation and for booking with Bakers Dolphin.