

## **COVID 19 STATEMENT 11.09.2020 ( UPDATED)**

We trust we find you in good health and spirit, it's been awhile since we have met so it's time we gradually get back in the driver's seat for (terry at least) and back at what we are good at .

We need to focus on the future with ways and means we can travel safely within the guidelines we have been given , with the social distancing in place due to this our capacity on the coach has been reduce so passenger numbers will be reduced.

Can we express our thanks to all our clients who have found the time to call and express their thoughts and thanks with us at this time and if you have been affected by this horrible virus our thoughts go out to you.

### **HOLIDAYS**

All cancelled holidays up to the end of July have now either been credited for alternative holidays or refunded in full please note we are still in process with this and letters should be arriving soon

A lot of our clients have used their credit for future holidays

We are to commence our holidays again from August dependent on government guidelines and with social distancing we shall only be able to operate at a reduced capacity , also this does depend on the hotel we are travelling too and there restrictions

Any bookings that are cancelled by you the client shall revert to the normal booking condition (see back of brochure)

Please remember the last half of the brochure is still active and new bookings welcome

If any passengers do have any concerns they call the office for advice

Any cancelled seats will be released for new bookings

we can not guarantee if you pre booked any seats that these will be the same as we have to move people to maintain social distancing on the coach

Any bookings will be subject to the booking terms and conditions

### **DAY TOURS**

We have been working day by day with day tours please bear with at this time and thank you to all that have taken up the offer of credit notes and most have already gone on future tours later in the year

We shall have to operate at a reduced capacity due to social distancing rules but this can change day by day

Places are now opening up so our days tours are running again . we will hopefully be adding to the day tour list to get previous cancelled day tours back on later in year

Any cancelled seats will be released for new bookings

Any new bookings will return to the bookings conditions

All credit notes must be redeemed via the booking office only

We are operating at the moment you may leave a message on the office phone and we shall return you call as soon as possible or call the emergency number if it's an emergency.

### **UPDATE 11.09.2020**

Following the government announcement on the 9th September that social gatherings of more than 6 people are now restricted as our groups are professionally organised by us and we have a risk assessments in place and good covid practise and can maintain social distancing we can carry on as before if this information does change we shall update you.

### **COVID -19 SECURE**

**WE HAVE CLEANING ,HAND WASHING AND HYGIENE PROCEDURES IN LINE WITH GUIDANCE ON BOARD PROVIDED HAND SANITISERS AT EACH ENTRANCE/EXIT WHICH WE REQUEST CUSTOMERS TO USE AS THEY BOARD AND EXIT ALL VEHICLES**

Where people cannot be 2m apart we have done everything practical to manage transmission risk

All coaches shall be disinfected at each stop and before and after boarding

We wishfully hope to see you all very soon.

Terry