



### Safe operation procedures for group leaders and passengers

At Motts/Crusader Holidays we are entering a phase of transition to resume an element of operation to all our customers. For this to be successful we have implemented some strict guidelines for our staff, customers, and any other person that we may encounter as we carry out our coach travel services.

The services that we provide helps towards the economy, but also the wellbeing of our customers, who after having been in a phase of lockdown are now able to see the light at the end of the tunnel and will be looking towards experiencing the delights of once again travelling to a destination by coach. This will only be achieved with the appreciation, organisation and commitment of our staff and customers in helping ensure all remain in good health.

Commitment has never been more at the forefront of Motts Travel than it is right now; with the additional implementations of proactively investing in maintaining (above current Government guidelines) hygiene levels to encompass the health and wellbeing of our staff and customers, thus enabling our commitment to reduce the risk of spreading the coronavirus Covid-19 disease.

**We therefore request that all passengers follow this guidance.**



### Cleaning protocols

Our rigorous regime of cleaning takes on the following and is carried out at the end of every day, or if needed, between different groups of customers boarding our vehicle.

**Our drivers carry with them the required PPE** (personal protective equipment) so they are able to maintain the high levels of cleanliness throughout the day along with all disinfectants and numerous disposable clothes, which would only be used once and disposed of via the Government guidance (*once used placed along with PPE into a bag and sealed, stored for 72 hours where it then can be placed in an additional bag and disposed of*).

All floors, seats, glass surfaces, handrails, arm rests, seat belts and buckles, including drivers' controls, dashboard and cab area are **disinfected and wiped**.

Motts have invested in a **Sanitisation Fogger** which emits a fine spray of disinfectant, enabling us to reach the confined spaces that general cleaning is unable to do, this will be used as an addition to the frequent disinfectant cleaning that takes place, and will be used on a frequent basis.

## Protection

As per the Governments revised adaptation on the wearing of face masks (11/05/2020), and for the protection of yourself and others, **face masks are mandatory while onboard our vehicles\***

(\*The Government has guidance on exemptions to this rule which will be followed by Motts Travel.)

Implementation of **segregated seats for single passengers** will ensue.

Whilst people of the same household may sit together, the seating arrangement will be pre planned with the office and group leaders in advance.

As you enter the vehicle you will be able to take advantage of the **hand sanitizer**, boarding will commence from the rear of the vehicle first. Those walking towards the rear of the vehicle are requested do not touch the seats or handrails.

Alighting the vehicle will commence from the front of the vehicle and we request that all passengers adhere to social distancing measures when exiting.

At the time of this publication 08/07/2020 we have taken the decision to have our **on-board facilities isolated and out of use**, these facilities shall be re-instated when the company has confirmed guidance.

There are many different publications from the WHO (World health Organisation) and PHE (Public Health England) on social distancing from 2 meters in open spaces to 1 meter in in-closed spaces when wearing a face mask, this we believe is achievable on our vehicles and the raised seat backs also offer a physical form of protection.

**As a conscientious company complying with all current legislation, we kindly request that if you have been in contact with any known person that either has or had symptoms of Coronavirus Covid-19 Motts/Crusader Holidays are informed immediately so that travel can be cancelled for the individual.**

With all precautions in place we can offer a reduced number of seats on our vehicles and maintain the social distancing measures.

We would recommend that if you have any concerns over the implications set out here that you in the first instance contact Motts/Crusader Holidays who are here to offer help and advice.

## Travel Procedure

1. Our driver will arrive just a few minutes before your departure time, as we are trying to minimise the time for passengers 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, they will stop just short of where you are waiting and will put the hazard lights on, alight the vehicle and gesture for you and your passengers to board. The driver will have hand sanitiser available for all passengers to use. If luggage handling is required, our driver will wear protective gloves. Again, please ensure your group observe social distancing while waiting to board.
3. Our driver will ask your passengers to load from the back first and we'd like everyone to observe current government self-distancing guidelines. Passengers that live together may be seated together and some seats on the vehicle may be cordoned off. **Face coverings are mandatory during the journey\***, preferably your own; however, our driver will also have masks available. (\*The Government has guidance on exemptions to this rule which will be followed by Motts Travel.)
4. Once your passengers have all boarded, our driver will board and then carry out the safety and information briefing, before commencing the journey.
5. As part of our driver's safety briefing the driver will advise passengers that upon arrival at the destination they will be exiting first. Once they have left the vehicle passengers may safely disembark starting from the front, observing social distancing.
6. Our driver will drive with the driver's window open; a plentiful supply of fresh air helps to prevent the spread of germs. Our driver may of course be wearing a face mask and gloves while driving.
7. Upon arrival at the destination, our driver will put the hazard warning lights on, disembark, and wait for passengers to alight. Naturally, your driver will maintain a helpful presence but will also observe self-distancing requirements. During your visit our driver will clean all vehicle touch points.
8. 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 to use the hand gel that is supplied on board.
9. With regard to 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 self-distancing and hygiene requirements.

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 Coronavirus Covid:19. 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@mottstravel.com](mailto:info@mottstravel.com)

Thank you for your help and cooperation and we look forward to welcoming you soon.

*(This information is correct as of 8<sup>th</sup> July 2020)*