

COVID-19: Procedures for Safely Operating Coach Travel

We are committed to proactively reducing the spread of any disease and maintain the health of our staff, our passengers and anyone else that we may come into contact with as we carry out coach travel. Please ensure you follow this guide and Government guidelines to help maintain the hygiene levels that we currently have in place to reduce the spread of any disease.

The following mitigations, provisions and policies are in place:

- Before departure all coaches will be treated by the latest “fogging” technology that applies an anti-viral coating to interior surfaces effective for up to 7 days.
- All coaches will be deep cleaned between hires with disinfectant / antibacterial wipes and spray which includes cleaning of all touch points, floors, seats, glass surfaces, dash areas, driver controls, handrails, hand grabs, seat belt buckles, armrests, tables, toilet etc.
- During your visit our crew will deep clean your coach with antibacterial wipes and spray.
- Current Government data shows that around 95% of the UK 50+ age group have now received both vaccines.
- All drivers have received two vaccines
- Drivers take two lateral flow tests weekly.
- Staff have been provided training by Public Health on how to carry out a lateral flow test.
- Customers are encouraged to take a lateral flow test prior to travelling and not travel if they have COVID-19 symptoms.
- The air-conditioning system will not be set to re-circulate so a constant supply of fresh filtered air flows throughout the cabin to help to prevent the spread of germs.
- 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.
- When handling luggage / walking aids our driver may wear gloves and ask passengers to observe social distancing.
- Hand sanitisers are provided and customers are reminded to make use of them when boarding and alighting the coach
- Once passengers have all boarded, our driver will board and then carry out the safety and information briefing, before commencing the journey.

- Upon arrival at the destination, our driver will put the hazard warning lights on, disembark and wait for passengers to alight. Obviously they will maintain a helpful presence but will also observe self-distancing requirements.
- When safe to do so our driver will open the middle door for passengers who are seated from the toilet backwards. Passengers sitting in the front half of the coach are advised to exit via the front door.
- Our crew may be wearing a face mask when greeting customers.
- Please follow government guidelines regarding face coverings during your journey. Whilst the wearing of masks on coaches is no longer a legal requirement we will be requiring continued wearing of masks as advised by the Government when in enclosed space.
- During your visit and prior to returning to the vehicle for the return journey, please wash your hands with soap and also to use the hand sanitiser that is supplied on board.
- The on-board toilet is to be used for emergencies only.

Seating Arrangements

- You will be allocated your own seats on the coach for the duration of your tour / hire.
- Customers are advised to remain in their seat during the journey and avoid any non-essential movement.
- All of our coaches have forward facing, high backed seats, which do create an important physical barrier between passengers.
- For the on-going safety of our drivers and passengers, the double seat immediately behind the driver will not be available for use.
- Where possible window seats will be utilised, except the seat behind the driver.
- Seats not in use will be clearly labelled.

There is however still variation across England, Scotland and Wales which does mean that we have to apply different rules for the relevant tours to ensure compliance in all countries.

If require any further information or have any specific considerations and requirements please do not hesitate to contact us at office@bluebirdcoaches.com.

Thank you for your help and co-operation and thank you for booking with Bluebird Coaches.