

Safe Operating Procedures for Coach Groups

Throughout this pandemic period, and in the transition as we return to normal operation, it is very important that we follow some simple guidelines to protect our staff, passengers and anyone else that we may come into contact with as we carry out coach travel services.

We are committed to proactively reducing the spread of any disease and maintain the health of our staff and our passenger groups. As such, please ensure you and your group follow this guide to help maintain the hygiene levels that we currently have in place to reduce the spread of any disease.

Our enhanced cleaning regime includes smoke sanitising vehicle interiors (aerosol based disinfectant sometimes called 'fogging') prior to each day of operation. In addition, cleaning of windows and touch surfaces including seats, hand rails, seat belt buckles and handles along with driver controls is carried out after each journey with disinfectant wipes.

The primary concern on board coaches is that of social distancing; all your passengers should keep their distance from people outside their household, and we recognise that this is not always possible. The transmission of Corona virus 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.

With these facts in mind, please be assured that your coach will arrive in a sanitised, virus free condition; and that we have the following measures in place to prevent the spread of the virus while on board the coach. Furthermore these protocols comply with World Health Organisation guidelines, which are fully achievable on our coaches. Our normal front facing seating arrangement 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 safety.

1. We ask that you and your group should wash your hands before travelling and, if you can, to bring hand sanitiser for use during your journey.
2. Our driver will arrive just a few minutes before your departure time, in order to minimise the time that passengers spend on the vehicle once boarded. Please maintain social distancing as your group gathers and when approaching and speaking with our driver.

3. When your driver arrives, he/she will alight the vehicle and gesture for you and your group to board. If luggage handling is required our driver will wear protective gloves. Again, please ensure your group observe social distancing while waiting to board.
4. Our driver will ask your passengers to load from the back first and anyone that lives together may be seated together. The double seat immediately behind the driver is not available for use. All passengers **must** wear face coverings or face masks during the journey.
5. Once your group have all boarded, our driver will board and then carry out the safety and information briefing before commencing the journey. He/she will request that passengers remain facing forward and avoid touching surrounding surfaces unnecessarily.
6. As part of our drivers briefing he/she will advise that upon arrival at the destination he/she will exit the vehicle first and that once he/she has left the vehicle then all passengers may safely disembark, **starting from the front** - and of course must continue to observe social distancing.
7. Our driver will drive with the driver's window and any roof vents open, a plentiful supply of fresh air helps to prevent the spread of germs.
8. Upon arrival at the destination, our driver will disembark and wait for your group to alight. Obviously he/she will maintain a helpful presence but will also observe self-distancing requirements. During your visit our driver will clean all vehicle touch points.
9. During your visit and prior to returning to the vehicle for any return journey, please encourage your group to wash their hands with soap and water or use hand sanitiser.

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 travel@landflight.co.uk

We ask that you kindly bring the above procedures to the attention of all members of your travelling group prior to your date of travel.