

# Strathmore Travel

## We'll Get it Right For You

It's been a long and trying time for all of us but we are delighted to once again welcome you back on board! In order to run our tours safely there will be some changes put in place, some information you will need to know, and some basic actions we will ask of you. Despite all this our main commitment will remain - to ensure everyone has a wonderful, relaxing and safe holiday!



- ✓ **Cleaning:** There will be enhanced daily cleaning of all coach surfaces throughout your holiday as well as deep cleaning after each tour and anti-viral fogging on a regular basis. The coaches will have the air vents open to help prevent the spread of germs. Hand sanitizer will be provided on board but we also ask you to also bring your own. Please ensure you wash or sanitise hands as often as possible during the holiday/day trip.
- ✓ **Seating/Distancing:** Seating will be spaced at least 1 meter apart. We know it's not always possible but please respect your fellow passengers and keep a distance of 1m+ when you can. Where you cannot, wearing masks and not being too close for too long, will help minimise risk. Families and those from the same household can be seated together as well as those who are part of the same social "bubble" and singles travelling with another party.
- ✓ **Boarding:** Please be at your pick-up point at least 10-15 minutes ahead of time so we can board the coach safely.
- ✓ **Masks:** Everyone should bring their own mask and wear this when embarking and disembarking, and then as much as comfortably possible on the coach. We will provide masks for anyone who forgets at a small charge payable to the driver. If you have a medical condition exempting you from wearing one, please let us know before you arrive. Anyone who fails to comply will be asked to leave the coach and will be charged full cost of the holiday.
- ✓ **Porterage:** Our drivers will be wearing gloves to assist with your luggage on and off the coach.
- ✓ **Customer Health:** We ask all of you to let us know at any time before you go on holiday, or during, if you are feeling unwell but in particular if you have a high temperature, new persistent cough, or loss of taste/smell. If you do, please let us know, or if you are away on the holiday, let the driver know. If your cancellation is within 28 days of travel we will arrange a full credit towards a future holiday with us. If you fall unwell during the holiday with Covid-19 symptoms, you will be required to arrange your own transport home as well as any additional nights/meals taken at the hotel if extra nights are required. We will advise all passengers on the protocol should anyone fall ill during the trip or alert us when they are home.
- ✓ **Routes/Stops:** Routes may be longer than normal to allow for more comfort and rest stops, but we will always have you at your destination as quickly as we can. Toilets on board will not be in use.
- ✓ **Hotels:** Each hotel will have different protocols during your stay - please respect and follow these. Where necessary, or if there is anything we feel out with "normal" Covid-19 protocols, we will advise you in advance of anything we think it you need to know. Porterage to take luggage to and from rooms may not be available automatically, so please ask at Reception if you need assistance.
- ✓ **Itineraries & Cancellation:** We may need to change these at short notice due to the current situation as well as possibly cancel entire holidays if we feel it is not safe or due to circumstances out with our control. If we have to cancel then a credit voucher will be issued to you for using towards a future holiday/day trip.

**Remember – we are all experiencing something new here; you, us, the drivers, hotel and visitor attraction staff. We are all doing our best to keep you safe and happy, and ask you to help each other keep safe and happy, to ensure you have a much needed enjoyable stay. But it is different for us all so let's all be patient and kind whilst navigate this new normal together!**