



## Our Covid-secure operating plan

At the Alfa Leisureplex Group, the safety of our guests and employee owners will always be our number one priority and as a result we have introduced a range of Covid secure procedures. We are continually monitoring the Government's advice and will keep this information updated with any changes in line with the evolving guidance.

Detailed risk assessments have been undertaken and reviewed by our independent Health and Safety consultants to make sure we are following all the latest advice.

We have achieved the Visit Britain Good to Go accreditation and our Leisureplex Hotels have achieved the AA Covid confident accreditation for the processes and procedures we have implemented.



### GUIDANCE FOR CUSTOMERS

- Do not travel if you're experiencing any Coronavirus symptoms. These include a high temperature, a new continuous cough, or loss or change to your sense of smell or taste.
- Advise us immediately if you have been contacted by the Track and Trace system with reference to cancelling / postponing your holiday, as you will not be permitted to travel. The David Urquhart Travel Peace of Mind Guarantee allows you to transfer to a later date at no extra charge.
- Please note that for Test and Trace purposes we are required by law to record a name and contact number for all customers travelling. Information is collected solely for this purpose will be held for 21 days before being destroyed and will only be used if we are required to provide information to Track and Trace.
- 'The Rule of 6' or 'two households'- Please note that under the latest rules you are only permitted to travel in groups of up to 6 people from different households. Larger groups are only permitted to travel if they are from no more than two households. Under these rules, all people in a support bubble are counted as one household.
- Please observe the latest social distancing guidance at all times and follow instructions from our teams.
- Wash your hands before travelling and we recommend that you bring with you, hand sanitiser for use during your journey. Hand sanitiser and anti-viral wipes are available to purchase from reception at our Leisureplex hotels.
- Please be patient as loading and disembarking the coach may take longer than usual.
- Please do not arrive at your departure point more than 15 minutes in advance of your booked journey time to help with social distancing.
- The law currently requires that you wear a face covering that covers both your nose and mouth whilst travelling on our coaches and whilst moving around the hotel. In line with Government guidance, face coverings must fit securely around your nose and mouth. These can be reusable or single-use face coverings, or you may also use a scarf, bandana, religious garment or hand-made cloth covering but these must securely fit round the side of the face. As such, the use of visors on their own are not permitted. Face coverings must be worn in the hotel unless you are seated in the bar or restaurant. We are able to provide 100% organic and reusable cotton face coverings, which fit comfortably around the back of the head for just £4 each, which will be posted with tickets on request. Customers who are exempt from wearing a face covering are asked to advise us by emailing [specialrequirements@davidurquhart.com](mailto:specialrequirements@davidurquhart.com) or calling [01355 711620](tel:01355711620) before departure so the hotel and driver are aware.
- Keep to your designated seat throughout your holiday and only use the on board toilet if unavoidable.
- Cover your nose and mouth with a tissue or the crook of your elbow when you cough or sneeze and dispose of the used tissue immediately and wash your hands.
- Please respect each other and our teams by ensuring you follow these guidelines, which are in place to keep everyone safe. We reserve the right to ask customers who are not following the safety advice to return home at their own cost.



## OPERATING SAFELY ON OUR COACHES

- The maximum capacity of our coaches will be reduced and seats will remain empty to allow for social distancing between guests not from the same household. We may have to adjust seat reservations as a result, but will make every effort to keep seats as close as possible to those booked. Customers with specific seat requirements for medical reasons are advised to complete a special requirements form to ensure this is taken into account.
- Our coaches and those of our preferred partner coach operators are fitted with high specification air filtration technology that will remove small particles killing bacteria and viruses. Additionally, the heating, ventilation and air conditioning systems will continuously change the air every two minutes.
- Our coaches will undergo an enhanced daily cleaning routine, including sanitisation of all touch points.
- All coaches will be fitted with hand sanitisers, which guests will be asked to use each time they board the coach.
- When disembarking the coach, customers will be asked to empty the coach from the front seats backwards to the rear.
- In line with government guidance, face coverings are mandatory whilst travelling on our coaches, unless you are medically exempt. Face coverings can only be removed for the purposes of eating and drinking and should be replaced at the earliest opportunity.
- Please note that as you are travelling in Scotland, then you must also wear a face covering that fits securely around your mouth and nose, if you are wearing a visor.
- Our drivers will wear face coverings until all customers have boarded the coach and whilst handling luggage.
- Customer temperature checks will be completed at the first pick up point and also prior to boarding the coach for an excursion and for the return journey home. Any customer temperature with a reading 37.8°C or above will not be allowed to travel. The David Urquhart Travel Peace of mind guarantee allows you to transfer to a later date at no extra charge.



## OPERATING SAFELY AT OUR LEISUREPLEX HOTELS

- Hand sanitiser dispenser stations will be located at the entrance doors into reception, outside the lifts and restaurants and individual bottles of sanitiser will be available to purchase from reception.
- Protective screens are fitted at reception.
- Keys and Key Cards will be sanitised before each new stay.
- Express check-in will be used to keep waiting times to a minimum.
- High-frequency touch items such as menus, tent cards and pens will be removed from the bedrooms.
- Telephones, TV remote controls, kettles and hairdryers will be fully sanitised between stays.
- Bedrooms will be fully sanitised and deep cleaned between stays and new laundry protocols will be introduced which will mean used linen is removed safely.
- The housekeeping service will continue to be available but will be on request only from Reception during your stay.
- Face coverings will be worn by our housekeeping, restaurant and bar teams.
- Tables will be positioned in the restaurants and bars to allow for social distancing of guests. We will make use of additional lounge space where it is available and we will increase breakfast and dinner service time if required.
- Our usual programme of entertainment will be provided (government guidance permitting), however, due to space constraints, we unfortunately cannot allow dancing during this time.
- We will be operating table service for drinks orders from the bar with last orders being in line with the latest government guidance.
- All breakfast items will be waiter served and cold buffets will be removed.
- There will be enhanced deep cleaning of public spaces and high touch points during the day and our cleaning charts will be displayed.
- Use of the lift is restricted to the guests of one room at any one time.
- In line with government guidance, the wearing of masks is mandatory whilst moving around the hotel, unless you are seated in the restaurant or bar.
- Card machines will be available for payments to remove the need for cash transactions.
- All suppliers to Leisureplex Hotels will be required to adhere to the latest government advice.



## OPERATING SAFELY AT OUR SELECTED PARTNER HOTELS

- All partner hotels will be required to operate in accordance with our Leisureplex Covid-secure procedures.



## EXCURSIONS AND VENUES DURING YOUR HOLIDAY

- All excursions and venues featured within our holiday programmes will be risk assessed to ensure that we are still able to still deliver a memorable holiday experience operating in accordance with our own Covid-secure procedures.



## OUR TEAMS

- All of our team members have undergone training in our Covid-secure procedures and on our risk assessments.
- All team members will be required to check their temperature before attending work and will not attend work if they are experiencing Coronavirus symptoms and will be required to self-isolate for 10 days before returning to work.
- We conduct twice weekly lateral flow testing for team members and team members will not attend work if they record a positive result, unless the subsequent PCR test returns a negative result.

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## DAVID URQUHART TRAVEL PEACE OF MIND GUARANTEE

- With David Urquhart Travel you can book your holiday with confidence, safe in the knowledge that if you have to cancel your holiday due to having to self isolate with Covid19 symptoms or you are contacted by 'Track and Trace' and advised to self isolate, you can move your holiday departure date free of charge to another date in the future.

Terms and conditions – valid on all existing and new bookings. Evidence will be required to prove that you are self isolating in conjunction with Covid19. You are entitled to transfer your holiday free of charge under our guarantee to an alternative date (please be aware any increase in the holiday price will be applicable), if you choose to cancel your holiday you will be charged the appropriate cancellation fees in line with our booking terms and conditions

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*Thank you in advance for your co-operation*

Call **01355 711620** or Visit **[davidurquhart.com](http://davidurquhart.com)**