



## Our Covid-secure operating plan

At David Urquhart Travel, 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

- Please **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 Test and Protect system with reference to 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.
- Wash your hands before travelling and we recommend that you bring with you, hand sanitiser for use during your journey.
- The law in Scotland 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. For holidays to all other destinations face coverings are only required whilst travelling on our coaches, unless you are medically exempt.
- Keep to your designated seat on the coach throughout your holiday.
- 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.
- Rapid Lateral Flow Tests are currently available by ordering online at <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>. We highly recommend that you obtain and carry out a test the day prior to going on holiday. If your Lateral Flow Test is positive please advise us immediately as you will not be permitted to travel but would be covered under our Peace of Mind guarantee, on the provision of your NHS confirmation of a positive test.
- **Don't forget to pack your Covid test** - customers are also encouraged to pack lateral flow tests in their suitcases and test regularly whilst on holiday.
- Please respect each other and our teams by ensuring you follow these guidelines, which are in place to keep everyone safe.



### OPERATING SAFELY ON OUR COACHES

- All seats are forward facing and high backed, known to significantly reduce the risk of transmission.
- All Alfa Coaches and preferred partner Coaches are fitted with anti-viral filters that filter the air on the coach. The air on our coaches is continually replaced with fresh air from outside the vehicle every 2-4 minutes.
- Air conditioning settings are set to bring the maximum amount of fresh air into the vehicle.
- Our coaches undergo an enhanced cleaning routine, including sanitisation of all touch points.
- Our coaches are fitted with hand sanitisers, which guests will be asked to use each time they board the coach.

- All feeder vehicles use forward facing seats. All seats will be available for use on the feeder vehicle in accordance with the latest government guidance for transport and feeder vehicles will be required to operate in accordance withour Alfa Coaches Covid-secure procedures.



## OPERATING SAFELY AT OUR LEISUREPLEX HOTELS

- If you are staying in Scotland, in line with government guidance, the wearing of masks is mandatory whilst moving around the hotel, unless you are seated in the restaurant, bar or lounge.
- Hand sanitiser dispenser stations are located at the doors into reception, outside the lifts and restaurants.
- Protective screens are fitted at reception.
- Keys and Key Cards will be sanitised before each new stay.
- Telephones, TV remote controls, kettles and hairdryers will be fully sanitised between stays.
- Bedrooms will be fully sanitised and deep cleaned between stays.
- There will be enhanced deep cleaning of public spaces and high touch points
- Card machines will be available for payments to remove the need for cash transactions.



## OPERATING SAFELY AT OUR SELECTED PARTNER HOTELS

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



## OUR TEAMS

- All of our team members have been provided with Covid-secure training
- Our teams are required to isolate for a minimum of 5 days if they test positive for Covid

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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 'Test and Protect' 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)