

G-Line Holidays

Door to Door!

Welcome Back!

As the world begins to return to normal and we once again embark on new adventures, we are sure you will agree that we all have a moral obligation to reduce the spread of Covid 19.

G-Line Holidays' primary concern is the safety of our customers and therefore, as we return to operation, we have implemented the following procedures and amendments to our Terms & Conditions.

For Your Safety

You have our assurance that G-Line Holidays have undertaken a legally required 'Risk Assessment' and as a result, we have stringent policies in place regarding vehicle cleansing and the transportation of passengers. When travelling with us, you can be confident that:

- Before departing our depot, your vehicle has been vigorously cleansed using anti-bacterial cleansers, including all hard surfaces such as handrails, hand grabs, seat belt buckles and armrests, in addition to any glass, the driver's area and all flooring.
- Your driver has been trained in our 'Safe Operating' procedures, as advised by Government and will consistently and anti-bacterially clean all 'touch surfaces' throughout each day. When away from base, this will take place before, during and after each day.
- The Air Conditioning System is anti-bacterially cycled at the end of each use and the filters are cleansed or replaced ahead of recommended periodic schedules.
- Our vehicles are periodically 'fogged' with medically graded and certified anti-bacterial cleansers, using the most advanced technology available. This process fills the vehicle interior with an anti-bacterial 'fog', leaving no area untouched and eradicating bacteria.
- Required social distancing is maintained or mitigated.

We hope you agree that after considering the above and below, we are doing all possible to ensure the safety of our customers.

Of course, in order to remain as sanitary as possible, we need your help and consideration.



Our Expectations

Temperature Testing

Customers **MUST NOT TRAVEL** if they experience any **symptoms** of Covid 19 (***high temperature / a new, continuous cough / a loss or change to sense of smell or taste***). Therefore, before joining any of our vehicles, we require each customer to submit to a non-intrusive and non-touch infra-red temperature test. If a customer fails this test, or is visually displaying any of the symptoms described, we are sorry to say that travel will be refused. In such instances, we will endeavour to re-schedule your departure, but if a Temperature Test is refused, we will classify this as full cancellation of your booking and cancellation charges will apply as per our Terms & Conditions.

Face Masks

It is a legal requirement that any person travelling on board a coach **MUST** wear a face covering. Any person not doing so will unfortunately be refused carriage.

Hand Sanitising

Unlimited, medical grade hand sanitiser will be available from a dispenser near the front of the vehicle. All passengers **MUST** use this product each time prior to boarding.

Social Distancing

G-Line Holidays will ensure a one metre distance is maintained across the width of the coach. As we do not offer any face to face seating, our high-backed seats provide a physical barrier from any person whom may be seated in front, or indeed behind. We ask for patience and consideration to other passengers regarding social distancing, specifically when boarding and alighting the coach. If you must pass a seated passenger, please do so without touch and take your own seat as quickly as possible.

Seating

Due to the current social distancing requirement, we may be forced to amend seating plans and change your originally allocated seat. In this event, please rest assured we will do our utmost to allocate seating as near to the original as possible. When seated, your seat is your own for the duration of your break.

Alighting & Re-Boarding

Please **listen carefully** and **pay attention** to your **drivers' instructions** at all times and specifically, when alighting the coach at attractions, hotels or comfort stops. The coach will be alighted front to back in order to minimise passenger contact, so please **remain seated** until the driver instructs you to depart. Where possible, the coach will be boarded back to front and again, the driver will instruct passengers when to board in order to minimise contact.

Insurance

In the event a customer experiences illness or Covid related Symptoms during their holiday, in line with Government guidance, this person/s must be isolated and then local authorities will then arrange return transportation home. In such instances, G-Line Holidays will offer as much assistance as is required and endeavour to recover cost for any lost part of your holiday on a pro-rata basis. Of course, unforeseen personal expense may arise from such instances and we therefore highly recommend each customer have adequate Travel Insurance in place prior to travel.

Thank you in advance for your cooperation and understanding.