

COVID-19
Information

InterChoice

We do holidays.





Our Strategic Covid safety compliant coach travel

At InterChoice, we recognise that we are all living in unprecedented and uncertain times. Whilst no one knows when the Coronavirus Pandemic will be over, we are sure that everyone needs something to look forward to. So we are open for business on Monday 6th July 2020 and look forward to arranging your future holidays. We are starting with a limited phased approach during July and August. From 1st September 2020 onwards, we intend to operate all of our fantastic holidays as planned. At InterChoice, the safety of our customers will always be our number one priority and as a result, we will be introducing new procedures when our holidays resume. We are continually monitoring the government's advice and will keep our Covid-secure information updated with any changes in line with the evolving guidance.



Disinfect surfaces around
your home and work.



Wash your hands for at
least 20 seconds.



Sneeze or cough?
Cover your mouth.

Travel with confidence

COVID-19 safety compliant coach travel



With an increased focus on duty of care and corporate and social responsibility we can provide COVID-19 safety compliant and reliable coach transportation solutions. This document sets out what we have put in place to ensure our customers can travel with us in confidence.



Cleaning

We have enhanced our extensive vehicle cleaning regimes. Vehicles are cleaned daily and all high contact areas are disinfected regularly throughout the day with antiviral products.



Boarding

Passengers will be required to load rear seats first and leave the vehicle in the reverse order to avoid walking past sitting passengers.



Drivers

Our drivers will disembark when passengers are entering and exiting the vehicle to minimise any unnecessary interactions.



Toilets

On-board toilets will be out of use unless otherwise requested by a private party. In such case, additional cleaning and sanitisers will be provided.



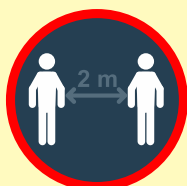
Face coverings

We recommend all customers wear face coverings as per government advice. We also supply our drivers with personal protective equipment where necessary.



Seating

Passengers will be required to only use designated seats to adhere to social distancing rules. Unavailable seats will be clearly marked.

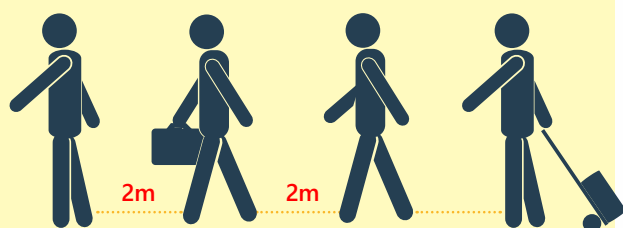


On-board signage

We have visual reminders on our coaches regarding social distancing whilst on-board.



When waiting for your coach, keep 2 metres apart from other waiting passengers.



Example Vehicle Capacity

Our new social distancing vehicle capacities using the current 2m rule are as follows:

Vehicle (original capacity)	New (max capacity)
49	24

We are social



Social Media.

Keep up to date with all the latest news on our social media platforms.

Capacity based on individual passengers. If passengers are travelling with people from the same household, some additional capacity can be utilised. Contact us for more bespoke options.





Operating Safely at your chosen destination hotel

All our supplier Hotels will be checked to make sure they are adhering to the very latest government advice.

- Hand sanitiser dispenser stations will be located at all available convenient locations including entrance doors into reception, outside the lifts and restaurants.
- Keys/Key Cards will be sanitised before each new stay.
- Paperless check-in will be used for all arrivals.
- Socially distanced queue markings will be used in reception and outside the lifts.
- High-frequency touch items such as menus and pens will be removed from the bedrooms.
- Telephones, TV remote controls and hairdryers will be fully sanitised between stays.
- Bedrooms will be fully sanitised and deep cleaned between stays the housekeeping service will continue to be available but will be on request during stays.
- Face coverings will be added to the housekeeping, restaurant and bar team's uniform.
- Tables will be positioned in the restaurants to allow for social distancing for all guests.
- Increased breakfast/dinner service time if required all service will be served directly to your table.
- Entertainment will continue (**latest government guidance permitting**) with seats in the entertainment area spaced to allow for social distancing unfortunately dancing on the dance floor can not be permitted during this time.
- Bar and drinks service will be operating with table service for all drinks orders.
- There will be enhanced deep cleaning of public spaces and high touch points throughout the day.
- We are encouraging all our customers to wear face masks in all communal areas.
- Card machines will be available for payments to remove the need for cash transactions.

IF YOU FEEL UNWELL, BEFORE YOU TRAVEL THEN PLEASE DO NOT TRAVEL. IF YOU FEEL UNWELL ON YOUR HOLIDAY PLEASE LET SOMEONE KNOW IMMEDIATELY WE ARE HERE TO HELP...



Guidance for all our customers



Do not travel if you're experiencing any Covid-19 symptoms. These may include a high temperature, a new continuous cough, or loss or change to your sense of smell or taste.

We're here to help!

- Please advise InterChoice 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.
- Follow social distancing guidance and follow instructions from our team and drivers regarding social distancing.
- Wash your hands before travelling and if you can, bring hand sanitiser for use during your journey. We will also be making hand sanitiser and anti-viral wipes available on your tour coach.
- Please be patient as queues are likely and loading and disembarking will take longer than usual.
- To help with social distancing, please do not arrive at your departure point more than 15 minutes in advance of your booked journey time.
- Wear a face covering or mask when travelling on our coaches.
- Keep to your designated seat throughout your journey and only use the on board toilet if unavoidable.
- Once you have arrived at your hotels or are out and about in resort, wash your hands regularly using soap and warm water for at least 20 seconds, or use alcohol based hand sanitiser and maintain a safe distance from others from outside your household.
- 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.



Excursions during your holiday

All excursions and venues featured within our holiday programmes will be risk assessed to ensure that we are still able to deliver a memorable holiday experience operating in accordance with our own Covid-secure procedures. Your anticipated cooperation and understanding to any changes that we make is greatly appreciated.

Our team

All of our team members will undergo thorough training in our Covid-secure processes and procedures they will have full training on our risk assessments before we resume our tour operations



this will be continually monitored and assessed in line with government guidelines. All of our 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 14 days before returning to work.

CORONAVIRUS GUIDANCE



80% of all infections are spread by hands.

Thorough hand washing reduces your risk of by 21%



Step 1

Use warm water (min 38°)



Step 2

Apply hand soap



Step 3

Lather for 30 seconds



Step 4

Rinse hands thoroughly in warm water



Step 5

Dry hands with paper towel or hand dryer



Step 6

Use hand sanitiser frequently throughout the day

Hand wash thoroughly, and additionally:

- Avoid touching your face, eyes, mouth and nostrils: wash your hands immediately if you do
- Follow existing wash and sanitise procedures for hand contact surfaces throughout the day
- Don't get too close to people coughing, sneezing or with a fever ideally, keep 1m (3ft) away.
- Stop hugging and hand shaking.
- Hand washing is best but use hand gels throughout the day. Face masks are not required.

Coronavirus Book With Confidence

“ At InterChoice, we recognise that we are all living in unprecedented and uncertain times. Whilst no one knows when the Coronavirus Pandemic will be over, we are sure that everyone needs something to look forward to. We have developed our Coronavirus Book With Confidence Guarantee to provide you, our customers, with reassurance over booking your future Coach Holiday with InterChoice... ”

The Guarantee is available free of charge and applies to all existing and new bookings for 2020 and 2021.

InterChoice Peace of Mind Covid Guarantee

With InterChoice 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.



FACE MASKS

“We are able to provide face masks for all our customers, which fit comfortably which will be posted with tickets on request.”



01.



02.



03.