



5<sup>th</sup> November 2020

Hi all – hope you are well

**Under current government guidelines we are currently unable to operate any of our services. We are intending to begin services again on 2<sup>nd</sup> Dec 2020.**

**We are implementing temporary changes in operation and thank you for your assistance with these measures. We continue to work with our trade organisation and applicable government agencies on all these precautions and will advise if things change.**

**Currently they include -**

- 1. Reduced capacity on board to aid distancing. Possible changes to your allocated seating. We will try to be as fair as possible but if this is a specific problem for you, please consider this aspect before booking your trip.**
- 2. Mandatory use of hand sanitiser when boarding.**
- 3. A face covering will be required on board – please bring your own for comfort – these will not be supplied by us. Unfortunately, Face Shields are not deemed as appropriate. If you are medically exempt from wearing a mask we advise acquiring a badge to let other passengers know.**
- 4. You must be able to board the coach without the help of the driver.**
- 5. DO NOT travel if you have symptoms before travelling. Unfortunately, normal cancellation charges will apply.**

We have updated cleaning processes for the vehicles and have purchased professional 'fogger' machines which fill the coach (including the ventilation system) with a sanitising mist which kills viruses on all surfaces. Our air conditioning systems will be set for fresh air to be circulated in the coach. Also, sanitising wipes will be used on high traffic areas throughout the day by the driver.

If you have any questions, please don't hesitate to contact us – we are here to help.

Thanks for all your support during this period - it really has been most appreciated.

Kind regards

Sean & Jerry Blackmore and all the team here at Highcliffe

#### **OFFICE CLOSURE**

Our office in Highcliffe is currently closed for face to face transactions. But we are still very much here! If we cannot take your call straight away please leave a message - we will get back to you as soon as we can. We thank you all for your patience.