



September 2021 - Current Procedures & News

Brochures

Normally we produce various Holiday & Day Excursion brochures throughout the year which are posted out. Given the uncertainty this year we are not able to produce these as usual.

Many of our customers are now booking through the website or finding the information online and calling us. We can include much more detail on the website than in a printed brochure.

If you do not want to use the website, that is absolutely fine, it doesn't make you a bad person! We do have printed detail brochures and lists available which we can send out although these do not provide as much detail.

You can check out all the latest details at www.highcliffecoachholidays.co.uk – just click on any of the brochure images or click BOOK NOW for a scroll through list.

Seating Capacity

Throughout the pandemic our trade body the CPT have been working in conjunction with government on the safety measures to be employed on coaches. This has included distancing measures on board resulting in reduced capacity.

It is good to note that we have not had a single covid19 case linked to the coaches in all these many months.

At the end of May CPT announced that after a risk based assessment taking on board all the measures currently being employed by operators such as enhanced cleaning, clean air filters, the introduction of outside ventilation and anti-bac stations in conjunction with the amazing vaccination rates, that all forward facing seats could now be occupied safely.

Many other operators have since reintroduced full seating occupancy to their services including National Express.

As a response to this advice, from the **1st August** we have **increased the seating capacity** on board our coaches.

After living with these measures for such a long time, we do understand that for some of our customers this may cause some apprehension, but the current reduced-capacity policy cannot continue indefinitely, so following this safety advice, we feel this is the right time to make the change.

We particularly appreciate that this may cause concern for our **single travellers**, so for the time being, the current policy of **single occupancy of a double seat**, sitting by the window, will **continue**. We will review this policy regularly and offer further advice when this is to be changed. Please note that any future changes may take place and be introduced between booking your trip and the departure date.

Holiday Itineraries

We spend a lot of time formulating and tweaking our itineraries – finding new and exciting places to discover - for us this is a major part of your holiday. Being able to provide the itinerary as listed has always been very important to us.

In 2021 this is not so easy. The effect of the pandemic on our destination attractions has been severe with most continuing to deal with the uncertainty ahead.

So, on many of the holidays you will notice that the itinerary is not set in stone. We have listed some options, some of which we will select as we approach departure. The holiday itinerary will be notified to you and may incur **additional fees** where necessary. We cannot guarantee that any particular destination will be included but please rest assured that we will provide the best holiday possible.

Safety Measures onboard

PLEASE NOTE – SEATING CAPACITY CHANGE FROM 1ST AUGUST AS ADVISED – THERE WILL BE A FURTHER ANNOUNCEMENT SOON REGARDING FURTHER AMENDMENTS TO THESE MEASURES

We continue to work with our trade organisations and applicable government agencies in following all necessary precautions. We are following all government advice.

1. From the 19th July 2021 - the legal requirement to wear a mask on board a Public Service Vehicle has been dropped. The government advice from now is that you are **strongly recommended & expected** to continue wearing a face mask in confined areas. It is also worth noting that some destinations have advised that visitors will be required to wear a face mask to gain entry to certain areas. So, you should be aware of this possibility. In addition, different rules regarding Wales & Scotland apply.
2. Reduced capacity on board to aid distancing – this will change from 1st August. 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.
3. Advisory use of hand sanitiser when boarding.
4. **VERY IMPORTANT - 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.

All the best

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!

Opening hours

9.30 until 12.30

Monday to Friday

If we cannot take your call straight away please leave a message - we will get back to you as soon as we can.