

## Covid-19 Coach Tour Information

### Personal responsibility

Please think about the health of everyone on the coach and at the hotel before you decide to travel. If you have been asked to self-isolate or if you have been near anyone who has been asked to self-isolate, please do not be tempted to come on holiday.

If you are over anxious about going away on holiday, then please consider postponing your trip – we can help you rebook for another date.

### Illness and cancellation

If you cancel your booking before you first arrive at your pickup point, we will give you a voucher for the money that you have paid. Please call on 01389 713713 or email [enquiries@lochsandglens.com](mailto:enquiries@lochsandglens.com)

If you need to cancel during your stay because of a confirmed Covid-19 test, we will give you a proportion of your money back as a voucher, based on the number of nights that you have stayed.

If you turn up at the pickup point, and anyone in your party appears to be unwell, we will not allow any of you to board and there will be no refund. For the sake of everyone's health, please do not be tempted to chance it.

If you suspect that anyone in your booking is unwell during your stay, please call us on 01389 713713. Keep away from everyone else and try not to touch anything.

**On the coach** - have someone alert the driver immediately. Remain in your seat until asked to move.

**Off the coach** - contact your driver or call us on the numbers above. Do not get back on the coach.

**At the hotel** - go straight to your room along with the rest of your household and stay isolated there. Call reception straight away.

If you bought your holiday insurance through Lochs and Glens, you should be covered for the cost of being repatriated home. If you are not insured, you will need to cover the cost of returning home.

### Things to bring

Bring **hand sanitiser** for everyone in your booking. We have hand sanitiser stations around the hotel, but it is still safest for everyone to have their own with them.

Bring at least one **facemask** each, although it's best for everyone to have spares as well. If anyone is unable to wear a mask for medical reasons, please contact Customer Services on 01389 713713 before arrival.

**Visors are not an alternative to face masks.** The Scottish Government insists that even if you wear a visor, you will still need to wear a facemask.

## Track and Trace

At various times throughout your holiday, everyone in your booking will need to provide contact details for Track and Trace. When you give these details to us, we may need to pass them on to the attractions that you go to on your excursions. We do not use the contact details given for Track and Trace for any other purpose and the information will be securely destroyed as soon as it is no longer needed.

## What will be different on the coach

Current regulations require you to wear a facemask on the coach when in Scotland. In England, we ask that you wear a mask while moving around the coach, but you are free to remove it once seated.

Please remove all your belongings from the coach at the end of every day to enable a deep clean to take place without delay.

When boarding the coach, please avoid crowding near the entrance and in the aisle. When the coach arrives at a stop, please stay seated until the seats in front of you have left to avoid crowding in the aisle.

The coach toilets will be open but we ask you to only use them if absolutely necessary.

## What will be different in the hotel

Please avoid using cash where possible.

When moving around the public areas and corridors, please **give everyone enough room** to pass.

The law in Scotland requires everyone to wear a facemask when moving around the public area of the hotel. Please put one on before entering the hotel and keep it on until you have entered your bedroom or until you are seated in the public areas.

## Covid-19 Rules

If our coach drivers or hotel management feel that a customer is putting others at unnecessary risk, we may ask them to return home at their own expense.

## Updates

Government rules on Covid-19 change regularly and are different in each of the nations of the UK. We may need to make changes to the way we operate as a result of a change of these rules.

Please check our website for the most update version of this information before travelling.

## Enjoy your holiday

These measures are designed to keep all our guests and staff safe while ensuring that you enjoy your holiday. We all look forward to welcoming you back to Lochs and Glens.