



Covid-19 Policy & Procedure

Due to the COVID-19 outbreak we would like to ensure that all drivers and customers adhere to the following policy and procedures.

If you or someone you have had contact with has symptoms of coughing, fever, shortness of breath or loss of smell please do not travel, you should follow the advice of Public Health England which is to stay indoors, avoid contact with other people and call NHS on 111 if medical advice is required.

Our drivers will be adhering to the following steps:

- Wipe down vehicle touch points with a disinfectant wipe after each journey, including the seat backs, seatbelts, door handles, window controls, neighbouring seats
- Use antibacterial spray in the car after journeys
- Avoid shaking hands with passengers
- Drivers will be wearing face coverings
- Stay at home if they have any Coronavirus symptoms and seek to be tested as soon as is possible

For the foreseeable future we have reduced vehicle capacities to prevent customers sitting in the front of the vehicle, therefore please see revised seating capacity below:

- Executive Saloon – Three passengers all of which will be required to sit in the rear seat
- Executive Estate - Three passengers all of which will be required to sit in the rear seat
- Executive Large MPV – Six passengers

We would ask our customers to follow these steps:

- Wear a face covering (unless you have a respiratory condition or disability, children under 11 years are also exempt)
- Follow the drivers instructions on where is best to sit in the car – we will be placing customers as far from the driver as possible
- Please maintain social distancing as much as is possible for example please step back when the driver takes your bag
- Please use the hand sanitiser provided or supply your own
- Pay by card over the phone as much as possible to avoid handling cash

There are things you can do to help stop coronavirus spreading:

- Always carry tissues with you and use them to catch your cough or sneeze
- Then bin the tissue, wash your hands or use a sanitiser gel
- Wash your hands often with soap and water as often as possible
- Use a sanitiser gel if soap and water are not available
- Avoid touching your eyes, nose and mouth with unwashed hands

We will be keeping a record of our customers and would ask our customers to contact us if they do display any symptoms and as a result get a confirmed positive diagnosis. This will enable us to take preventative steps as required.

If you have any questions please do not hesitate to contact us on 01223 440040, we will be happy to answer any concerns you may have.