



## Our Covid-secure operating plan

At Alfa Travel, the safety of our guests and employee owners will always be our number one priority and as a result we have introduced a range of Covid secure procedures. We are continually monitoring the Government's advice and will keep this information updated with any changes in line with the evolving guidance.

Detailed risk assessments have been undertaken and reviewed by our independent Health and Safety consultants to make sure we are following all the latest advice.

We have achieved the Visit Britain Good to Go accreditation and our Leisureplex Hotels have achieved the AA Covid confident accreditation for the processes and procedures we have implemented.



### GUIDANCE FOR CUSTOMERS

- Do not travel if you're experiencing any Coronavirus symptoms. These include a high temperature, a new continuous cough, or loss or change to your sense of smell or taste.
- Advise us 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. The Alfa Peace of Mind Guarantee allows you to transfer to a later date at no extra charge.
- Please note that for Test and Trace purposes we are required by law to record a name and contact number for all customers travelling. Information is collected solely for this purpose will be held for 21 days before being destroyed and will only be used if we are required to provide information to Track and Trace.
- 'The Rule of 6' - Please note that under the latest rules in Scotland you are only permitted to travel in groups of up to 6 people from up to 3 different households.
- Please observe the latest social distancing guidance at all times and follow instructions from our teams.
- Wash your hands before travelling and we recommend that you bring with you, hand sanitiser for use during your journey. Hand sanitiser and anti-viral wipes are available to purchase from reception at our Leisureplex hotels.
- 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.
- Please be patient as loading and disembarking the coach may take longer than usual.
- The law in Scotland currently requires that you wear a face covering that covers both your nose and mouth whilst travelling on our coaches and whilst moving around the hotel. In line with Government guidance, face coverings must fit securely around your nose and mouth. These can be reusable or single-use face coverings, or you may also use a scarf, bandana, religious garment or hand-made cloth covering but these must securely fit round the side of the face. As such, the use of visors on their own are not permitted. Face coverings must be worn in the hotel unless you are seated in the bar or restaurant. We are able to provide 100% organic and reusable cotton face coverings, which fit comfortably around the back of the head for just £4 each, which will be posted with tickets on request. Customers who are exempt from wearing a face covering are asked to advise us by emailing [specialrequirements@alfatravel.co.uk](mailto:specialrequirements@alfatravel.co.uk) or calling **01257 248134** before departure so the hotel and driver are aware.
- Keep to your designated seat throughout your holiday.
- Please respect each other and our teams by ensuring you follow these guidelines, which are in place to keep everyone safe. We reserve the right to ask customers who are not following the safety advice to return home at their own cost.
- In accordance with government guidance, rapid Lateral Flow Tests are available to pick up from a local pharmacy or by ordering online at <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>. We highly recommend that you obtain and carry out a test the day prior to going on holiday. If your Lateral Flow Test is positive you would need to self isolate and organise a further PCR test to confirm you have Coronavirus which means unless you can achieve this prior to departure and it returns negative you will need to advise us immediately as you will not be permitted to travel but would be covered under our Peace of Mind guarantee.
- **Don't forget to pack your Covid test** - customers are also encouraged to pack lateral flow tests in their suitcases and urged to test regularly whilst on holiday. Lateral flow testing kits are also available locally from chemists while on holiday should you forget and wish to test.



## OPERATING SAFELY ON OUR COACHES

- All coach seats are both forward facing and high backed which is known to significantly reduce the risk of transmission.
- All Alfa Coaches are fitted with Aura Air filters and PEPA-F filters that filter the air on the coach. The air on our coaches is continually replaced with fresh air from outside the vehicle every 2-4 minutes. Our preferred partner coach operators are also fitted with air filtration systems.
- Our coaches undergo an enhanced daily cleaning routine, including sanitisation of all touch points.
- All coaches will be fitted with hand sanitisers, which guests will be asked to use each time they board the coach.
- When disembarking the coach, customers will be asked to empty the coach from the front seats backwards to the rear.
- In line with Scottish government guidance, face coverings are mandatory whilst travelling on our coaches, unless you are medically exempt. Face coverings can only be removed for the purposes of eating and drinking and should be replaced at the earliest opportunity.
- Manufacturers guidance will be followed to ensure that the air conditioning settings are operated to bring the maximum amount of fresh air into the vehicle.
- Our drivers will wear face coverings until all customers have boarded the coach and whilst handling luggage.
- All feeder vehicles use forward facing seats. All seats will be available for use on the feeder vehicle in accordance with the latest government guidance for transport and feeder vehicles will be required to operate in accordance with our Alfa Coaches Covid-secure procedures.



## OPERATING SAFELY AT OUR LEISUREPLEX HOTELS

- Hand sanitiser dispenser stations will be located at the entrance doors into reception, outside the lifts and restaurants and individual bottles of sanitiser will be available to purchase from reception.
- Protective screens are fitted at reception.
- Keys and Key Cards will be sanitised before each new stay.
- Telephones, TV remote controls, kettles 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 only from Reception during your stay.
- Face coverings will be worn by our housekeeping, restaurant and bar teams.
- Tables will be positioned in the restaurants and bars to allow for social distancing of guests. We will make use of additional lounge space where it is available and we will increase breakfast and dinner service time if required.
- Our usual programme of entertainment will be provided (government guidance permitting), however in accordance with the Scottish government guidance dancing is not permitted during this time.
- We will be operating table service for drinks orders from the bar with last orders being in line with the latest government guidance.
- All breakfast items will be waiter served and cold buffets will be removed.
- There will be enhanced deep cleaning of public spaces and high touch points during the day and our cleaning charts will be displayed.
- Use of the lift is restricted to the guests of one room at any one time.
- In line with government guidance, the wearing of masks is mandatory whilst moving around the hotel, unless you are seated in the restaurant or bar.
- Card machines will be available for payments to remove the need for cash transactions.
- All suppliers to Leisureplex Hotels will be required to adhere to the latest government advice.



## OPERATING SAFELY AT OUR SELECTED PARTNER HOTELS

- All partner hotels will be required to operate in accordance with our Leisureplex Covid-secure procedures.



## EXCURSIONS AND VENUES DURING YOUR HOLIDAY

- All excursions and venues featured within our holiday programmes will be risk assessed to ensure that we are still able to still deliver a memorable holiday experience operating in accordance with our own Covid-secure procedures.



## OUR TEAMS

- All of our team members have undergone training in our Covid-secure procedures and on our risk assessments.
- All 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 10 days before returning to work.
- Lateral flow tests are provided to our teams and team members will not attend work if they record a positive result, unless the subsequent PCR test returns a negative result.

## ALFA PEACE OF MIND GUARANTEE

- With Alfa 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.

*Thank you in advance for your co-operation*

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Call **01257 248000** or Visit **alfatravel.co.uk**