



Our Work and Steps to Ensure you Have a Covid Worry Free Coast to Coast Holiday

As you would expect we have been working hard to prepare protocols and procedures that will enable us to operate and provide you with an excellent Coast to Coast holiday experience in which the health & safety of yourselves, our staff and partners (especially the accommodations) remains paramount.

The crux of these measures is the full company Covid-19 Operating Risk Assessment. We have also drawn on published guidance from various authorities including Event Safety Alliance, World Travel and Tourism Council, US Travel Association, UK Government, and the NHS / Public Health England.

We are pleased to be able to have obtained the #SAFETRAVEL accreditation.

These procedures should also therefore be consistent in the approach to safety you will probably experience across your travel journey.

They may, of course, evolve and be updated as the country moves through different stages of reopening, as the science and data become clearer, and as the known effectiveness of certain practices progress. As it does, these procedures may be updated accordingly.

The guiding principles we abide by are:

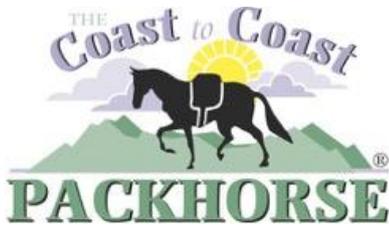
1. To maintain very high quality of customer experience and operational delivery
2. Individual determination of personal risk without prejudice
3. Creating and Maintaining Barriers to Transmission
4. Look for touchless solutions, where practical, to limit the opportunity for virus transmission
5. Enhanced Sanitation
6. Promote Health Screening
7. Establish a set of procedures aligned with PHE guidance should an employee or customer test positive for COVID-19

The Coast to Coast Packhorse Limited

Registered in England & Wales NO. 5428451

Unit 2 Wild Boar, St Luke's Road, Kirkby Stephen, Cumbria. CA17 4HT

W: www.c2cpackhorse.co.uk **E:** enquiries@c2cpackhorse.co.uk



What this means we shall be doing:

- a. Ensure all staff are briefed and trained on the new operating procedures.
- b. Weekly reviews of implementation and a process of continual improvement and development as more knowledge and guidance about Covid-19 becomes published by Public Health England.
- c. Establish with the accommodation and any other key supplier and partners that they follow like-minded health and hygiene protocols and guidelines to protect guests. We shall advise them in developing their own protocols if they wish.
- d. All appropriate equipment and training will be provided to all staff. The training will be informed by the latest advice from PHE and/or WHO.
- e. Reinforcing hand hygiene
- f. Utilizing personal protective equipment (PPE) such as masks and gloves as appropriate
- g. Maintaining Physical "Social" Distancing
- h. Installing physical barriers, such as transparent screens to provide proper separation between driver and customers
- i. Thinking creatively to limit staff physical contact with customers where practical while still delivering excellent service
- j. Educating both employees and customers about their shared responsibility
- k. More frequent hand washing by all staff and, in the absence of hand washing, make frequent use of an alcohol-based hand sanitizer (at least 60% alcohol)
- l. Sanitizing more frequently, using products and disinfectants that meet requirements for effectiveness against COVID-19; special attention to high-touch surfaces.
- m. Modifying Vehicle Cleaning Regime and Personnel
- n. Increasing Frequency of the Office Cleaning
- o. All employees must:
 - i. Monitor own health
 - ii. Not work if are categorized in the higher risk or clinically extremely vulnerable categories (as defined by NHS).
 - iii. Not report to work if ill or showing signs of Covid-19
 - iv. Inform if they are not confident or happy with the measures or if they do not feel safe
 - v. To self-isolate if showing symptoms of COVID-19, if awaiting test results, or if diagnosed with COVID-19.
 - vi. Use the NHS Track and Trace App

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What the Accommodations Will be Doing:

Although the specific details may vary from place to place according to their size and set-up, they are all taking appropriate measures to comply with the guidelines and the anticipated Kitemark for accommodations to be established by Visit Britain. These measures include regular sterilisation and deep cleaning, staggered breakfast times, later opening / check-in time (to allow for the more extensive cleaning procedures), not opening all bedrooms, insistence that all guests use hand sanitiser on arrival and maintain social distancing, and removal of certain items such as tea/coffee making facilities in rooms.

What We Ask of You:

As we are sure you will realise you will have a role to play as well and we politely ask that you:

- a. DO NOT travel if unwell or exhibiting symptoms nor if they have experienced these within 7 days of their holiday start date. You will be asked to complete a self-declaration form on arrival.
- b. Provide your own face mask and gloves.
- c. Accept that some aspects of a 'normal' C2C Packhorse service may be modified or not possible. For example, the ad hoc passenger rides along with the bag moves on days you are not able to walk. At the very least we will need sufficient advance notice (min 24hrs) and may have to direct you to use local taxi service. We may not always be able to drop off bags by 4pm (but will always endeavour to do so by 5pm).
- d. Read and comply with all signage and information sheets
- e. Use the NHS Track and Trace App
- f. Comply with the instructions and measures taken by the accommodations and Packhorse. This may include having to wear face mask, gloves and visor if travelling in our vehicles.
- g. Accept that if you become ill with possible Covid on the trip, you will be asked to leave your accommodation immediately and must arrange your own transport home.
- h. Accept that if you travel on our vehicles you may be with other customers as well.
- i. Accept that we are taking the most appropriate extensive measures but cannot guarantee that you will not come into contact into a possible source of Covid and we do not accept any liability or responsibility for you catching Covid-19 should that occur.

We trust you recognise these are sensible common-sense precautionary measures that will enhance everyone's safety and wellbeing whilst not compromising on the unique experience of a Coast to Coast Packhorse experience.

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