



Valid 2020

COVID-19 Industry Standard

In Partnership with;

The National Tourist Organisations of Great Britain and Northern Ireland

In recognition that this business has confirmed that they have followed government and industry COVID-19 guidelines, ensuring processes are in place to maintain cleanliness and aid social/physical distancing.



Empress Coaches COVID-19 Update

Before COVID-19 became more infectious with in the UK and in addition to our regular cleaning, we had already put many new procedures into place to help reduce the risk of transmission between staff and passengers.

We understand that there is no perfect solution but we are doing all that we can to eliminate the risk of the virus spreading and continuing to make changes and updates where necessary.

Please see the steps below that are being taken before travelling and until the end of your trip:

When booking:

- Before you book your trip, we will ask if you have been in contact with anyone or had any symptoms of COVID-19.
- We require the hirer to complete a mandatory form for everyone travelling on the trip for NHS Test & Trace. This form will also explain more details about your journey.
- Risk assessments have already been carried out in great detail. These are being reviewed on a regular basis and help us to determine further steps to take if necessary.

Before you travel:

- All of our coaches before COVID-19 were cleaned on a daily basis ready for the next passengers. Certain cleaning products have been switched with stronger safe disinfectants, before and after your travel.
- Before and after your travel, the coach is disinfected even further with a fogging machine. This enables hard to reach places to be disinfected too.
- Staff health is being monitored and if symptoms arise, they will self isolate and contact the NHS.
- Social distancing has been put in place at our premises between all staff members and visitors.
- All staff members have been informed and are carrying out our procedures to help protect passengers and each other.
- We are also regularly disinfecting our premises.

On the day of travel:

- Face mask signs are displayed reminding all passengers to wear their face mask before boarding and during the journey.
- Hand sanitiser dispensers have been installed for passengers to use when boarding.
- Our drivers have been briefed to ensure that the coach is kept ventilated during the journey to maintain a fresh air flow.

Please do also take a look at our COVID-19 Video. If you have any questions, please email info@empresscoaches.com

Thank you for taking the time to read our update and stay safe!