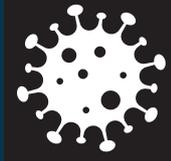


Travel in confidence



Coronavirus
COVID-19
Passenger
Advice

Version 5.0 (29/11/2021)

COVID-19 safety compliant coach travel

With an increased focus on duty of care and corporate and social responsibility we can provide COVID-19 safety compliant and reliable ground transportation solutions. This document sets out what measures National Express and Partners have put in place to ensure your clients or staff can travel with us in confidence.



Cleaning

We continue to run enhanced cleaning regimes. Our vehicles are cleaned multiple times a day; which includes the disinfection of all high contact areas with antiviral products and fogging systems.



Boarding

Following government guidance, our boarding process has to returned to normal but we ask passengers to all be responsible for keeping themselves safe and be considerate of others.



Drivers

Drivers are issued with personal protective equipment and driver protective screens have been fitted on all own fleet vehicles. It is not mandatory for the driver to wear the gloves, mask or visor whilst driving.



Temperature Checking

As per government advice, it is not required to temperature check passengers before boarding, however the equipment to do so will be available.



Purifying Air Filters

Our air filtration systems will regularly purify the air on-board the vehicle throughout your coach journey.



Hand Sanitiser

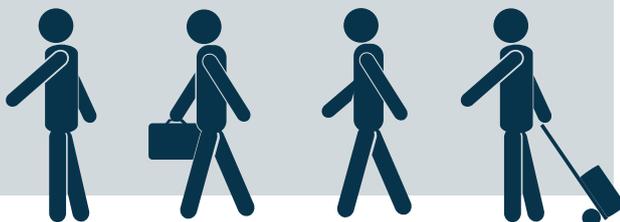
Hand sanitiser dispensers have been installed on-board our vehicles for both driver and passenger use.



Face coverings

All passengers travelling on a commuter coach or coach holiday will be required to supply and wear a face mask or face covering unless exempt. Whilst this does not affect private hire coach services or those operated under contract, we advise and recommend that face coverings are worn on all coaches (unless exempt). Drivers will be expected to wear face coverings when interacting with customers, onboard and outside the vehicle.

We are all responsible for keeping each other safe. We are advising customers to follow the guidance for the relevant country they are travelling in. We will ask them to continue to be considerate of others and respect their personal choices whether this is on board our coaches or waiting at station points.



Vehicle Capacity & Seating

Following the government guidance, all National Express Transport Solutions private coach hire (in England) will return to pre-COVID, standard passenger capacity of 100%.

This applies to all owned fleet vehicles travelling within England but may vary when travelling out outside of England and the UK.

When a private hire is being operated via our NETS Operators, we have to abide by the operators COVID measures which may vary.

Please confirm vehicle capacity and seating with your account manager.

*Please note, these COVID measures are inline with Government guidelines and may vary depending on announcements and restrictions.