

# Covid-safe measures: Driver/Guides and Clients.

The following measures and standards will be applied to all Private Transfer & Private Guiding service. For the time being these measures will remain in place until the end of 2020 and may be subject to change according to how the situation develops & any direction from local Government.

## **Vehicles:**

Chauffeur Tour Scotland will be using our larger vehicles, (Viano & Sprinter), as per tariff in order to allow more distancing between driver and passenger.

All vehicles will have additional cleaning pre & post service including all high-touch points. For transfers and sightseeing touring this will also take place during service. This includes the driver's area and touch points.

Hand sanitiser will be available for clients throughout the service.

All doors will be operated by the driver only/automated in order to reduce exposure via touch points. Clients will enter & exit the vehicle on the opposite side to the driver's seat and where possible not sit directly behind the driver.

When inside the vehicle all persons must wear a suitable mask covering both nose and mouth. ***It is the responsibility of the client to ensure they have a suitable mask.*** The supplier is not obliged to supply clients with masks however they should carry emergency supplies in case they are required.

The seats next to the driver will only be for guides.

Ventilation should be fresh air rather than circulated.

## **Meeting Clients:**

In line with current guidelines all drivers, guides & assistants will observe appropriate social distancing when outside the vehicle. There will be no handshake or other physical contact with the client. If it is a requirement to wear masks inside locations then all clients, drivers & guides will do so.

## **Luggage:**

Drivers & guides will continue to help with client's luggage. However, they will establish with the client if they would like them to do so before handling anything.

## **Health of Drivers, Guides & Assistants:**

All drivers & guides will adhere to the existing government self-assessment guidelines in identifying any Covid symptoms in themselves. If they have displayed any symptoms, they will not undertake any work until they are clear to do so as per existing government medical guidelines.

All sub-contractors will inform Chauffeur Tour Scotland immediately if any of their employees that have supplied a service to our clients are diagnosed with Covid. We will then take appropriate steps to identify\* and inform any potentially impacted clients and their agent. Likewise, we will inform our suppliers the same if their employees have potentially been exposed by any clients.

In the event a driver or guide was to display any Covid symptoms during service they will need to inform the client and terminate the remainder of the service. They will proceed directly to the end point of the service or accommodation. Steps will be taken to re-establish/re-book the service if required as quickly as possible depending on vehicle & guide availability.

*\*according to government guidelines at that time.*

## **Health of clients:**

It is expected that all clients responsibly adhere to the existing local government self-assessment guidelines in identifying any Covid symptoms. If a client or any of their travelling companions do display any Covid symptoms they should make it known to the driver. The driver will then start the procedure on seeking medical advice according to local government policy and will assist the client in doing so. This may involve following medical advice to self-isolate and/or order a test if available.

The remainder of the service will be cancelled, and the clients will be returned directly & safely to their accommodation. The supplier will immediately notify the agent.

All agents should make us aware in advance of any client allergies or existing medical conditions that may be misinterpreted as Covid symptoms. The driver remains the final authority on adhering to local Health & Safety requirements based on current government guidelines.