



The safety and comfort of our customers and the enjoyment of their holidays is paramount to what we do. Coronavirus remains a serious health risk and you should stay cautious to help protect yourself and others. Our COVID-Safe holidays follow both guidance and best practice to ensure that you remain as safe as possible.

BEFORE YOU GO

Health of you and your party

Firstly, please be sure that you are well and in good health during the week prior to your holiday. If during this time you do feel any of the symptoms of COVID-19, for example a high temperature, continuous new cough or loss of sense of smell and taste, then please contact us so that can agree any appropriate action.

Travel Insurance

We recommend that you have an appropriate Travel insurance policy to cover you and your party. You are advised to check your COVID-19 related cover such associated with medical and travel disruption costs in the event of a positive COVID-19 test prior to or during your holiday.

YOUR TOUREASY HOLIDAY

Mask Wearing

Whilst mask wearing in England is no longer a legal requirement, we ask that you wear a mask when you are on board the coach, unless exempt, to help us ensure our holidays are safe for everyone to enjoy.

We also strongly recommend that you bring a face covering with you should it be required by any venues at your destination or during your tour.

We also recommend that you wear a face covering in crowded and enclosed spaces where you come into contact with people you do not normally meet.

Social Distancing

Wherever possible, please limit the close contact you have with people you do not usually live with. This can help reduce the risk of catching or spreading COVID-19. This is now a personal choice but please be considerate of others who may wish to take a more cautious approach.

Wash your hands regularly and cover coughs and sneezes

Continue to follow [guidance](#) and wash your hands with soap and water or use hand sanitiser regularly throughout the day.

Covering coughs and sneezes will help reduce the spread of particles carrying COVID-19 and other viruses, including those that cause coughs and colds.

Temperature Checking

All drivers are temperature checked prior to starting their shift and all passengers are required to be temperature checked prior to boarding the vehicle.

Hand Sanitiser

Antibacterial hand gel is available on every vehicle for both drivers and passengers to use. We kindly ask that you clean your hands upon boarding and alighting the vehicle.

Cleaning

Our coach partners have implemented enhanced cleaning regimes onboard which includes the disinfection of all high contact areas with antiviral products and fogging systems.

Onboard toilets

Onboard toilets are generally available on all our holidays but we currently ask that you use them only in an emergency. Regular stops will be made throughout your journey to ensure your comfort.

Disembarking the coach

Please remain seated on arrival and follow the instructions of your driver and the hotel staff.

When retrieving your suitcase, please take the opportunity to wipe down the handle prior to use. Some hotels may assist with portage, but we suggest that you handle your own luggage wherever possible.

Your hotel

Each hotel has its own individual guidelines and procedures in place. Please follow these throughout your stay.

Your bedroom

Hotel housekeeping will sanitise your room ahead of your arrival. There may also be some restrictions to usual services available in your room during your stay, such as:

There may be reduced/or no housekeeping in guest rooms during your stay in order to reduce the possibility of cross contamination. Should you require clean linen or towels, tea and coffee or anything else during your stay, please do not hesitate to ask at reception

Decorative and non-essential items may be removed from your room, for example welcome leaflets, cushions, bed runners, etc. This is to keep surfaces as clear as possible for cleaning.

During your stay

Should you begin to feel unwell whilst you are away, we ask that you tell a member of hotel staff, your tour driver or contact us directly. Should you become unwell in your room, please do not leave your room, but call reception to advise the hotel staff. Depending on the nature of your symptoms, they may take the necessary steps to isolate you. Please do not panic, we will be in touch every step of the way. We and our hotels also recognise that not all symptoms and illnesses are COVID-19 related!

If you have an emergency and need us outside of these hours, then please call us on 0117 244 4247.

Vaccinations

Currently, we do not expect our customers to show evidence of their vaccination status when travelling. However, we will always follow the latest government advice and will let you know if this changes.

In line with Government guidelines, you are not required to be vaccinated to travel on one of our coaches in England. Should any of the venues we visit on your tour have additional requirements (such as proof of vaccination or proof of a negative test) we will endeavour to make you aware as early as possible. Toureasy cannot be held responsible for any customers who are refused entry due to non-compliance of a third-party venue's entry requirements.

And Finally

We ask that you please follow any further guidance supplied by your driver, hotel staff and attractions throughout your holiday. Many venues throughout the UK will have their own risk-assessments and their own procedures internally, and it is important you follow the guidance of the venue you are in.

And thank you for being patient, understanding and respectful to all our staff and partners and your fellow travellers as we work together to provide you with a safe, healthy, and enjoyable holiday.

If you have any questions or concerns about any of the above guidance, please don't hesitate to call a member of our team on 0117 233 0000 (Mon-Sat, 9am-5pm).

Our protocols can evolve and all measures are subject to change and may vary considerably from one country to another, depending on the latest advice and local guidelines at the time of travel. Rest assured, our focus is always to protect the health and wellbeing of our guests and the communities we visit.

If you experience any other issues during your holiday with us, we urge you to contact your tour driver immediately or call us during opening hours on 0117 233 0000 or outside these hours on 0117 244 4247 for immediate assistance.

We wish you a wonderful holiday.

FURTHER INFORMATION

For further guidance and support, please see:

[Coronavirus: how to stay safe and help prevent the spread - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

[NHS advice about COVID-19](#)

