

Winner of Coach Operator of the Year – TOURS
Fleet Bus & Coach Awards

Touring Coaches *Coronavirus – Covid 19 – Vehicles*

The Irish Government and the Irish people, have in general, responded very well to the Covid-19 pandemic. The key message from the HSE (Health Service Executive) has been about hand washing and social distancing. We believe that this will continue to be the most important message going forward. The communication of this in a calm and professional manner will be key; instilling confidence, and more importantly, minimizing the spread of *any* contact-based virus in the future.

Our company aims to deliver the highest standard of cleanliness, hygiene and professional service.

Ireland has a wonderful reputation for friendly people, a warm Irish welcome and hospitality. While we will have to maintain social distancing and observe subtle but **very** important changes, we will do this in a way that we do not lose what is our unique selling point - an Irish Welcome. Our team have a genuine interest and care for your guests who are visiting Ireland, so this will always be at the fore-front of what they do. Cronin's Coaches has always maintained the highest standards of safety & cleanliness, and our business is focused on delivering this for overseas visitors. We operate with a team of professional drivers and the most modern fleet of vehicles, dedicated to touring and operating with ISO certification.

Please see below our company's Covid-19 guidelines to give you reassurance and confidence when using our services - core to this will be:

- Maintaining high levels of hygiene and coach cleanliness; increased & frequent sanitizing on entrance ways, hand rails and all touch points.
- Hand washing prior to leaving every venue, use of hand sanitizer on entering or leaving the coach, before and after handling luggage.
- Maintaining Social Distance and respecting people's personal space and their individual concerns.

We will advise all drivers to work with Tour Directors to assist them with the communication of your Company's Policies to our mutual guests.

We recommend that Tour Operators either issue individual mini hand sanitizers to each guest travelling or to ask them to carry their own.

If you have any particular procedures in place to protect your travelling guests, we will be very happy to discuss and assist with these.

We are slowly advancing from a shutdown situation through the 4 phases of the Government's plan to reopen our country. People have to use their best judgment as they start to move more freely. By adhering to the very simple Government guidelines everybody can take responsibility for their own behaviour - this is the most important contribution that people can make to protect themselves and others.

We look forward to getting back to what we do best, bringing visitors around our beautiful country, showing the very best that it has to offer, in the most professional and friendly way possible.

Derry Cronin
Managing Director
Cronins Coaches

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Guidelines and Practical Suggestions for Group Coach Tours

Travelling on a clean, spacious and comfortable coach should be seen as a safe way to travel in comfort. We have materials and facilities for a deep clean including air-condition units. All vehicles are kept up to date in this regard with the changing and servicing of filters. We have altered the air-conditioning flow on all of our Vanhool coaches to the manufacturer's revised specifications which allows the vehicle to air-condition fresh air rather than recirculating air. Should we receive a report of a vehicle carrying a person who is suspected to have the virus then we will take that vehicle out of service in for a deep clean.

- All vehicles will be rigorously deep cleaned at our depot before each tour.
- The coach will arrive only a few minutes prior to departure. That will minimise the time that passengers spend aboard. The coach will be locked and no other people allowed on board prior to the group arriving.
- The driver will then alight and ask customers to board.
- We recommend people use larger spacious vehicles and reduce capacity numbers, for the comfort and safety of all passengers and crew, and the current guidelines are that vehicles are filled to 50% capacity.
- Hand sanitiser will be available at the front steps of the coach and guests advised to use before boarding.
- It is recommended that face masks are worn on public transport. We recommend this is also the case with private transport for people travelling on our coaches.
- Drivers will assist with luggage. However passengers if possible will place their own luggage in luggage bay and remove same also. If possible even small personal bags should go in the luggage bays and only personal items in the rack above the seat.
- Passenger boarding will be under instruction from the Driver/Tour Directors. Loading will be done in reverse seat row order starting from the rear.
- Those that live together may occupy adjacent seats. The double seat behind the driver will not be in use.
- All travelling guests should also take responsibility themselves. Equip themselves with their own sanitizers and mask. Use tissues when coughing or sneezing (and dispose of same safely afterwards), and to be mindful of those around them.
- Drivers will assist with luggage. However if possible, passengers will place their own luggage in luggage hold and remove same also. Small personal bags should go in the luggage hold and only personal items in the overhead racks.
- Once the group has boarded, the driver and the guide will re-join and carry out the safety briefing process before commencing the journey.
- Passengers should remain seated and wear their seat belts. For the safety and comfort of other passengers, movement around the vehicle should be limited or avoided.
- If there is a bathroom on board, we recommend it is locked and for use only in an emergency, as this cannot be cleaned whilst the driver is driving.
- Upon arrival at the destination, the driver & guide will exit first. After that, passengers will disembark in row order starting from the front and keeping the required distance and respecting people's space.
- Before the next journey is undertaken the driver will disinfect and clean the coach.

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Additional Information

- Exchange of any items such as lost property will be carried out at the end of the hire.
- Avoid shared use of such items as cameras and brochures.
- Each vehicle will have Anti-bacterial wipes and Anti-bacterial sprays so that vehicles can be sanitised and cleaned regularly during the hire.
- We are recommending that more frequent stops for fresh air and facilities are included on itineraries.
- Wipes and Tissues should never be disposed of in the Toilet – it may cause a blockage and render the WC unusable for other passengers.
- Hand washing and social distancing still remain the most important factors for everybody. Please wash your hands before leaving home and whenever there is a comfort stop.
- Personal hygiene and hygiene etiquette is the key to minimising the spread of Covid-19 and drivers and guides should communicate this to guests.

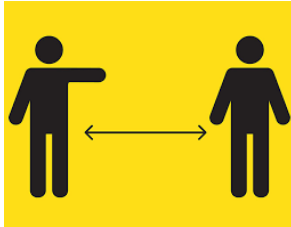
If a passenger is unwell or has any symptoms of Covid-19 they should immediately inform the Tour Director who will follow the guidelines set out.

For more information please log onto <https://www2.hse.ie/conditions/coronavirus/symptoms.html>

We are regularly kept up to date with all the Government Advisories and will keep our information and policies up to date as per guidelines from Government, HSE and WHO.

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Measures we advise our passengers to take:



Distance

Please maintain distance from Driver Guide and Other passengers when boarding and disembarking the vehicle.



Seat Allocation and Selection

In line with Social Distancing, the first row of seat(s) behind the driver will be kept vacant.

Please select a seat away from others.

Passengers from the same household can, of course, sit together.



Coughing Etiquette

Observe and maintain good hygiene etiquette and be mindful of other passengers around you.

Equip yourself with your own sanitizers.

Use tissues when coughing or sneezing (and dispose of same safely afterwards)

Avoid touching your eyes. Nose or mouth if your hands are not clean



Masks

It is recommended that people wear face masks when social distancing is not always possible.

Please bring and wear your own mask, if you feel more comfortable.

We have a system in place to keep up to date with all the Government Advisories and any recommended changes from Government, HSE and WHO will be implemented