



Covid-safe measures: Private Transfers, Driver Guiding & Assistants

The following measures and standards are applied to all contracted Private Transfer & Private Guiding services. These measures will remain in place for as long as necessary and may be subject to change according to how the situation develops & any direction from local Government.

Vehicles:

The preference is to use the larger MPV/CARRIER (1-6 pax) & VIANO/EXEC (1-6 pax) vehicles as per tariff where possible in order to allow more distancing between driver and passenger. We can still supply the 1-3 pax vehicles but agents should highlight the benefits of the larger vehicle before booking.

All vehicles will have additional cleaning pre & post service including all high-touch points. For sightseeing and extended 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. If clients have a medical condition that exempts them from wearing a mask, please advise at the time of booking so we can inform the driver.

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

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 the terminal buildings or other locations then all drivers, guides & assistants will do so.

Luggage:

Drivers, guides & assistants 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 & assistants will adhere to the existing government self-assessment guidelines in identifying any Covid symptoms in themselves and their employees. 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 suppliers will inform ASA 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. **according to existing government guidelines.*

They will also make use of hand sanitiser, and adhere to government guidelines on hygiene at all times.

In the unlikely event a driver / guide or assistant 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. The supplier will notify ASA immediately and we in turn will notify the agent. ASA will provide support to the client in establishing if a test is required or not according to the existing government medical guidelines.

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 during service they should make it known to the driver / guide. The driver / guide will then start the procedure on seeking medical advice according to local government policy and will assist the client in doing do. 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 notify ASA immediately and we in turn will 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 / guide remains the final authority on adhering to local Health & Safety requirements based on current government guidelines.

