



**Thistle Tours**  
*"Thistle be a dream you'll never want to leave"*

# Thistle Tours COVID Safety Protocol

## COVID-SAFE THISTLE TOURS TRAVEL STANDARD

*15<sup>th</sup> July 2020*

*Travel With Confidence*



### *Tours & Travel Safety Operating Procedures*

- ✓ **SOCIAL DISTANCING:** Small group travel only with an average group size of 10 people or under in a comfortable and spacious enough 16-seat mini coach with fitted Perspex screen behind the driver's seat, each guest keeping their own seat throughout the tour.
- ✓ **SANITISED VEHICLES:** Full deep antibacterial & antiviral cleaning by a fogging machine before or after each tour, in addition all surface areas frequently sanitized by hand, with antimicrobial film on all the handrails.
- ✓ **DURING THE TOUR:** All Thistle Tours vehicles are well-ventilated and air conditioned to keep the fresh air flowing throughout the vehicle, including regular wipe down by the driver of any common touch points during the tour, there are non-touch door opening gadgets and hand sanitiser stations throughout the vehicle that guests can use during their journey including face masks available to purchase.

## CONTINUED









- ✓ **GUIDES & DRIVERS:** All Thistle Tours guides & drivers are equipped with facemasks and trained in the most up-to-date health and safety procedures, they will ensure that all guests adhere to safety advice in order to ensure a safe journey for everyone. Guides will carefully manage guests' boarding & disembarking the vehicle and the location of seats for guests on board. Drivers will wear a facial covering except when driving in accordance with Department for Transport guidance.
- ✓ **CONTACTLESS CHECK IN:** In order to maintain minimum contact, printed confirmation is not required. Guests checking in will be by name & booking reference, online bookings only, avoiding cash payments.
- ✓ **WE ARE GOOD TO GO:** Thistle Tours have gained the 'We're Good To Go', a UK-wide & Scotland Travel Industry Standard & consumer Mark, meaning our business are adhering to the respective Government & public health guidance and have carried out a COVID-19 risk assessment with the required processes and protocols in place. Thistle Tours have also gained the 'We're Good To Go' Training Certificate, indicating that our Tours & Services have the highest possible standard in terms of "covid-free" travel.
- ✓ **TRUSTED PARTNERS:** All places on our travel meet Thistle Tours hygiene & safety standards. Our trusted partners - all visitor attractions, restaurants, accommodation and service providers that we work with, also prioritise safety and follow up to date Scottish Government advice, ensuring the safest possible travel experience in Scotland.



# Guests Safety Travel Guide



“ Here at Thistle Tours, we take very seriously the safety and well-being of our team, our guests and small rural communities we live in, here in the Highlands, this is at the forefront of determining how we will operate.”

-  **ADVANCED BOOKING:** Please, book your tour in advance in accordance with Thistle Tours online booking system indicating the availability of our tours, at this stage we are only accepting card payments.
-  **PRE TOUR ARRIVAL:** **DO NOT VISIT if you are displaying any symptoms of the virus or are feeling unwell.** We will happily refund anyone who is worried they may be unwell, however, for safety & wellbeing of our staff and other guests equally we will turn away anyone who shows signs of illness.
-  **FACE COVERINGS:** To ensure we're all doing our bit to travel responsibly, please bring a face mask or covering and wear it throughout the tour. All guests on board must wear a face covering while boarding and travelling on board the vehicle in line with Scottish Government advice. Masks are available to purchase if you arrive without a face covering. If you are medically exempt from wearing a face covering, please let us know in writing in advance of your travel date.
-  **HAND SANITISER:** Please use the hand sanitiser provided on all of our vehicles, it will remain available for your use throughout the tour. We strongly advise our guests to use the hand sanitiser when boarding and disembarking from the vehicle.
-  **TOUR CHECK IN:** Please provide your name and booking reference at check in, your printed confirmation is not required due to Thistle Tours contactless checking.
-  **GOOD TO KNOW:** Make sure you have a bank card on your Thistle Tours travel as many of our trusted visitor attractions are currently only accepting card payments.

**BOOK SAFELY AND WE THANK YOU IN ADVANCE FOR YOUR COOPERATION**



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