



# COVID-19 Information & Advice

## **Booking**

Customers are requested to make bookings via telephone or email where possible.

## **Payment**

Payment in advance by bank transfer is required. Cash and cheque payments are actively discouraged however, please contact us for a discussion, if necessary.

## **Parking**

When parking outside our premises, please park leaving sufficient space whilst respecting residents and the local community.

## **Meet & Greet**

We will monitor your arrival from within our premises. Hand sanitizer will be offered. Please respect our signage and floor markings requesting 2m social distancing while on the premises and during the preparation for your tour.

## **Toileting Facilities**

Please be aware, public toileting facilities may not be available for the duration of your tour.

## **Fitting of Helmets and other Equipment/Clothing**

Customers are asked to please assist each other with the fitting of helmets and other equipment/clothing, should this be necessary. Correct fitting will be demonstrated by your driver from a distance of at least 2 metres and outside or under the shelter of an open garage area, dependent on the weather conditions. Safety is paramount so your driver will ensure your helmets are the correct fit before departing for your tour, from a distance and by asking appropriate questions.

## **Protective Clothing & Helmets**

Helmets are open-faced with visors which can be retracted, if required. Sunglasses are advisable as eye protection if visor is not lowered, and it is suggested that you may wish to bring your own. Helmet liners are provided and helmets are thoroughly cleaned and sanitized after every use. Helmets are also used on a rotational basis so they will not be used more than once every few days.

Neck scarves are provided to each customer on a single use basis. You will therefore be able to keep it after your tour.

Customers are invited to provide their own gloves, however, we will provide gloves where necessary and liners will be made available with these. These are laundered and sanitized thoroughly after every use and are used on a rotational basis.

Customers are invited to bring their own waterproofs, however, these can be provided and are washed and sanitized thoroughly after every use. Similarly to helmets and gloves, their use is rotated where possible so they are not used more than once every few days.

Any clothing/equipment is to be placed in a designated area after each tour. This will be pointed out to you by your driver on the day.

### **Trike Cleaning**

The trike is washed and sanitized after every tour, including the boot, arm rests, seatbelts and seating areas.

Tours are limited to 1 per day, for the foreseeable future.

### **Physical Support**

Customers are asked to help one another on and off the trike if necessary, and also with fastening seatbelts and any other physical assistance required before, during or after your tour.

### **Scheduled Venues visits during Tours**

Venues which are scheduled to be visited during set tours have been pre-vetted for COVID-19 regulation compliance.

### **Hygiene**

Hand sanitizer is available to customers at the start and end of each tour and your driver will also carry a supply on board the trike. However, stocks may be limited so you are requested to provide your own, where possible. Please ask your driver if you require some at any point.

If you require a facemask, you are welcome to bring this along with you should you wish to do so.

All surfaces, areas of equipment storage and customer preparation areas are cleaned and sanitized after every tour.

### **Photography**

Please feel free to take your own photographs. Your driver cannot use your device to take photographs for you, however, your driver can also take some photographs using his own device and we will happily share any images with you should you require us to do so.

### **Social Distancing**

Only the customers booked to ride the trike on a tour are permitted onto the premises in preparation for their tour. Any additional visitors with the group are asked to stay offsite and to remain at a distance of 2 metres or more when seeing the customers off on their tour. Social distancing posters and markings are clearly visible.

**Symptoms and Track & Trace**

Customers are respectfully asked to be honest with us. If you, your fellow passenger or any members of your support party feel unwell or have been in contact with anyone who has been unwell with any symptoms similar to COVID-19 in the 2 weeks leading up to your tour date (where possible), please contact us as soon as possible prior to your tour so that we can rearrange this for a later date. We would appreciate the same courtesy in the few days following your visit; should you or any of your party display any symptoms of COVID-19, please let us know as soon as possible.