

Enhanced Hygiene and Social Distancing Policy

1 June 2020

At Big Bus Tours, the safety of both our customers and staff are of paramount importance to us, and as such, we have made changes to our operational and staffing practices that seek to reduce the risk associated with the presence of COVID-19 as highlighted below. These are in line with World Health Organisation guidance, Government advice and the requirements of local health authorities in city where we operate and may change without notice at any time as required.

- All Big Bus staff will undergo daily temperature checks before starting their duty, whether in the office, engineering or front line customer facing.
- All Big Bus staff will be required to complete Covid19 awareness training before returning to work
- All customer facing staff will be required to wear face masks or visors/face shields during their daily duty
- All vehicles will operate at 50% capacity with alternate seats fitted with signage to respect social distancing.
- All vehicles will receive an increased level of daily clean, including the use of disinfectant solution in the cleaning process for all touch points, as well as touchpoint sanitization at the end of each tour
- Safe operating distances between customers not in the same group will be maintained wherever possible
- Customers will be required to wear a face mask at all times while on board the vehicle if mandated by local authority of the city and one will be made available to them if they do not have one
- Hand sanitizers will be available for use for both customers and staff on board our buses
- On-board / pre-board signage will advise customers to socially distance while waiting to board and while moving around the bus
- Customers will be encouraged to use their own earphones where possible, but if not available, single use disposable headphones will be provided
- Maps and brochures will not be handed out on the service and customers are encouraged to download our Free Mobile App providing extended digital content including map and live bus tracking
- Digital ticketing will be preferred where possible as it allows for contactless boarding from any of our departure points
- We have installed new hygiene screens on our buses to help physically separate customers from the driver
- Boarding and alighting will be completed through separate doors on the vehicle wherever possible
- We may require our customer to undergo a non-invasive temperature check as a condition of boarding. Any person who is displaying a high temperature associated with fever will not be permitted to board the bus.
- Customers who feel unwell prior to taking their tour with Big Bus should not to join the tour and should contact the help desk to arrange to travel on an alternative date where possible.