

Covid19 Update

Here at Roberts Travel Group, your safety and that of our staff are paramount to us all.

With the news stating that cases are rising in many areas, we wanted to take this opportunity to remind you of some things to be aware of when travelling with us. By doing so we can safely keep you all on the move and enable you to get out and about, visiting our wonderful destinations. It is a privilege for us to help you create new memories and we want to continue to be able to do so safely.

As we enter the latter part of 2021, we will **strongly encourage** you all to wear masks or face coverings, whether you are on our Day Trips, Short Breaks and Holidays. By doing so, you are not only protecting yourselves, but also your fellow travellers and of course our drivers and office staff. Masks can be given to you by a member of staff if you need one, please just ask on arrival. Whilst we cannot enforce the wearing of face coverings, we believe that it offers you all an extra level of protection.

Our coaches will continue to be deep cleaned before and after each trip and have COVID19 kits on board for the cleaning and sanitizing of the coach throughout the trip or holiday. These kits also include anti-viral and anti-bacterial fog spray which is used as part of the deep cleans.

Hand Sanitizer is available on ALL of our coaches but please do remember to bring your own.

Your temperature will still be taken on arrival at our travel centre, and mask will be encouraged whilst inside the building. Toilet facilities will also still be available. We do encourage you to continue to wash your hands regularly, following the government guidelines.

You may also notice a few changes when in hotels which may be different from what you are used to. Some hotels may require you to wear a face covering whilst walking around, especially if you are travelling to Scotland or Wales, where the covid requirements differ from England.

As you may be aware the hospitality industry has been the most affected area during the pandemic, with many hotels closed for a long period of time. They are now beginning to try to resume a level of normality, but many are still experiencing staff shortages etc. We ask that you be patient with them whilst they transition to getting back to where they were pre-covid. Please do not be alarmed if there is no portage or your room isn't serviced, extra tea/coffee/towels can be requested from the hotel's reception. In the case of no portage, you will be advised of this on your final travel documents. You may also find that service seems slow for meals, again this will be different from what you are used to when staying in hotels. Please do bear with them at this time. Our drivers will be keeping an eye on this and will advise us of any long waits you may encounter. If you feel the wait is too long, please have a quiet word with your driver who will try his best to rectify.

We love having you back travelling with us! Its so nice to be able to see you all and receive your lovely comments and lovely photos of your trips. Please help us to be able to continue to do this by adhering to the requests above.

Looking forward to seeing you all again soon.

Best Wishes,

From all the team at Roberts Travel Group