

NATIONAL FOREST EBIKE HOLIDAYS

COVID-19 GUIDELINES FOR CODE OF CONDUCT

This working document contains guidelines for ourselves, our accommodation providers and our guests in order to minimise the risk of coronavirus transmission. We ask our guests to sign their agreement to these Guidelines, as part of our Booking Conditions.

THE MAIN CONTROLS

- Social distancing in accordance with government guidelines
- Effective cleaning procedures
- Regular hand washing with soap and hand sanitiser use
- Not touching eyes, mouth or nose with contaminated fingers

WHO IS AT RISK?

- Guests
- Accommodation providers and their employees
- Other guests at accommodation
- Ourselves

GUIDELINES FOR CODE OF CONDUCT

Health

Company

- We have undertaken relevant Risk Assessments and developed protocols to mitigate any risk to health
- We monitor our health daily, being especially mindful of the signs of a potential coronavirus infection.
- If we suspect that we have been infected then we will self-isolate and nominate someone else to perform our duties on our behalf.
- We will follow latest Government advice regarding Track and Trace and testing.
- Guests and accommodation providers will be notified of any potential issues, which could impact them.

Accommodation providers

- Procedures and Risk Assessments in place to minimise the risk of Covid 19 transmission at their accommodation
- Monitor the health of themselves and their staff, in line with recommended guidelines
- Signed up to the Visit England “Good to Go” standard or similar
- Have a procedure to deal with suspected case of Covid 19 within their premises.

Our guests

- Agree to follow the Code of Conduct guidelines as part of our Booking Conditions.
- Consider the possible symptoms of Covid 19 before they travel and declare by email that

they are fit to travel.

- Consider whether they have been in contact with someone who has tested positive for Covid 19 in the last 14 days and not to travel if this is the case.
- Monitor their own health throughout the holiday and notify ourselves and the accommodation provider if they develop possible Covid 19 symptoms.
- Follow government health advice regarding good hand hygiene
- Follow the protocol of accommodation providers
- Bring their own water bottles and any face covers required.
- Be mindful of their responsibility to look after their own health and that of others and to act considerately

Cleaning

The company

- Van cleaned and sanitised each time it is used to carry luggage with professional cleaning products and using standard protocol.
- Gloves to be worn when handling guests luggage
- Bikes cleaning protocol in place using hot soapy water and high sud detergent, followed by a disinfectant. Bikes to be cleaned and disinfected after use.
- Touch-points on the bike to be re-cleaned when the bike has been unloaded from the van and before loading into van.
- Locks and panniers will be left 48 hours before reuse
- Good hand hygiene will always be practiced, including the use of a professional grade hand sanitiser, when soap and water is unavailable.
- GPS screens will be cleaned with a suitable product

Accommodation providers

- Cleaning protocol to be in place to minimise risk of COVID 19 transmission.
- Guests to be notified of protocol as required

Guests

- Clean their hands prior to handover of bikes and before and after luggage transfer.
- May be asked to clean bike touch-points before securing them in an accommodation provider's premises. An aerosol cleaner and sanitiser will be provided, together with instructions.
- Bring their own hand sanitiser for use en route

Social Distancing

The Company

- Handover managed to ensure social distancing is observed
- Respect social distancing guidelines
- Communicate relevant protocol for accommodation providers as required

Accommodation providers

- Respect the social distancing guidelines
- Have a procedure in place to help guests comply with social distancing guidelines
- Ensure that every guest knows the procedures

Guests

- Comply with social distancing guidelines throughout their cycling holiday
- Make every effort to make any required bike adjustments themselves at the handover, with verbal direction from ourselves.
- Be mindful of their responsibility to look after their own health and that of others and to act considerately

Awareness

Company

- Ensure that guests have all relevant information that they need ahead of their booking and arrival including:
 - Helpful numbers and contacts
 - Booking Terms and Code of Conduct Guidelines
 - Risk Assessment
 - Specific requirements of accommodation providers

Accommodation providers

- Provide guests with all relevant information whilst at their premises

Guests

- Read information provided
- Ask for clarification or notify ourselves of any concerns if required
- Be mindful of their responsibility to look after their own health and that of others and to act considerately