

Navigating Through a Challenging Winter (x 3)



Summarised under the following
3 headings

- Save
- Save /Build
- Build

Simply the best way to get away!

Save Covid-19 Legislation



- Adhere to Legislation
- Adapting Tours Accordingly
- Late Deals & Day Trips
- Maximising Passengers



Simply the best way to get away!

Save Health & Safety



➤ Risk assessments

- Documented Safety Checks
- Customers
- Vehicles
- Stops en-route (Service Stations)
- Excursions
- Hotels

It's Good to be Back!

Your Safety

We are so excited to be back on the road again!

We know that our very valuable and loyal customers have been looking forward to travelling with us, and with this in mind, we have focused on our 'duty of care' and established procedures to ensure comfort, safety and wellbeing is in place so that you can just sit back, relax and enjoy your journey.

- Drivers**
 Our drivers have been supplied with Personal Protective Equipment (PPE) and where possible, they will disembark when passengers are entering and exiting the vehicle to minimise any unnecessary interactions.
- Temperature Checks**
 Daily and regular temperature checks will be taken by your driver using a digital thermometer.
- NEW Purifying Air Filters**
 Our new UV air filtration systems have been fitted to our vehicles. They will regularly purify the air and destroy biological pollutants such as bacteria and viruses.
- Face Coverings**
 As advised by the Government, it is mandatory for customers to wear face coverings (preferably face masks). Please speak to our reservation staff for further information.
- Cleaning**
 We have implemented new and enhanced cleaning regimes. Our vehicles are cleaned as necessary throughout the day, which includes disinfection of key touch points and high contact areas. X Mist sanitiser and deodoriser will also be used to kill bacteria.
- Hand Sanitiser**
 Hand sanitiser dispensers have been installed on-board our vehicles for both driver and passenger use. Please ensure that you clean your hands upon boarding and alighting the vehicle.

On-board Facilities

Toilets Remain open for emergency use only and will be cleaned regularly.

Safe Distancing Please follow Government guidelines.

Refreshments Unfortunately, we cannot allow the consumption of food or drinks on our vehicles at this time.

Vehicle seating Please check your travel tickets for your pre-booked seat number.

Well-Being Pack

For all your safety essentials. Please speak to our reservation staff for further information.

Safe on-board seating

To comply with Government guidelines seats will be pre-booked.

■ Seat not in use
 ■ Pre-booked Seat

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
---	---	---	---	---	---	---	---	---	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----	----

Thank you for your cooperation and support

For further information please contact our reservation team on 01443 202048 & 01792 274444

Book online at edwardcoaches.co.uk

Simply the best way to get away!

Save Furlough



- Maximising Scheme until 2021
- Full and the Part time Furlough
- Use Furlough for Training



Simply the best way to get away!

Save Funding



- Research & investigate Available funding
- Maintain Good Relationships
- Financial Director- key staff

Coronavirus: New £60m fund for businesses hit by local lockdowns in Wales

Simply the best way to get away!

Save Restructure



- Cost Saving Exercise
- Retaining Correct Skills
- Team Work
- High Staff Morale



Simply the best way to get away!

Save / Build Customers, Agents & Suppliers



- Fully utilising the Data Base
- Questionnaires and Research
- Telephone Conversations
- E-mails
- Keeping in Touch
- Working in the Community



Simply the best way to get away!

Save / Build Communication & Team Work



- Regular Staff meetings (Zoom & Teams)
- Minutes
- High Staff Morale
- Less staff – better communication
- Team Work
- Quality Control
- Commitment & Passion

Simply the best way to get away!

Save / Build Marketing



- In-House
- Less Costs
- Social Media and all platforms
- Regular, Fresh, New and Exciting



Simply the best way to get away!

Save / Build Holiday Supplement



- Holiday Supplement
 - Less pages
 - Less spend
 - Local, small & exciting
 - Regular
 - Build Confident
 - Deposits



Simply the best way to get away!

Edwards Future



- **Develop** - What can we learn from the Covid experience
- **Reliability** – We own, operate and maintain our own fleet
- **Reputation** – We are only as good as our last job!
- **Safety** – ‘Good to be Back’ campaign
- **Loyalty** – Our Customers book up to 4-8 holidays a year
- **Professionalism** – Hand-picked experienced team.
- **Environmental Friendly** – From our paper to emission –free engines
- **UK Award Winning** – Recognised as best in the business

Simply the best way to get away!

Industry Future



- Believe in yourself and your staff
- Talk with your trusted friends, a problem shared!

Simply the best way to get away!