



**RICHMONDS**

SINCE 1946

# Commute with confidence, travel in comfort

## Making commuter coach travel safe entering into the new normal phase.

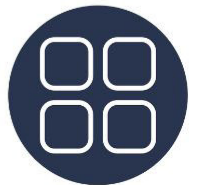
### Coach Cleanliness

Our coaches, always kept to very high standards and have enhanced cleaning regimes in place. Particular focus is given to high contact surfaces, such as handles, safety belts and buckles which are sanitised frequently



### Capacity & Seating Arrangements

Coach services are operating to full capacity and any seats on the coach can be used. If you would feel more comfortable travelling on less busy services or days, use the Chesterford Research Park App to check booking numbers.



### Feeling Fit To Travel

We ensure our drivers are feeling fit and healthy on the day of travel. Passengers must ensure they are feeling well prior to boarding and we kindly ask that good hygiene practices, including the thorough and regular washing of hands and sanitising when required, are followed.



### Hand Sanitiser On Board

Antibacterial hand gel is freely available on the coach for your use throughout your journey. We kindly ask that you clean your hands upon boarding and disembarking the vehicle and adhere to the World Health Organisation (WHO) guidelines.



### Sophisticated Air Ventilation Systems

Fresh air is pulled into the coach via highly sophisticated climate control systems with purifying microfilters. Air extraction vents alongside your window seat pull exhaled air from the cabin minimising air recirculation and maximising fresh air intake.



### Driver Protocols

Drivers may disembark when passengers are boarding and alighting the coach. Only drivers may open the luggage lockers and we request that passengers allow them space as they assist with items from the hold.



### Face Coverings are not mandatory

It is no longer mandatory for passengers on Park coaches to wear face coverings. However, you may continue to wear one if you feel more comfortable doing so or as a courtesy to your fellow passengers.



### Boarding and Disembarking

Arrive 5 minutes before your coach departs. In order to speed up departure, passengers should take the furthest vacant seat away from the entrance door and disembark vice versa, allowing passengers closest to the door to get off first.



### Travel Instructions

Chesterford Research Park will keep you well informed about any new travel protocols. Notifications will be sent out via the APP for travel updates, traffic alerts, and late running coaches. Please ensure you have notifications turned on in the APP.



### Lost Property

Please take care and take all your belongings with you when you leave the vehicle. If you've lost an item please report it to the driver and fill out the online lost property form on the Contact Us page on our website: <https://richmonds-coaches.co.uk/about-richmonds-coaches/lost-property>



### No Eating or Drinking On Board

We request that passengers do not eat or drink on board the coach due to the increase in possible contamination for our drivers and cleaning staff. Please take all your rubbish away with you.



### Stay Safe

We want you to feel confident to travel but you must also take personal responsibility for your well-being. If you do not feel well, please do not travel.



**YOU MUST USE THE CHESTERFORD RESEARCH PARK APP TO ACCESS TICKETS AND BOOK PRIOR TO TRAVEL. PRIOR TO BOARDING ACTIVATE YOUR TICKET AND SCAN YOUR QR CODE TICKET AGAINST THE DRIVER'S DEVICE TO BOARD.**  
PARK SECURITY 01799 532 250 / RICHMONDS 01763 848 226

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