

Our buses are professionally cleaned during the day and night and we're working hard to keep you safe.

As a professional bus company, we've always been known for keeping our vehicles clean, and we're going even further now to make sure you feel as comfortable on board as you can. By following these simple guidelines, you can help us in our mission to return to normal as soon as possible.

Buses are deep cleaned every day before they start service and often again during the day as well. We are using new, highly effective anti-virus techniques such as virucidal fog as part of our regime to combat Covid-19.

Drivers clean touchpoints and exposed surfaces throughout the day. We've installed plastic screens to protect them and you and provided our drivers with appropriate PPE. As a further protection we temperature-test all drivers daily when they report for work and Covid-test them using the Lateral Flow Test (LFT) method every few days.

To help with social-distancing, we've gradually been increasing the number of journeys provided, the most recent increase being effective from 8 March 2021 when we added extra peak hour journeys between the railway station and the Hospital and an extra bus to/from Guildford Grove School at school times.

Do not travel if you are Covid-symptomatic or are asymptomatic but have tested positive and/or are required to self-isolate in line with Government guidelines.

When you are on board always space out and sit apart as much as possible and for as long as possible in order to minimize the amount of time you are in close contact with someone else.

All forward-facing seats may be used giving a total passenger capacity of 35 per bus. Only wheelchair users and children in prams may face backwards. Side-facing seats should not be used to avoid passengers facing each other. Standing passengers must not be carried to avoid close contact between people. Customer notices encourage social distancing. Factors assessed in reaching this decision include CPT/Government guidance, the relatively short journey times (typically only of 5-15 minutes' duration), Surrey infection and vaccination statistics and trends (www.coronavirus.data.gov.uk), especially relating to the most vulnerable cohorts and typical bus passengers, freely available self-administered Covid home testing, and other precautions which are in place (as documented in our risk assessment).

Where necessary, 'Bus Full' may be displayed on the bus destination blind and intending passengers refused travel on that journey.

Wash your hands before you use the bus, bring hand sanitiser if you can, and wash your hands again after you get off the bus too. You must wear a face covering on board unless you are medically or age exempt. Hand sanitiser is available on board for customer use and our drivers have face coverings available for customer use – please just ask if you require one.

Please don't drop litter and be sure to take all your personal belongings with you when you leave the bus to reduce the risk of cross-contamination.

Use your contactless card or device if you can. Our machines work with any contactless card, smart watch or phone payment systems.

Our buses are ventilated best when the windows are open so the air can flow through, so please don't close these during your journey.

Once you're ready to get off, please ring the bell to alert the driver. Stay seated until the bus has come to a stop - it helps to give our drivers some space.

We recognise that this continues to be a challenging time for all our customers. We want to get back to our normal as soon as possible. In the meantime, we ask that you bear with us a bit longer.

If you'd like to talk to us about any of the above aspects please call us on 01483 561103 (office hours) or email buses@safeguardcoaches.co.uk with your query. You can keep up to date with our latest news and changes to bus times via Facebook (@safeguardbuses1).

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