



Travel with Confidence Guide

Travelling by Train



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Dear Members & Partners,

Now more than ever, the service that our Travel Management Companies (TMCs) offer is vital. Britain must get moving again – safely.

To help our corporate customers travel with confidence, this guide outlines how TMCs can aide Covid-safe travel and the precautions we can all take ourselves.

These are recommendations from the BTA, developed through careful and extensive collaboration with our members and partners.

For Britain to be a truly global nation, we need to get travelling: to trade, provide vital humanitarian aid and forge deals face-to-face.

This has been a long and hard process for us all. Today, we work towards the next step of the new reality: living and travelling alongside Covid-19.

I hope you find the recommendations useful and start to plan trips with your chosen **Travel Management Company.**

Best wishes,



Clive Wratten
CEO, The BTA

Travelling by Train

(Domestic and International)

Step 1: Book through a TMC



By booking through a TMC, you are taking the first step to creating a Covid-19 safe itinerary.

TMCs have the latest information on border restrictions, in-country legislation and deep knowledge of the steps necessary to minimise risk at every step of your journey.

They will work with you to create a full itinerary and recommend transport, accommodation

and transfer options that meet their required health and safety standards.

Your TMC will also provide you with electronic tickets, where they are available, to minimise your need for any interaction with railway staff or technology on your journey.

Through creating this booking, the TMC will be on-hand throughout your trip to advise, alert you to changes in advice and to contact you following your trip should it be necessary.

With the booking complete, you're ready to travel again.

Step 2: Travelling to the station



We recommend booking a limousine service through your Travel Management Company to get to the train station.

Limousine services are disinfecting their vehicles using the latest solutions at least every 28 days alongside fully sanitising the cars between each trip.

It is recommended that passengers sit in the rear left seat (or opposite backseat to the driver) throughout the trip and never in the front. Where possible, windows should be open.

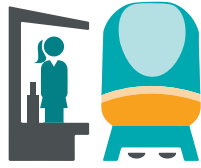
It is compulsory when using a limousine service to wear a mask (and the driver will always wear one as well) and we recommend regular use of hand sanitiser throughout the journey.

With these precautions in place, you can sit back and relax or answer last minute emails before you arrive at the station.

If it is not possible to travel via a limousine service then we recommend making use of a private car, walking or cycling to the station.

If travelling via public transport, we recommend travelling at off-peak times, wearing a mask throughout the journey and keeping a social distance from other passengers.

Step 3: Arriving at the Station



When exiting your chosen method of travel, use hand sanitiser. Before entering the station, ensure to be wearing a mask that covers both your mouth and nose.

Work with your TMC to have tickets on your phone or personal device so as to have a contactless journey to the platform.

Step 4: The Train Journey



Onboard the train, sit back and relax (ensuring you are wearing your mask). We recommend using hand sanitiser regularly throughout the journey.

Train companies are taking a variety of measures to prioritise your health and safety.

These include: running more services to facilitate social distancing at traditional peak times, conducting regular deep cleans and providing hand sanitiser points at departure and arrival points.

Whilst on the concourse, ensure to keep at a social distance (1m+) from other passengers and be sure to follow the pedestrian traffic flow system in place.

Train companies are working hard to provide a timely and efficient service, food and drink will not always be available onboard, therefore we recommend being prepared for this eventuality.

On many longer journeys reservations are mandatory to ensure that train operators are able to distance you from other confirmed passengers to make your journey more comfortable. Your TMC will take care of these reservations for you and they will do their best to ensure your preferences on seat position are met.

Remember to only remove your mask when eating or drinking.

Step 5: Getting to your Destination



It is likely following a train journey that you will require a taxi to get to your final destination.

It is compulsory to wear a mask when riding in a taxi. If your train journey has been over 3

hours, we recommend disposing or stowing this mask carefully before getting into the taxi with a fresh mask.

Once securely in the vehicle, use hand sanitiser and consider keeping the windows open. It is advisable to sit in the back-left seat where possible. If travelling in a group, passengers should split up into different vehicles rather than journey in the front of the taxi.

Step 6: Working



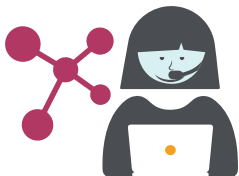
When you are at your destination and conducting your work, remember to practice social distancing and to follow any additional guidelines set-out by the company. If visiting a customer or someone outside of your company, we recommend calling ahead to ask about their social distancing

requirements and expectations of visitors, so you arrive prepared.

Throughout the day, regular handwashing (or sanitising) is recommended. Masks may also be required in certain indoor situations.

At the conclusion of your work, we recommend following the same steps in reverse for your return journey.

Step 7: Follow-up



By booking through a TMC, your adviser will be able to contact you should there be any requirements for a Covid-19 test or to alert you to any suspected outbreaks. Your data will be kept securely and anonymously where requested.

Should you have any concerns or questions at any point on your trip, contact your agent to get the latest advice and information.

Above all, follow these steps and travel with confidence!



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