



Thank you for booking your journey with Taxi Transfer. We look forward to welcoming you into one of our vehicles soon. In the meantime, please take the time to read through the following information in relation to the actions that we have taken to ensure your safety and the safety of our drivers during the Covid-19 outbreak.

#### Symptoms of Covid-19:

- Our drivers must report to us if they are experiencing symptoms of Covid-19. If they are they will be asked not to complete any work until they have completed a period of self-isolation or tested negative for Covid-19. In this instance, you will be assigned another driver
- We ask that all passengers do not travel if they are experiencing any of the prescribed Covid-19 symptoms.
- In the event that you have to cancel your journey, you will receive a full refund of your fare under our 100% Guarantee

#### Face Coverings:

In line with Government advice, it is necessary for face coverings to be worn in any environment where the 2m social distancing rule cannot be fully applied at all times.

- Our drivers will be wearing a face mask / covering during the journey
- We kindly ask all passengers over the age of 11 to adhere to the same rules
- We would ask passengers to provide their own face coverings / masks, but our drivers will have a surplus supply of disposable masks if required

#### Handling of Luggage:

Our drivers will still provide the same high-level of customer service during this time and will take care of your luggage at both ends of the journey.

- Our drivers will don gloves or hand sanitise before handling your luggage.
- Our driver will then load your luggage into the vehicle.
- This operation will be repeated at the end of your journey.
- We kindly ask that you allow the driver to handle all luggage loading and unloading to and from the vehicle

#### Collections from Air and Sea Ports:

We will continue to operate a full meet and greet service for our clients. You will be met in the terminal by your driver and they will assist you with

- Please ensure we have a correct mobile contact number for you when making your booking
- Please ensure that this device is switched on after disembarking from your plane/ship/train.
- Our driver will text you their details to that number so that you can make contact if required and received detailed collection instructions.

- Our driver will be waiting with a meet and greet board at the agreed collection point
- You will be asked to take your own luggage to the vehicle, but our driver will complete loading of the luggage for you.

#### Payments:

During the time we are encouraging passengers to make payment in advance of the journey via bank transfer or debit/credit card.

If payment is cash is preferred / essential, then we would kindly ask that the total payment is placed in an envelope and left in the vehicle for the driver to collect after you have left the vehicle.

#### Information:

Additional information about the actions we have taken to ensure a safe journey for both our driver and you can be found by visiting our website [www.taxi-transfer.co.uk](http://www.taxi-transfer.co.uk) or if you have any additional requests or require an specific assistance you can email us at [contact@taxi-transfer.co.uk](mailto:contact@taxi-transfer.co.uk)

We hope you have found the above information useful and re-assuring and we look forward to getting you to your destination in safety and comfort.

Mr GABRIEL TINTOIU - Director

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