



Your Guide to Travelling August 2020



Travel Policies: Expect change

Approve

- Expect more approvals
- Board level approvals may be needed

Mandate

- Fully utilise CT Plus expertise
- Complex bookings require skills

Travel Profiles

- Ensure information is updated
- Passport and contact details are essential

Communicate

- Share updates on services and standards
- Maximise on budgets with suitable recommendations
- Upgrades, premium cabins, higher grade hotels may be considered

Out of Hours Service

- Know who to contact and how
- Ensure relevant information is available

Insurance

- Ensure travellers are covered
- Provide travellers with relevant information

Duty of Care

- Risk assessments should be considered
- Pre and during trip tracking is essential

Before your trip

Ensure you have suitable information

- Check the local COVID-19 requirements for your destination(s) – eg pre-arrival test, certificates or quarantine - the following sites may be helpful
 - ❖ [Covid-19 Digital Guide](#)
 - ❖ [IATA Information powered by Timatic](#)
 - ❖ [Covid-19 Country Tracker](#)
- Check the latest FCO advice on the country you are visiting. You may also want to check their latest R rate along with other Covid statistics
 - ❖ [FCO Coronavirus Travel Advice](#)
- Check if you are required to quarantine either when you arrive or when you return back to the UK

Know where your meetings are

- Know where your meetings are going to be held - this will help CT Plus recommend nearby hotels

Getting to and from the airport

- Think about how you are going to get to/from the airport
- Do you require CT Plus to book airport parking, a hire car or a private transfer?

Booking your trip

CT Plus will be able to provide you with a wealth of knowledge and experience as well as other services that you previously might not have required

How will you be getting to/from the airport?

- Book parking within walking distance to avoid shuttles and transfers
- Use reputable taxi companies who sanitise vehicles between passengers
- Opt for mobile key pick-up when renting a car
- If you are travelling as a group, think about using a bigger vehicle to give more space

Airlines

- Speak to CT Plus about the hygiene standards on various carriers - this will give you an understanding of cleanliness onboard the aircraft
- Think about booking a premium cabin - this will allow for less movement to/from bathrooms and more space around you whilst in the air
- Pre-book your seat - many airlines are leaving seats free to maintain social distancing - speak to CT Plus about pre-booking this for you
- Avoid flying at peak times if possible - generally the first and last flights of the day are busiest – ask CT Plus to recommend flights with more availability
- Think about booking a fully flexible fare, which can be changed or cancelled at short notice (eg, change to traveller's health, closure of borders, change of internal policy)

Hotels

- Check where your meetings are and inform CT Plus - they can provide hotel options in the same location, allowing you to walk to meeting rather than getting taxis or public transport
- Consider using higher graded or major chain hotels - generally these hotels will have a better standard of hygiene
- If you are using a major chain hotel, speak to CT Plus about signing up to their loyalty programme - this may allow room upgrades or mobile check in
- Ask CT Plus about the hotel's hygiene policy, their services and amenities - gyms and pools for example may be closed
- Think about room service - ask CT Plus to check the times of the room service and whether breakfast can be delivered to your room to avoid the hotel buffet
- Consider upgrading to Executive or Business rooms that include separate check-in desks as well as Business lounges offering more space and fewer guests using the facilities
- Consider booking a flexible rate

What to take

- Several protective face masks as all carriers and many countries require both the nose and mouth to be covered in public locations – be aware that some airlines recommend changing your face mask every 4 hours
- Plenty of sanitising wipes and gel (maintaining the 100ml limit for hand-luggage)
- Your own pen for filling out health declaration and other forms
- A recognised credit card which has a suitable credit limit, should you need to use it in case of an emergency
- Have your company's emergency/medical assistance information and insurance details easily available
- Confirm any COVID-19 related protocols for where you are visiting, eg any offices or building sites, as well as any local requirements
- If you have access to your own medical records, you may wish to take these with you as well as noting your blood type
- Ensure your emergency contact information is correct on any mobile devices that you are carrying – it is a common practice to add the word ICE (In Case of Emergency) to these contacts
- Whilst hotels are increasing their hygiene standards, you may want to consider taking a pair of slippers and long sleeved pyjamas
- You could also take clear plastic bags and use TV remote controls through these to avoid touching buttons which may be hard to clean



Aviation Passenger Guidelines

Before you travel

- Do not travel if you have any coronavirus symptoms
- Check FCO for travel advice
- Check departure terminals information and airline requirements
- Be aware of what services will be provided on board (eg catering)
- Check in online and download a mobile boarding pass where possible
- Window seats will reduce contact with other passengers using the aisle
- Plan your journey to the airport avoiding public transport where possible (consider chauffeur cars or self drive with pre-booked airport parking)

At the airport

- Arrive early, be patient and follow staff instructions or signage
- Check-in procedures may require self tagging and bag drop for luggage
- Maintain a 2-metre distance from other people where possible
- Wash or sanitise your hands as frequently as possible
- Wear a face covering where possible and expect to have your temperature checked
- Use restaurant apps to pre-order food and beverages
- Airline lounge access and services may be limited
- Expect to show boarding passes and photographic ID on request



Arriving back into the UK

- Complete Public Health Passenger Locator Forms before arrival
- Be patient and follow crew instructions when disembarking the aircraft
- Wash or sanitise your hands as soon as possible
- Use e-passport gates where possible or follow instructions to immigration desks maintaining social distancing requirements
- Follow signage and instructions to collect checked in luggage

On board

- Follow crew instructions at all times
- Remain seated as much as possible
- On short journeys, avoid using bathrooms where possible
- Avoid body contact with fellow passengers
- Wear a face covering throughout the flight (note that some airlines may refuse boarding if you do not comply)
- Onboard catering may be reduced (consider taking your own)
- Listen to announcements from crew about the measures to be taken on arrival at your destination

Rail Passenger Guidelines

Before you travel

- Do not travel if you have any coronavirus symptoms
- Carry plenty of face masks and hand sanitiser with you at all times
- Try to have an e-ticket with the boarding pass on your mobile phone, avoid touching machines at railway stations
- Travel at quieter times to avoid crowds
- Book a direct service to avoid changing trains
- Reserve a seat where possible
- Take a sealed bottle of water with you



At the station

- Lifts may be restricted to one person or one household at a time
- Allow passengers space to get off the train before you board
- Wash or sanitise your hands as frequently as possible
- Wear a face covering
- Keep a 2-metre distance from other people where possible
- Obey signage and one-way systems

After your journey

- Wash or sanitise your hands as soon as possible
- Follow guidance at your destination
- If you are travelling internationally, check and obey any quarantine restrictions

On the train

- Find your reserved seat and remain seated throughout the journey where possible - avoid walking around the carriages
- Where possible, face away from other passengers
- Catering carriages may be limited - take your own food and beverages or avoid eating food, if on a short journey
- Follow any instructions given by transport staff



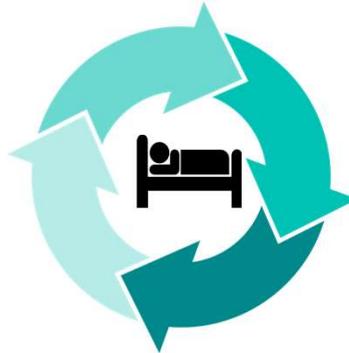
Hotel Guest Guidelines

Before you arrive

- Some major hotel brands offer mobile check in/check out and mobile keys (on their mobile app) - this avoids queuing in the hotel lobby
- Some also offer the opportunity to select the room you wish to stay in
- Many hotel chains will keep rooms free for a few days between guest stays to avoid any contamination - ask CT Plus to clarify the hotel's protocol

When you arrive

- Follow one-way systems and pay attention to signage - in some areas you may be required to wear a face mask or covering
- If you are required to wait in communal areas, try and keep 2-metres away from fellow guests and staff
- If you can, carry your own luggage to your room to avoid staff coming into contact with your belongings
- Travel as light as possible
- Check the hotel's policy on housekeeping staff entering guest rooms - if you would prefer your room to be cleaned less frequently, advise reception/housekeeping on check-in (ensuring you have enough towels for your entire stay) – you can also ask CT Plus to request this in advance if you prefer



Checking out

- If your trip allows, keep your luggage with you avoiding the need to have it stored by the hotel concierge
- Use apps or express check-out services to avoid waiting in busy reception areas

Your stay

- Take your own sanitising wipes and wipe down high-touch areas such as the remote control, taps, electrical sockets, tea /coffee making facilities and coat hangers
- Should you feel unwell during your stay, remain in your room and inform reception staff - follow the given protocol and notify your company as well as CT Plus
- Avoid using hotel restaurants/bars and consider room service instead - if you would like no contact on delivery, please inform the hotel when ordering
- Establish when breakfast rooms are less busy and what the format is for serving food (self-service or a la carte) - alternatively you could request breakfast in your room