

Covid 19 policy from The Independent Traveller. Please read particularly if coming to our premises.

We take very seriously our responsibilities to keep both our customers and staff safe during this outbreak. However this is just an extension and enhancement of our normal procedures.

1. We have updated all our cleaning procedures within the office and a detailed risk assessment procedure has taken place. This has a joint effort by directors and staff.
2. Anybody with a high temperature, a new cough or who has recently lost their sense of smell and/or taste should not enter the office.
3. All staff members and visitors are required to use hand gels provided just inside both the customer and staff entrance.
4. We are currently restricting access to the premises to one person or one family at one time. You will be required to stay 2 metres from any staff member even if government restrictions have reduced that limit.
5. All payments are being processed as post payments. That means only our staff will touch the PDQ key pad. You can also transfer money to us by BACS. At this time we do not accept cash for payment.
6. After a client has left and before another client enters the office we will wipe down the door handles with a suitable wipe to help ensure your safety.
7. All our staff are required to wash hands or gel hands throughout the day.
8. In June our offices are only open on Thursday's 09.00 to 14.00.
9. From 01 July we will be open 10.00-14.00 on Saturday and Thursday and will monitor if we need to be open further.
10. From 01 July our main number 01509 618800 from 09.00 to 13.00 Monday to Friday. There after that your message will be recorded. Please be aware that we will have limited staff available on each day so there might be a delay with your query.

Thank you for reading this. We are keen to help you with rebooking an existing holiday or booking one for the future but need to do so carefully and safely.