

Rill's Bus Service

Motorcoach and School Bus Travel

As RILL'S BUS SERVICE prepares to get the wheels on the buses rolling again, the commitment to service excellence & the safety of our passengers and employees remains a top priority. In the past few months, we have been traveling on "unpaved roads" with the COVID-19 pandemic, its devastating effects, and the challenges it has created. As we navigate through uncharted territory and prepare to reopen, we wanted to share our updated safety practices and efforts to perform even more intense disinfecting and cleaning than ever before. We take pride in upholding the highest bus safety standards, have signed the *Maryland Strong: Back to Business Pledge*, and will continue working to support the health and wellbeing of our passengers and employees through our **Extreme Clean Commitment**:

- Each motorcoach will be thoroughly cleaned and disinfected with approved EPA cleaners and electrostatic sprayers before and after each trip with special focus on high touch points such as entrance area handrails, parcel rack handrails and door latches, and window release bars, plus passenger headrests, armrests, seat belts and seat accessories, and all driver area and restroom surfaces, including door handles.
- An emphasis on optimal air quality as cabin air is completely exchanged with fresh, outside air approximately every 10 minutes. HVAC system filters recirculated air with Merv 7 or higher rated filter media, removing respiratory droplets.
- Hand sanitizers are provided onboard motorcoach.

Updated Operating Procedures until Further Notice:

- In pursuant to Governor Hogan's Executive Order #20-04-15-01, all passengers and drivers will be REQUIRED to wear masks/face coverings while onboard the motorcoach until further notice. Our drivers & staff will be provided with personal protective equipment.
- Physical distancing while onboard the motorcoach can be achieved by limiting passenger capacities. Recommendations include keeping every other seat open in order to create sufficient distancing, keeping the first row of seats on bus open to create distancing from driver, and for passengers to exit the bus from the front to back. (Note: Charter groups may determine their own preferred capacities based on their group's needs/preferences. On Rill's retail tours, limited capacities will apply until further notice.)
- Driver & employee temperatures are taken prior to each departure. It is recommended that each passenger be screened prior to boarding.
- To help prevent the spread of COVID-19, all passengers should follow these actions:
 - Clean your hands often, either with soap and water for 20 seconds or a hand sanitizer that contains at least 60% alcohol.
 - Keep distance between yourself and other people as much as possible.
 - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
 - Avoid touching your eyes, nose, and mouth with unwashed hands.
 - Do not travel if you are feeling sick or have any symptoms of COVID-19 including fever, cough, shortness breath among other symptoms. Do not travel if you have been exposed to someone with COVID-19 in the past two weeks. Avoid close contact with people who are sick.
- Rill's Bus Service consistently complies with guidance as provided by our industry associations, CDC, WHO, and local governments. Operating procedures will be modified as restrictions are lifted. (Note: Reopening guidelines vary in each state and each destination may have varying safety protocols, so it is expected that passengers adhere to local requirements when traveling.)

For over 50 years, we have been proud to share road adventures with you and are continually grateful for your business to serve your travel needs. It is our goal to keep everyone safe like they are part of our family and want you to feel at ease & confident when traveling with us. Yes, things may look a little different for a while, but we hope you understand the necessity to implement the above safety procedures for the protection of our precious cargo while onboard our equipment. The above information should be shared with passengers, so they are aware of our commitment to their safety. Since situations are changing daily, we are closely monitoring government guidelines, destination re-openings, safety protocols, and current updates, adjusting our own policies and procedures accordingly. These updated procedures will not detract from the exemplary service you are accustomed to receiving.

THANK YOU for all of your continued support and patience through the unprecedented times that we have all been experiencing. When you are ready to travel again, we will be here to transport you. In the meantime, we are still available during regular business hours to answer any questions you may have regarding procedures, check for updates, make new reservations, give suggestions for “recovery” tours, or just to chat. With everyone experiencing cabin fever, the desire to travel is very evident as we begin the recovery process and get the wheels turning again. With your help and continued patronage as we move forward, we will emerge stronger from this together and will once again enjoy traveling with Rill’s Bus Service. From our family to yours, we wish you good health through this. We have missed you & your groups tremendously but know that brighter days are imminent. We look forward to getting back on the road with you for more adventures & unforgettable experiences together!

~The Rill Family

RILL’S BUS SERVICE

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RILL'S BUS SERVICE

Our *Extreme Clean* Commitment:

Cleaning, Disinfecting, Distancing and Protection

Ride Safe

Every motor coach is thoroughly cleaned and then disinfected before and after each use as follows:



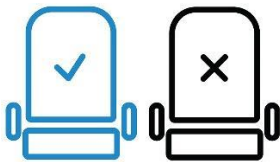
- ✓ Removal of all dirt and debris, flooring mopped.
- ✓ Each motorcoach will be thoroughly cleaned and disinfected with approved EPA cleaners and electrostatic sprayers with special focus on disinfecting high touch points such as entrance area handrails, parcel rack handrails and door latches, and window release bars, plus
 - Passenger seat headrests, armrests, seat belts and seat accessories
 - All surfaces in the restroom, including door handles
 - All surfaces within the driver's area.



Onboard air quality is optimized as follows:

- ✓ Cabin air completely exchanged with fresh, outside air approximately every 10 minutes
- ✓ HVAC system filters recirculated air with MERV 7 or higher rated filter media, removing respiratory droplets.

We help everyone stay safely distanced:



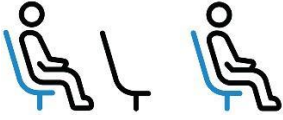
- ✓ Physically distanced seating may be applied with limited capacity ridership. Assigned seating may be necessary.
- ✓ Your driver is trained in social distancing protocols and will practice these techniques throughout your travel experience.

Ride Smart



- ✓ Hand sanitizers provided on board.
- ✓ Passengers & drivers are required to wear a face covering at this time while onboard motorcoach pursuant to Governor Hogan's Executive Order #20-04-15-01.
- ✓ Maintain physical distancing as much as possible as you enter and exit the coach. Passengers will exit the bus from front to back.
- ✓ To help prevent the spread of COVID-19, all passengers should follow these actions:
 - Clean your hands often, either with soap and water for 20 seconds or a hand sanitizer that contains at least 60% alcohol.
 - Keep distance between yourself and other people as much as possible.
 - Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
 - Avoid touching your eyes, nose, and mouth with unwashed hands.
 - Do not travel if you are feeling sick or have any symptoms of COVID-19 including fever, cough, shortness breath among other symptoms. Do not travel if you have been exposed to someone with COVID-19 in the past two weeks. Avoid close contact with people who are sick.

Ride With Confidence



- ✓ We consistently comply with guidance as provided by our industry associations, as well as the CDC, WHO and local governments. We have signed the *Maryland Strong: Back to Business Pledge*. Operating procedures will be modified as restrictions are lifted. (Note: Reopening guidelines vary in each state and each destination may have varying safety protocols, so it is expected that passengers adhere to local requirements when traveling.)
- ✓ Our drivers, technicians and staff have been trained in best practices, including those related to baggage handling. Driver temperatures are taken prior to each departure.
- ✓ Our additional investments in intensified cleaning and protection help ensure a sanitary environment for our passengers and employees.

*Rill's Bus Service has taken enhanced health and safety measures for you, our other passengers, and our employees, based on current federal/state/CDC guidelines. It is required to follow all given instructions while traveling with Rill's Bus Service. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and even death according to the Center for Disease Control and Prevention. By traveling with Rill's Bus Service and participating in any and all tour package inclusions, you voluntarily assume all risks related to exposure to COVID-19. Join us by keeping each other healthy and safe by practicing good hygiene.

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