



For decades, motor coaches have provided safe, critical transportation as part of our nation's infrastructure. Our business is about connecting people to many of life's important activities and events. Whether it's taking groups on vacations, shuttling event goers, or taking sports and school teams to games, the safety of our passengers has always been our top priority.

Now, more than ever, we want you to know about our intensified cleaning, disinfecting, distancing and prevention practices to support the health and wellbeing of passengers. We're calling it our Extreme Clean Commitment.

For us, that means more intensive cleaning where every motor coach is thoroughly cleaned and then disinfected before and after each trip:



- 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, 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
- We disinfect every motor coach upon its return using electrostatic fogging technology for maximum effectiveness (*electrostatic fogging gives a charge to the disinfectant being used so it will stick over and under all surfaces it comes in contact with, instead of just on the top surface as typical foggers do. It is the safest, most effective way to disperse disinfectant, and ensure all surfaces are sanitized and safe for our passengers.*)



Other measures we're taking to ensure your safety include:



- Our HVAC system (heating, ventilation & air conditioning) filters recirculate air with MERV 7 or higher rated filter media, removing respiratory droplets
- We have installed HVAC (heating, ventilation & air conditioning) compartment mounted UV-C lighting system (*also known as Ultraviolet Germicidal Irradiation, this process breaks down chemical bonds and scrambles the structure of DNA, RNA and proteins, effectively killing any pathogens, such as viruses, bacteria, molds and yeasts in the air*)
- Hand sanitizer is provided on board
- For the health of your fellow travelers and driver, we request everyone to wear face covering at all times while on board the coach
- Operating procedures include physical distancing on entry and exit and seat spacing when possible
- Plexiglass barriers behind the driver cockpit and the front seats left empty when possible



Learn more about our Extreme Clean Commitment by visiting our website at: [www.biancotours.com](http://www.biancotours.com)

We are eager to get back on the road and provide you with on-time, comfortable and safe service anywhere you and your groups need to go.

We thank you for your past business and are standing by to plan your next trip.

*\* We will be continually reviewing and modifying our plan as new information becomes available. This document was updated 6/15/20.*