

VIKING TRAVEL

of Swadlincote

Unit 2, Ryder Close, Swadlincote, Derbyshire DE11 9EU
Tel: 01283 217012

ACTS & REGULATIONS

Viking Travel fully comply with the following EEC & National Government Rules & Regulations affecting our industry:

- Construction & Use (of vehicles) Regulations
- The Road Traffic Act
- EEC Drivers Hours Rules & Regulations
- Road Transport (Working Time) Regulations (WTD)

VEHICLE MAINTENANCE

The maintenance of Viking coaches is to the highest standard with our own fully trained engineering staff along with fully equipped on site workshops.

Viking coaches each undergo a planned regular safety inspection and regular servicing.

Before leaving the depot our drivers undertake a walk round safety check of their coach ensuring there are no problems that may compromise vehicle safety

Viking drivers must report all defects or symptoms of defects that may adversely affect the safe operation of the vehicle promptly. These are made verbally and in writing. A system is in place to record any rectification work necessary

SAFETY EQUIPMENT

All Viking Travel coaches are fitted with the following safety features and carry the following safety equipment:

- Speed Limiters
- ABS Braking System

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- Seat Belts throughout
- Emergency Exit Points
- Emergency Window Hammers
- Emergency Stop Buzzers
- First Aid Kits
- Fire Extinguishers

Appropriate signage showing the nearest exits, first aid kit and fire extinguisher

DRIVER SAFETY

Viking drivers are issued with written instructions regarding the EEC Drivers Hours Rules & Regulations

Every hire that Viking undertake is scheduled strictly within the scope of the EEC Drivers Hours Rules & Regulations. Follow up checks for compliance with the regulations is via analysis of every tachograph chart used.

Viking comply fully with the Road Transport (Working Time) Regulations (WTD) that have recently been extended to encompass the road transport industry

SUPPORT STAFF

Viking have knowledgeable, experienced and qualified support staff ready 24 hours a day, 7 days a week in the unlikely event of a breakdown, accident or other incident to promptly and efficiently manage any such occurrence.

NON SMOKING POLICY

In the interests of health Viking have adopted a 'no smoking' policy onboard its coaches for all journeys

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INSURANCE

Viking has comprehensive policies for Vehicle and Public and Employers Liability insurance

PASSENGERS RESPONSIBILITIES

Viking strongly recommends that all passengers familiarise themselves with the location of the nearest emergency exits, window hammers, first aid kit and fire extinguisher

That seatbelts are worn at all times whilst the vehicle is in motion as per regulations.

That passengers listen for and to, and comply with any announcement made by the driver with regard to safety

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VEHICLE ASSESSMENT DOCUMENT

This assessment highlights the possible areas of risk whilst boarding, travelling and alighting a coach

ENTRANCE EXIT

Grab Rails - these are generally placed to the left (on entering) and right (when exiting) (the dashboard side) of the steps - passengers should ensure that they only use these grab handles/rails for assistance when joining or leaving the coach

Coach kneeling (lowering) function - passengers should be aware of this function and keep clear of the entrance door whilst this facility is in operation

EMERGENCY EXIT DOOR

This is on the **offside**, generally positioned in the middle or towards the rear of the vehicle. **This door must only be used in an emergency (and when the vehicle is stationary)**, unless instructed otherwise by the driver

GANGWAY (AISLE)

Carpeted - carpeted gangways prevent slipping. However passengers should be aware that a poor fitting carpet could cause someone to trip. If you think this is the case you should bring this to the drivers attention (when the vehicle is stationary)

Spillages - passengers should always be aware of possible spillages either in the gangway or in front of/under the seats These should be brought to the drivers attention when it is safe to do so

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A tidy coach is a safe coach - Please keep the coach clean and remember to bring along some bags for the disposal of litter. Items such as empty glass bottles and cans can be dangerous, especially if left to roll around a coach. Other rubbish can be a potential hazard so needs to be disposed of properly

It is essential that the entrance/exit area, gangway and emergency exit area are kept clear at all times in case of the need of an emergency evacuation of the coach

SEATS

Armrest - It is possible for a passenger to cause injury to themselves whilst settling into their seat through inadvertently sitting on the armrest or forgetting it is in use when leaving their seat. This can be avoided by taking care to ensure that the armrest is in the stowage up/down position before sitting down or standing up

Recline function - If the passenger is to use the recline function they should take into consideration the comfort and safety of passengers behind them

OVERHEAD LUGGAGE STORAGE

When sitting down or standing up - passengers should be aware of the overhead luggage lockers and take care when getting into and leaving their seats to mind their head at all times

Storage of luggage (in overhead luggage lockers) - Passengers should take care to ensure that all items are stowed safely and that the locker covers are firmly closed and when retrieving their luggage from the overhead lockers as belongings may have moved about and become unsafe during the journey

WATER BOILER/HOT DRINKS FACILITY

This facility should only be used when the vehicle is stationary

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If using this facility passengers should be aware of possible injury through scalds caused by boiling water when either filling their cup, serving another passenger with a drink or returning with a hot drink to their seat. Passengers should ensure that the lids provided for the top of cups are used at all times

MOVING WHILST THE VEHICLE IS IN MOTION

Please note that moving around the coach whilst it is in motion will always carry some risk. Passengers should limit this risk by remaining in their seat whilst the coach is in motion

Should passengers move around the coach whilst it is in motion they do so at their own risk

CHILDREN

Children - should be kept under supervision by those responsible for them.
This is not the responsibility of the driver

For their safety children should be supervised at all times whilst boarding and alighting the coach or using the toilet

Children should not be allowed - to use the hot drinks facility, climb on seating or other fixtures or act in a manner that may distract the driver

Child Care Safety Seats - these are not permitted to be used on board any of our coaches. Coach seats are not designed to accommodate them. Use of these seats may also compromise our vehicle insurance

Unruly children can cause safety problems as well as causing a nuisance and discomfort to those around them. Children should remain in their seat with seatbelts fastened at all times

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SAFETY CODE

Passengers should note the following safety code and organizers responsible for children on the coach should bring this to their attention

Passengers must familiarise themselves with the location of

- Nearest Emergency Exits
- Window Hammers
- First Aid Kit/s
- Fire Extinguisher/s

All passengers must be aware that

- Seat belts are there for their comfort and safety and should be worn at all times whilst the vehicle is in motion

As well as providing ample seat/leg room we instruct our drivers to make regular rest stops on long journeys (approximately every two to two and half hours). Passengers are advised to take the opportunity to stretch their legs at these stops

SICKNESS OR ILLNESS ON BOARD

We acknowledge that some people do not travel well by coach, especially on longer journeys. To minimise travel sickness we recommend that you remain seated throughout the journey, with your seatbelt fastened (whilst the vehicle is in motion). We also suggest that you refrain from the consumption of alcohol before (and during) the journey and any foodstuffs likely to cause sickness

Should a passenger be aware that they may be sick during the journey we ask that you take precautions and appropriate medication to prevent travel

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sickness and provide themselves with a suitable container to use should the need arise, such as a sick bag

In the event of sickness if possible we ask that either the passenger concerned or someone travelling with the passenger safely alerts the driver as to their condition. The driver may then be able to stop and allow the passenger off the vehicle to be sick or get some fresh air

In the event of a passenger becoming ill with any other symptoms either they or someone they are travelling with should alert the driver as soon as it is safe to do so

VEHICLE BREAKDOWNS

In the unlikely event of a vehicle breakdown the driver must follow a set procedure in which he must contact the office or on call manager who is always available out of office hours

The on call manager will then assess the situation and in the case of minor faults arrange for either

- Our own engineers (if within reasonable time and distance from our depot) to repair the vehicle at the scene
- A third party engineer to repair the vehicle at the scene if this is not the case
- Or either of the above to repair the vehicle at the nearest service area if the vehicle is in a serviceable and safe condition to proceed there

If the breakdown is of a more serious nature the on call manager will either

- Send a replacement vehicle from our own depot (if within reasonable time and distance)
- Or send a replacement vehicle from the nearest operator available

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Passengers should at all times follow the drivers instructions and should not alight the vehicle at anytime unless permitted or instructed to do so by the driver or other authority.

Viking are also covered and assisted by Action Volvo and Scania Lifeline.

MINOR ACCIDENTS

In the event of an accident our drivers again follow a strict procedure, assessing the situation to determine whether or not the emergency services are required

After doing this he will then contact the office or on call manager who will assist and liaise with the driver or any of the emergency services who may be in attendance

If there is any damage to the coach which makes it unroadworthy the same procedure as above (vehicle breakdowns) will apply

If the accident has led to the driver being injured which renders him unable to contact the Company or emergency services we ask that group organizer or other sensible, responsible passenger inform the emergency services and take charge until they arrive

Passengers should only alight the coach if they are permitted or told to do so by the driver, our office/on call manger or other authority, or if there is a danger to their safety should they remain onboard

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MAJOR INCIDENTS

The driver will notify the emergency services and our office or on call manger immediately. If the driver is injured the organizer or other sensible, responsible passenger should do this

If the incident is reasonably local or there is a request to do so by the emergency services a Company Manager will attend the scene in order to liaise

The information contained herein is correct at time of print

Should you have any further questions regarding the content or the safety of our vehicles or operation please do not hesitate to contact us. You are welcome by appointment to visit our depot and view a vehicle should you wish to carry out your own risk assessment