

7<sup>th</sup> July 2020

Dear friends and clients,

With the impact of the Coronavirus pandemic during the first half of this year, we have taken a long hard look at the viability of safely and responsibly opening for the remaining few months of the season.

Most, if not all, festivals and events have been postponed until 2021, which has a huge knock on effect for how we operate and even Glastonbury was deemed to be a fallow year this year.

We have done a thorough risk assessment of our business considering the following areas:

- We have reviewed technical issues around our breakdown service not currently being able to transport clients back in the event of a breakdown when they cannot make repairs at the side of the road. Despite our high level of maintenance and preventative work a 50 year old campervan may, like any modern car, still suffer unexpected technical issues.
- We have reviewed the track and trace guidance concerning requirements for us as a business to go into two weeks isolation if we come into contact with a client who has the virus, which will impact anyone booked during those two weeks.
- We have looked at how best we can safely demonstrate the use of the campervans during checkout whilst still observing Covid safe and social distancing rules. Despite our best efforts to minimise contact, we still need to be in close proximity with the client to explain the equipment use and driving techniques of our classic campervans.
- We need to make changes to our checkout process to ensure that multiple clients won't be checking out at the same time.
- We have revised our cleaning and disinfecting processes in line with current advice and guidance and realised that we will need a greater amount of time between hires to make sure that the campervans are fully disinfected, clean and safe for the next client.
- We have performed an in-depth evaluation of the implications of people traveling around the country and inadvertently moving the virus from one area to another along with how we could retrieve one of the campervans if a client develops the virus after starting their journey or if the hirer ends up in a temporary lockdown zone.  
This includes the fact that we may need to safely isolate the vehicle for a period of time before we can disinfect and deep clean it prior to retrieval and return to the office.
- Finally we have the added complication that, as a small family run business, one of us is shielding and we won't be able to open the business until early August at the earliest in line with the government shielding guidelines issued on the 22<sup>nd</sup> June with social distancing restrictions still in place following the 1<sup>st</sup> August.

Taking all of the above points into consideration we have taken the hard, but we believe responsible, decision to take the rest of 2020 as a fallow year by suspending all current and new bookings with plans to reopen as soon as we can in 2021 in a safe and controlled manner.

We appreciate that this may disappoint some of our clients especially as holidays outside the UK may not be an option or desirable for a vast majority this year, however we hope that you will understand our reasoning and we look forward to welcoming you back in 2021.

Kind regards

Dub Dub and Away