

COVID:19 Questionnaire for Excursion Customers

Friday, June 26, 2020

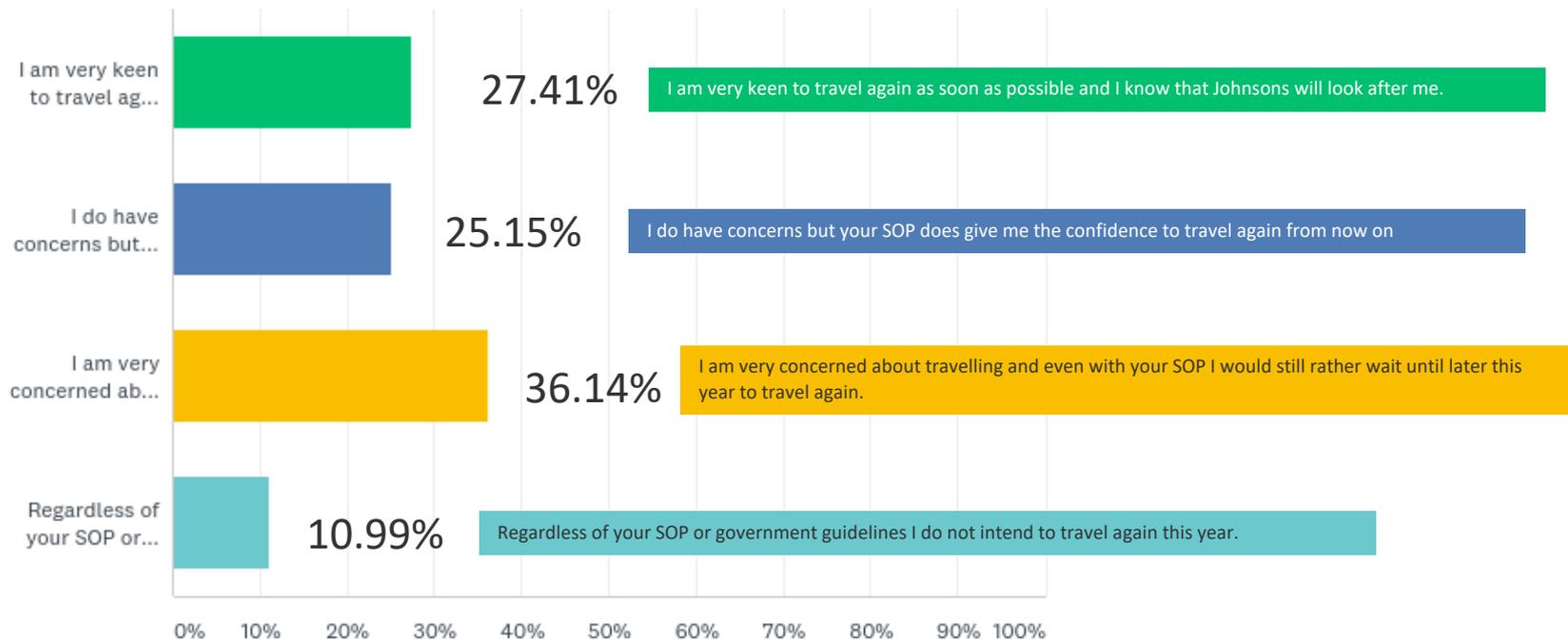
666

Total Responses

Date Created: Wednesday, June 24, 2020

Complete Responses: 666

Q1: Which of the following statements best describes how you feel right now about your confidence to travel with us again?



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Some comments from customers:

“I think you have taken realistic precautions, but I feel vulnerable.”

“We love your excursions but hopefully next year.”

“We always feel happy and well looked after by Johnson’s Coach Company. The SOP criteria is fully comprehensive and customers can’t ask for more. However, there is anxiety around the possibility of a second coronavirus spike which could be a problem once at the destination, ie eating & drinking and using WCs.”

“However there are so many safety regs , which we know are required, that we would not enjoy our day out. We would want to wait until the regs are relaxed .”

“I am more concerned about what we will find when we reach our destination such as locked toilets and overcrowded beaches.”

“With thanks for your information: considering all things regarding a day out, and not just the travel arrangement, I am happier waiting until 2021.”

“Really appreciate the effort you are putting in, but with an asthmatic cough that would be concerning to others and hay fever which makes wearing a mask difficult for an extended period, we would rather wait longer before travelling.”

“How safe will the places be you are going to.”

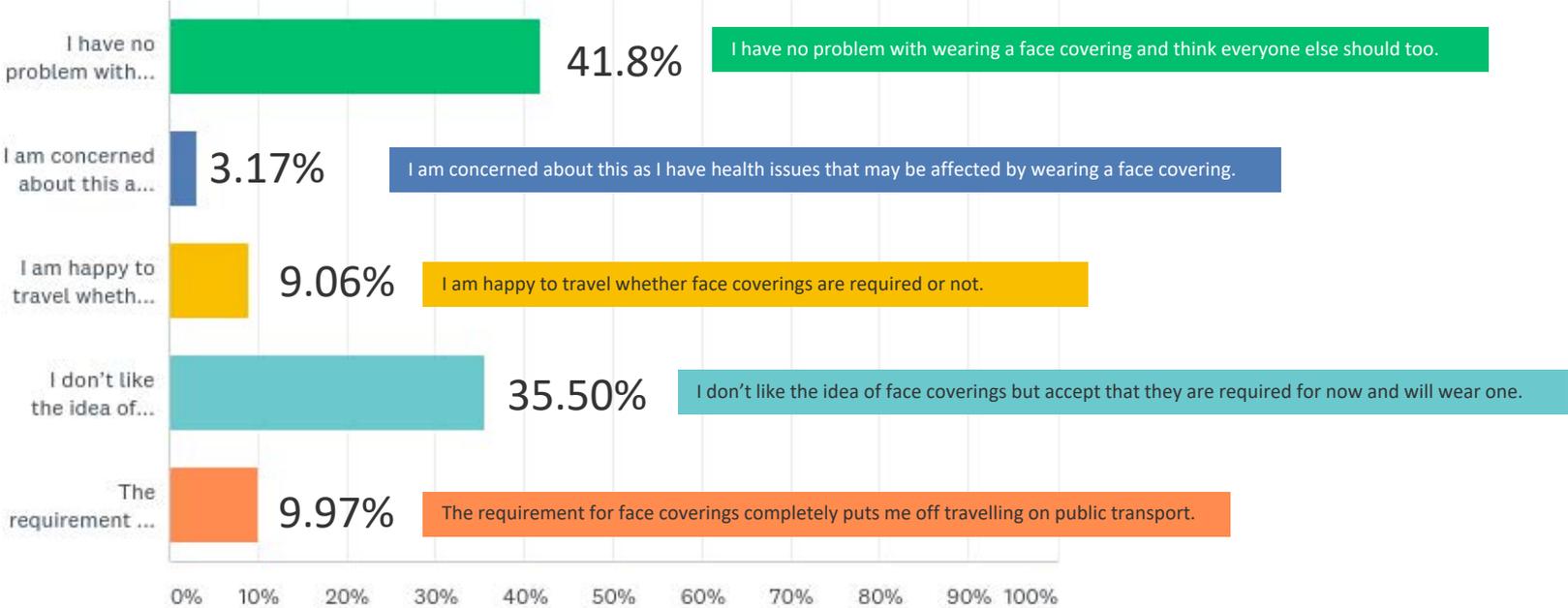
“While we want to support you in any we can and although we are not very concerned on balance we would probably prefer to wait a little longer.”

“Dependent on what facilities are available/open at the destination.”

“We are just entering a very risky time which is inevitable with the easing of restrictions. As I do not have to take risks then I will wait until the end of the year to re-evaluate the situation., despite itching to get away.”

“We are concerned with the safety of coach travel until there is more evidence that the risks of infection are considerably lower than at present. Travelling wearing a face mask is not a comfortable experience. The normal age group for your excursions is also in a category where the risks of Covid 19 infections could be very dangerous.”

Q2: With regard the government requirement for everyone to wear face coverings on public transport, which includes coaches, which statement best describes how you feel about them.



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Some comments from customers:

“As we are in an air conditioned vehicle surely the mask is academic !!!”

“Will do anything required to keep us all safe.”

“I would only go on short trips of about 1 hour on the coach if I was wearing a face covering.”

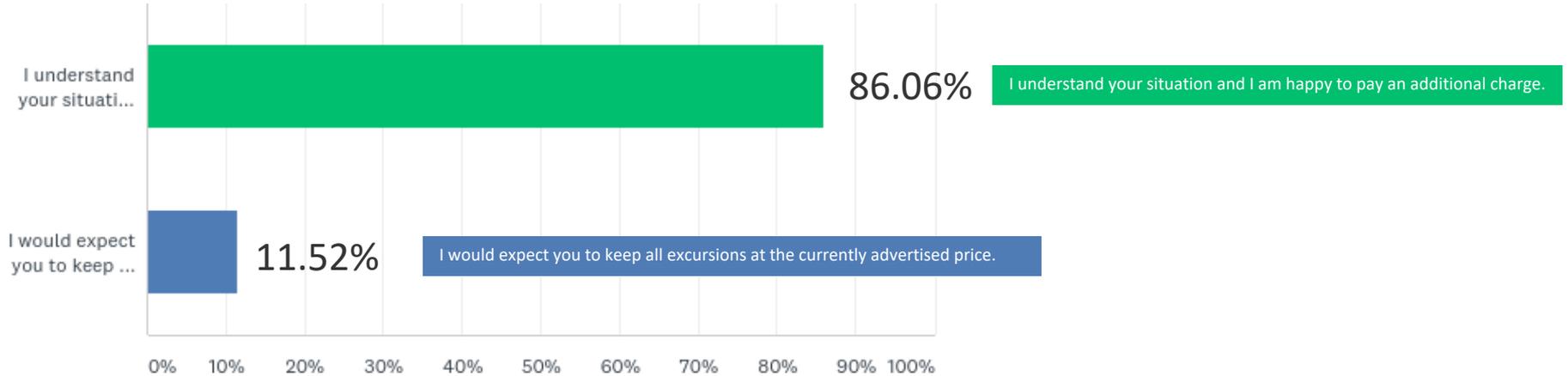
“Would prefer not to wear one but if it means I can go out for the day, I will wear one”

“Are we allowed to remove the face mask to have a drink and bite to eat on the coach when travelling”

“I will not travel if some people will not use face coverings, or if they misuse them by constantly fidgeting with them or taking them on and off. I do not see how you can control this.”

“It is uncomfortable to wear a mask for any length of time, and makes us feel very hot. We do not think this would be a pleasant experience for a coach trip of two hours or more.”

Q3: While we applaud the relaxation in government guidelines this week, this will still mean that we can only accommodate approximately 30 passengers on a full size touring coach rather than up to 49. This reduction in coach capacity and all our extra cleaning arrangements will increase our costs. Therefore we are considering asking our customers for an extra payment of £6 per person, per trip to help us meet these costs while these restrictions are in place. Therefore, which of the following statements best describes how you feel about the price of our excursions.



Q3: While we applaud the relaxation in government guidelines this week, this will still mean that we can only accommodate approximately 30 passengers on a full size touring coach rather than up to 49. This reduction in coach capacity and all our extra cleaning arrangements will increase our costs. Therefore we are considering asking our customers for an extra payment of £6 per person, per trip to help us meet these costs while these restrictions are in place. Therefore, which of the following statements best describes how you feel about the price of our excursions.

Some comments from customers:

“£6 is a very small price to pay for one's future health or life!”

“With so much reduced capacity you have no choice but to charge more, and an extra £6 is very fair.”

“would be happy to pay but not travelling in 2020”

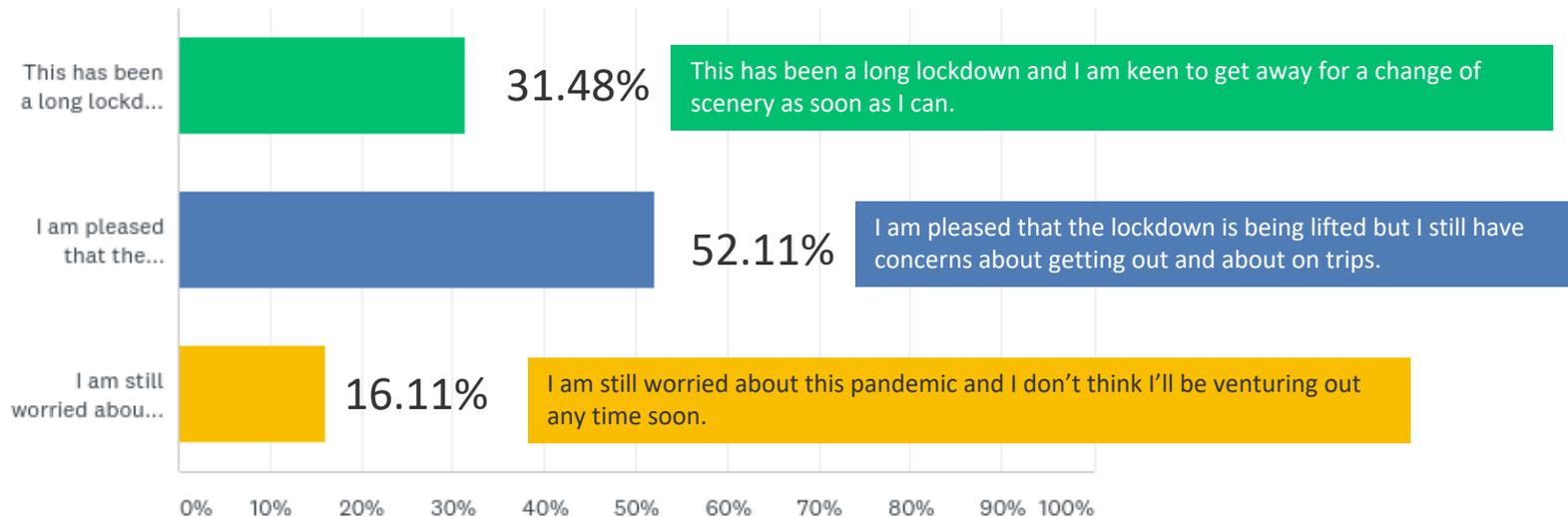
“The additional charge in respect of the lower priced express excursion is negligible but for a full priced day excursion, may make it seem too expensive - although this depends on the nature/destination of the excursion of course. It is an entirely understandable implementation but 'may' be off putting for some people.”

“In these exceptional circumstances I will pay extra £6”

“The trips I have paid for should be exempt from extra charges. Holidays I agree £6 per trip. £6 is too dear for day trips. You should be sanitising the coach every night anyway and the driver has time on his hands during the day (express trips) so the only extra cost would be for cleaning products and £180 per coach is extortionate.”

“I totally get increasing the price but if customers are booked and paid for a trip I think that should remain the price however any future trips could increase in price.”

Q4: With regard to your overall feelings at the present time, which statement best describes your current mood.



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Some comments from customers:

“I am still shielding at the moment and not feeling confident about going out but would try to cope with a day excursions nearer Christmas.”

“It is not the the travelling on the coach that bothers me but when arriving at a destination the social distancing by the public ,you only have to look at the beaches the last few days the use of toilets and maybe having to queue to enter a cafe etc. I am not happy where there could be crowds who feel "it couldn't happen to them.”

“Whilst we are keen to travel again at some point in the future, personal circumstances in terms of health and family members in the 'at risk' group we feel that it may be more prudent to wait a while longer to see how things pan out over the next few months and would therefore be looking more towards next year before travelling in a coach environment.”

“I am looking forward to getting out and about again but still have some anxieties. However I do feel that we all have to take responsibility for ourselves and act sensibly.”

“We feel it is too early to judge whether it is the right time to consider a coach excursion, bearing in mind also that venues visited will also be operating under restrictions.”

“As long as everyone is sensible there shouldn't be a problem. It's when you have the odd few that don't follow the guidelines that worries me.”

“My concerns are more about Toilet facilities and availability at the attractions we would visit. I think this the number 1 concern. If this wasn't completely resolved I definitely wouldn't travel as my wife has some health issues. Obviously we want to get back to normal ASAP.”