
RE: Covid 19 Precautions and Processes

1 message

Info <Info@mountaindropoffs.com>
To: Andrew Delmenhorst <andrew@pygmy-elephant.com>
Cc: Info <Info@mountaindropoffs.com>

Wed, Jul 8, 2020 at 3:33 AM

Hello Andrew

Great to hear from you.

I am pleased to say that the French Alps are not seeing any new cases and in fact the case numbers during the epidemic were extremely low.

The office is open and we are operating both shared and private options although in a slightly different format to comply with sanitary regulations.

All our vehicles have been fitted with Perspex between the driver and passengers, there will be a maximum of 4 passengers on our shared service to keep to the 1 meter gap however if there is a party of 3 then we can increase capacity to 5. For private transfers a maximum of 6 on our smaller buses and 11 on our large bus. I have outlined the protocols which we send to each of our passengers on reserving;

Please note some amended transfer protocols to ensure we are compliant with the current sanitary measures:

- the vehicle will be deep cleaned before and after your transfer
- your driver will open all outside doors
- the vehicles need to be regularly aired, so the driver may open their window frequently
- you need to load and unload your own luggage
- keep your important travel documents on your persons in case you need to show them at the border
- your driver will advise you where to sit in the vehicle to adhere to the social distancing guidelines
- you will need to wear masks
- you are not permitted to eat in the vehicle, but you can carry your own soft drink for personal consumption
- please remove any of your own rubbish

We wish you and your team all the very best for the Summer.

Kindest regards

Kimberly

Finance Manager, SARL MDO



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From: Andrew Delmenhorst <andrew@pygmy-elephant.com>

Sent: 07 July 2020 22:45

Cc: Rafael Requena - Pygmy Elephant <rafael@pygmy-elephant.com>; Craig Harsha <craig@pygmy-elephant.com>; Pat Delmenhorst <pat@pygmy-elephant.com>

Subject: Covid 19 Precautions and Processes

Hello Everyone!

I hope everyone is well during this unprecedented time. I am glad that the TMB is going forward this year, even if the majority of our clients, who are American, cannot make it right now.

If the situation improves, we may see some last minutes bookings. As such, we would like to be prepared accordingly.

Can you kindly send us any information you have on how your company is handling the virus?

If you have requests from clients to bring certain items (facemasks, sleeping bags, etc), eat or sleep in certain areas, or anything else related to how to act while staying or working with you, please let us know. That way we can prepare everyone appropriately.

Thanks again and I wish everyone strength and courage during this difficult time.

Best regards
Andrew

[Redacted]

ANDREW DELMENHORST

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