

# Customer Charter

**"Putting customers at the heart of our business"**



# Customer Charter

**Dear Customer,**

At McGinley Coach Travel we want you to enjoy your journey with us and to know that you will receive the same high standards wherever and whenever you travel. We know that if you are going to choose our coaches we have to combine exceptional service standards with great value and the highest levels of safety. We are totally committed to improving customer service and our overall standards of care.

This Charter has been designed to let you know what you should expect from us each and every time you travel. It also aims to demonstrate our commitment to providing a service which is constantly improving. I hope you find it useful, and also hope you will continue to use our services for years to come. We value your custom.

James McGinley  
*James McGinley*  
Managing Director





# Our promise to you

**We are committed to providing a safe, reliable and comfortable journey**

- 1** Your safety is our first priority
- 2** We will offer a service you can rely on
- 3** We will continue to invest in our coaches

**We are committed to making travel easy**

- 4** We will make planning your journey easy
- 5** Purchasing your ticket
- 6** Younger Passenger and Free Travel Pass holders

**Nobody will try harder for our customers than we do**

- 7** Our team will be friendly, helpful and committed to helping you
- 8** We will provide a reliable and punctual service.
- 9** We will make your journey as comfortable as possible

**We will listen and make things right**

- 10** We will help you, particularly when things go wrong
- 11** We will listen to your feedback and act upon it
- 12** We will make it easy for you to speak with us

A close-up photograph of a person's hands fastening a black seatbelt with a silver buckle over a white shirt and blue jeans. An orange circle is overlaid on the bottom right corner of the image, containing the text.

**We are committed  
to providing a  
safe, reliable  
and comfortable  
journey**

## **1 Your safety is our first priority**

We are committed to providing a safe, reliable and comfortable journey. Your safety is our first priority and we guarantee that safety standards are never compromised.

All vehicles are inspected before each journey and a safety checklist must be completed before each service commences. All drivers hold a Certificate of Professional Competence to meet Road Safety Authority standards.

All of our seats are fitted with seat belts which you should wear throughout the journey. The coach driver will remind customers to do so, before the journey starts.

## **2 We will offer a service you can rely on**

We operate a modern fleet of coaches, provide a service you can rely on and are committed to providing and maintaining the highest possible standards in coach travel. All drivers and onboard Crew on our vehicles will be easily identifiable and will present a good image and wear full uniform.



### 3 We will continue to invest in our coaches

We have an excellent reputation for providing the very best coaches offering the latest in comfort and safety. To ensure these standards are met, we continually invest in new vehicles, sourced from the best manufacturers in Europe to our precise specifications and rigorous standards.

All of our vehicles have air conditioning, free Wi-Fi and CCTV cameras for your safety, comfort and security.



We are committed to  
making travel easy for  
our customers

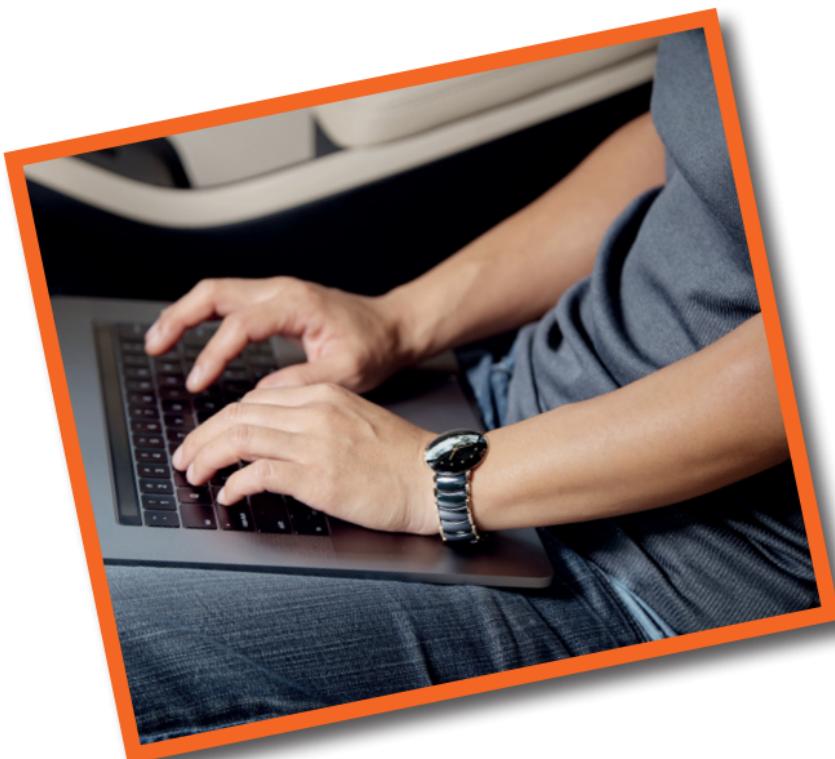


## 4 We will make planning your journey easy

Our team of driver's and office staff will be professional, friendly and helpful and are committed to helping passengers to make your journey with us more relaxing and carefree.

We will always operate our advertised services unless exceptional circumstances – such as severe weather – make it unsafe for us to do so. You can always find the latest travel information on our Facebook page and website.

Vehicle tracking technology allows us to monitor the progress and location of our coaches, which makes it easier for us to provide accurate customer information. We always recommend that you should get to your departure point at least 15 minutes before your coach is scheduled to leave.



## **5 Purchasing your ticket**

Tickets can be purchased on the coach from one of our onboard Crew or e-tickets can be purchased prior to your journey by contacting one of our sales team at 074-9135201. Fare information is also available from the drivers & onboard Crews on the coaches they operate. All tickets are valid for one month and ticket must be shown on your return journey.

If you are travelling to an airport you should allow plenty of time (minimum three hours) between the scheduled coach arrival and flight departure times. It can take considerable time to go through airport security and baggage procedures.

## **6 Younger Passenger and Free Travel Pass holders**

For younger children, we recommend you bring a child car seat which you will be responsible for fitting yourself to the coach seat. If you are bringing a car seat, please make sure your child is included on your ticket. Children under 14 years must be accompanied on the coach journey by an adult.

If you are aged 66 or over and you permanently reside in the Republic of Ireland, the Free Travel Scheme allows you to travel for free on our express Donegal-Dublin service. The scheme provides all eligible participants with a Public Service Card (PSC) that is used to avail of the free travel facility. PSC holders must be able to produce their pass when fares are being collected.

## **7 Our team will be friendly, helpful and committed to helping you**

Everyone is welcome to travel with us. If you have a disability or specific travel needs, we can help. Our driver and on board team will be helpful, professional and accommodating to make your journey as comfortable and relaxing as possible.

## **8 We will provide a reliable and punctual service.**

We will offer you a service you can rely on. We aim to provide a punctual and reliable service at all times. We provide clear printed timetable information and offer usable friendly internet information on our website of all our services. We will respond promptly to all your enquiries.

## **9 We will make your journey as comfortable as possible**

We will keep you informed about your journey. The coach driver will make onboard announcements to provide safety information, keep you informed about your progress and let you know about any specific details of your journey, including refreshment stops.



**We will listen and make  
things right**



## **10 We will help you, particularly when things go wrong**

Occasionally things go wrong – no matter how hard we try. When they do, we will do our utmost to put things right there and then. We will make it as easy as we can for you to let us know, and will seek to solve any problems as quickly and fairly as possible.

We will help you find your lost property. Please make sure your hold luggage is identifiable, to avoid mix-ups, and that it carries a contact number for you. If you do leave things on the coach, we will do our best to re-unite you with your property, but you must get in touch with us as soon as you discover your loss and give us your journey details.

## **11 We will listen to your feedback and act upon it**

We welcome all feedback – good and bad. Once we know what you think, we will act to make improvements. Negative comments go directly to our Customer Standards team, whose job is to improve your experience at every point in the journey.

They make sure we focus on improving the things you say matter most. Positive feedback also gets passed on and individuals are recognised for excellent service. We always aim to exceed your expectations, so when we do, we are always happy to hear about it!

## **12 We will make it easy for you to speak with us**

We want to make it easy for you to contact us. This can be done face-to-face at Donegal office or by calling or emailing us. We also respond to comments received via Facebook. We will aim to resolve your query or concern immediately.

If we need to investigate further, we will respond within two weeks. We promise to genuinely and honestly investigate all complaints received and aim to improve our service as a result.

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### **We can be contacted at:**

McGinley Coach Travel,  
Magheroarty,  
Gortahork,  
Letterkenny,  
Co. Donegal.  
F92 Y265

**Phone:** (074) 9135201

**Fax:** (074) 9135960

**Email:** info@johnmcginley.com



**Find us on  
Facebook**

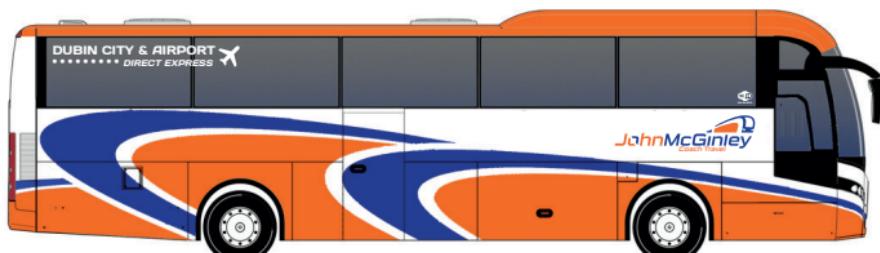
<https://www.facebook.com/McGinleyCoachTravel/>

# Your Journey

## **What we ask of you:**

- Ensure you have the appropriate fare for your journey before you get on the coach.
- Use the luggage rack provided and do not leave baggage in the aisles or on seats.
- Act courteously to other passengers, ensure that the volume of your headphones and mobile phone conversations are kept to a minimum.
- Do not put your feet on the seats.
- Use the rubbish bins provided.
- Do not speak to or distract the driver while the coach is moving.
- Treat our driver and onboard crew with courtesy.
- Pets (except for service dogs) are not permitted inside any of our vehicles
- It is against the law for anyone to smoke on public transport and therefore a strict no smoking policy applies on all services. Electronic cigarettes are not permitted.

**We are committed to looking after our customers' interests and will continuously review what we need to do to ensure that we achieve that aim.**



# **COVID-19 safety procedures**

**These are the precautions we are taking at our end.**

## **1. Hand Sanitiser**

Hand sanitiser stations will be available on our coaches for customer use as you board. We will also be recommending passengers bring hand sanitiser gel for use during the trip.

## **2. Face coverings**

In line with Government instruction, face coverings must be worn when boarding or travelling on vehicles, unless an exemption applies. Supplies are available on every coach if required.

## **3. Limited seating capacity**

The maximum capacity of all coaches will be limited to help with social distancing.

## **4. Deep cleaning daily**

Regular aerosol based disinfection with a high performance antiviral solution, sometimes called 'fogging' will be used. Key touch points including handrails, armrests, seat belts and toilets will be cleaned using high performance antiviral cleaning solution.

## **5. Air Conditioning filtration system**

An additional filter using three types of technology, including UVC radiation to reduce bacteria and corona type viruses, and a PM2.5 filter to block 99% of airborne particulates and improve air quality has been installed on the air conditioning systems of all coaches.

## **6. Boarding process**

Customers will be asked to fill coaches from the back and empty from the front. Boarding and disembarking may take longer than usual.

## **7. Driver safety**

All of our drivers will be provided with protective equipment including visors, masks, gloves and hand sanitiser.

**As always, please continue to be considerate to one another when using our vehicles, practice social distancing, wear a face covering, regular hand-washing and remember to cough/sneeze into your elbow.**

