

Dear Parents,

As we prepare for students to return to school and college, c2c is working hard to remind students of the necessary changes regarding their journey. If your child, or children, travel with c2c please could you assist us in ensuring our Travel Safe, Travel Smart, Keep Apart guidance is complied with for their safety and the safety of others.

TRAVEL SAFE

- Increased cleaning of stations and trains
- Hand sanitiser provided at the entrance to every station
- Passengers must wear a face covering when travelling with us
- Passengers must wash their hands before and after their journey, or carry hand sanitiser

TRAVEL SMART

- c2c Smartcards allow tickets to be bought in advance and collected directly from the gate
- Our new app allows customers to get live information on their train and purchase tickets remotely

KEEP APART

- Trains extended to 8-carriages to maximise space for social distancing
- Maintain social distancing - keep at least 1m away, and 2m where possible
- Queuing systems in place at stations to prevent overcrowding on trains
- Remain in one place during your journey, do not move around on the train
- Respect all passengers travelling on the train and their personal space

Further travel guidance and advice can be found at [c2c-online.com](https://www.c2c-online.com)

Thank you in advance for your support.

The team at c2c