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Dear Valued Clients:

Elite Coach is prepared to protect the health and safety of our passengers during the outbreak of COVID-19. We have taken advanced steps to ensure that we are doing everything possible to maintain the highest level of caution. As the situation has developed over the last few weeks we would like you to be aware of some changes we have put in place to our daily operations.

- 1.) Remote Operations: Elite is entirely prepared to move operations remotely in order to keep our dispatch and reservation phone lines open and at normal function from home. We have always had the technology in place to do so, and plan to take advantage of that.
- 2.) Chauffeur Screening: Evaluations have been performed with all active chauffeurs about signs of sickness, sick family members, travel within the last 30 days, and limited exposure practices. Any team member with concern of any of these subjects is suggested to 30 day quarantine, and is restricted from the facility and equipment for 30 days. Chauffeurs have also been given proper items for their own safety such as antiseptic wipes, gloves, and hand sanitizer.
- 3.) Vehicle Preparation: All interior vehicle surface area are disinfected with Apter COVID-19 certified sanitizer after each client as well as exterior door handles and frequently touched surfaces. "Care packages" have been placed in each vehicle. These include hand sanitizer for the passengers, antiseptic wipes, disinfectant spray, gloves, and disposable towels. All vehicles are restricted to limited exposure to the staff and peoples who are not the chauffeur or the client.
- 4.) Facility management: Our facility is being cleaned and disinfected multiple times each day, building access is extremely restricted based on an absolute necessity. In service vehicles are being kept inside of the locked facility.

Elite Coach appreciates your business and values our relationship with you. We are dedicated to providing the best service we can to you and or the clients you represent during and after this pandemic.

If you have any questions or concerns please feel free to call and talk with us. 1-800-488-7775 or email reservations@elite-corporation.com

Challenging times require a team effort to overcome, our team includes our local community and partners across the globe. We firmly believe that the future is bright, the current struggles will be eliminated, and we all will grow stronger than ever on the other side. We wish everyone the best and look forward to serving you in the future!

Sincerely,

Elite Coach Transportation