

24 August 2020

To whom it may concern

Ahead of the return of schoolchildren in September, Southeastern is contacting all schools to provide guidance for circulation among all parents and guardians, with information and advice for the safe travel of school students on the railway.

New rules and guidance have come into effect since June to help maintain a safe environment for passengers and staff on-board trains and at stations, as more people return to their workplaces and children return to school.

The safety and wellbeing of our passengers and staff is our number one priority and everyone has an important role to play in helping us keep the railway safe at the current time. I would be grateful if you could ensure this guidance is distributed to all parents and guardians on your contact database.

Key guidance points for railway travel

- **Check the timetable before you travel.** Timetables change on 7 September, the week after schools go back, with more services becoming available
- **Maintain social distancing wherever possible**, so that you are 1m or more away from everyone else, including school friends.
- **Wear a face covering when using public transport if you are aged 11 or older.** There are exemptions for those with certain medical conditions and other circumstances. Further information can be [found here](#).
- **Behave responsibly.** Many other passengers may be anxious about travelling on busy trains at the current time, so please behave calmly and quietly, and follow the rules.

- **Wash hands before and after travelling on trains.** We also recommend carrying hand sanitiser during every train journey.
- **Follow the one-way systems and queuing arrangements at stations.** There may be new arrangements for entry and exit of your local station.
- **Listen to Southeastern Staff and Police Officers.** Staff are there to help keep all of our passengers safe and there may be occasions where large groups will need to be prevented from travelling all together.

We are grateful for everyone's assistance as we work to keep the railway safe as schools return. For further information on travelling safely to school on Southeastern services please visit our [Back to School webpage](#).

In addition to this, if you would like to access the Government's full guidance for passengers travelling on public transport please [visit the Government website](#).

Yours sincerely

George Paterson
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Southeastern



Let's talk