



Valued Customers,

As a company centered around the Core Values of Family, Safety, Service, and Respect, preserving the safety and welfare of our passengers and employees remains priority number one for Kincaid Coach Lines. As the situation with the coronavirus (COVID-19) continues to evolve, our team remains vigilant in precautionary measures to safeguard both you and our families. We are committed to going the extra mile for our customers if at all possible, which is why we are still open, working, and ready to serve. We routinely clean and disinfect motor coaches after every trip using EPA and OSHA approved cleaners. Today, we are ready and available to respond to transportation needs for you and the communities we service.

COVID-19 is an unprecedented pandemic in its impact upon our nation – and the world – both socially and economically. We are taking a multitude of precautions to ensure we are doing our part to help limit the spread while still meeting the needs of our customers. While we are open for business, we have also implemented a work-from-home initiative for all non-essential employees. We are confident that the needs of our customers will still be met throughout the duration of this initiative, we simply ask that you allow us additional time to respond to calls, emails, etc. until we are back at full staff in the office.

Safeguarding our Family - Customers and Employees:

We are closely monitoring all updates, suggestions, and mandates from public health officials and government agencies, including state and local governments, the Centers for Disease Control, and the World Health Organization.

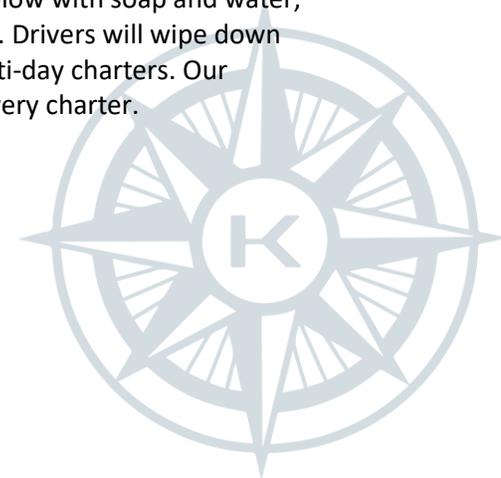
Our office and all equipment have been, and will continue to be disinfected in a safe and consistent manner in order to protect all employees who have and will continue to work from the office.

We are setting up alternate communication strategies for both our employees and customers in order to ensure reliable, timely communication throughout the entirety of this situation. Again, we don't anticipate this negatively impacting our operations, we simply ask for additional time to respond to calls, emails, etc.

Our bus washers are trained to pay close attention when cleaning the items below with soap and water, and spraying with disinfectant each time a motor coach returns from a charter. Drivers will wipe down these same surfaces with disinfectant wipes at the end of each day during multi-day charters. Our drivers will also ensure hand sanitizer and cleaning supplies are available on every charter.

Special Attention Items While Cleaning:

- Hand rails for entering and exiting the vehicle
- Seats - head and arm rests, window sills
- Driver steering wheel and dash area
- Lavatory door handles and hand rails
- Baggage door handles - interior as well as exterior





Our Central Dispatch will be notified immediately should an individual (passenger or employee) demonstrate symptoms of the flu or coronavirus while on a multi-day charter. Actions to safeguard the group and the affected individual will be determined on a case-by-case basis. Our number is 1 (800) 998-1901 and select Option 3 to connect to a dispatcher.

As we continue to monitor the fluid situation that is the Covid-19 pandemic, we ask for your patience and understanding. Most importantly, we wish you, your families, your co-workers, and your communities good health. We look forward to continuing to serve you and getting through this together!

Regards,

Lance D. Moore
Director of Operations – Kincaid Coach Lines

