

Important information about escorting a group of pupils/students out of school.

Health & Safety of Pupils on Educational Visits

Group Leaders are advised to comply with their LEA's instructions concerning competence of accompanying teachers/adults, ratio of teachers/adults to pupils, the type/destination of visit etc.

Group Leaders are referred to the DCSF booklet *Health and Safety of Pupils on Educational Visits* Ref. HSPV2 from DCSF publications (Tel: 0845 602 2260 Fax: 0845 603 3360).

We wish to advise that, as an ABTA bonded tour operator, we must fully comply with the ABTA Code of Conduct and our liability to you is laid down in our Booking Conditions. It is a condition of this Code of Conduct (and of our membership of The School Travel Forum) that we are fully insured for Tour Operator Liability and have an approved system of risk assessments in place for the following:

- Accommodation
- Transportation
- Excursions and Activities
- Emergency Assistance

While we appreciate that the Group Leader is required to complete his or her own risk assessment, we must advise that we are unable to supply copies of our own risk assessments to third parties.

If the above information does not satisfy your requirements, we are able to arrange for you to carry out your own risk assessments, although this will incur additional costs.

Group Participants' Code of Conduct

A reasonable standard of behaviour is expected of participants for the good name of the school, as well as the safety and wellbeing of participants, and the fulfilment of the visit's objectives.

We ask schools to abide by our Code of Conduct:

Code Of Conduct

- Group Leaders are kindly requested to ensure that all party members are made aware of the Code of Conduct prior to travel.
- Pupils may not enter accommodation occupied by other groups, or areas designated as private.
- General conduct should be considerate of other guests. Excessive noise and unruly behaviour should be avoided. Noise in hotels is generally not permitted after 22:00 hours.
- We would ask that you respect any hotel rules that are brought to your attention.

- Hotels, coaches and any equipment provided should be treated with due care and attention. The group may be liable for any damage.
- Children must not behave in a way that places themselves or any other persons at risk.
- Alcohol is often the cause of problems between school parties and hoteliers. Overseas drinking laws may be more relaxed than our own and alcohol may be unwittingly sold to children. As such, party leaders are advised to discuss and agree drinking guidelines with party members and their parents prior to departure.
- Smoking is strictly prohibited on coaches. While in resort, party leaders are requested to determine their own policies whilst taking any hotel rules into consideration.
- Any unlawful activities will be reported to the relevant authorities.
- We reserve the right to send any party member(s) home for persistent or gross misconduct, e.g. possession/use of illicit substances. In such case, the cost of repatriation will be borne in total by the party in question.

Transportation

Cross-Channel ferry companies and Eurotunnel issue safety guidelines. Party Leaders are advised to observe these.

With parties travelling abroad, particular attention should be paid to the potential hazard of right hand drive traffic. Warnings should be issued to party members when leaving the coach and a teacher should disembark first to exercise restraint.

Accommodation

We provide the best accommodation we can within acceptable location, cost and standard parameters.

We try to ensure that all accommodation contracted for us for school groups complies with local legislation with respect of fire and general safety. We also monitor hotel / hostel performance via feedback forms with particular reference to health and safety issues.

Attractions, Excursions and Visits

We will not arrange or recommend excursions or activities which carry an inherent risk, such as, for example, bungee jumping, tobogganing, white water rafting etc. However, Group Leaders are advised that almost any activity carries some inherent risk, particularly where children and young persons are involved.

Group Leaders should ensure that any visit or activity that they select is appropriate to the age, abilities and size of their group. Group Leaders will be responsible for ensuring that students are fully supervised at all times, and that any instructions or safety briefings are followed. Where any safety equipment is provided, this must be used/worn at all times.

Feedback Forms and Incident Reports

Working, as we do, with a wide range of destinations and attractions, it is impossible for us to be completely up-to-date with all eventualities. We welcome feedback from Group Leaders with current information.

Your Information Pack includes:

- A Feedback Form for you to complete and return at the end of the tour.
- An Incident Report Form for you to complete and fax to us if you have any concerns whilst in resort.

Emergencies

In the event of an emergency we will work closely with the Group Leader, School and LEA to resolve the situation as satisfactorily as possible. We have staff on 24-hour call to provide information, support and action. Full contact details are available on the Contact List provided in this Tour Information Pack.

Finally, please remember that the majority of school tours take place without incident and are highly beneficial and enjoyable experiences for all concerned. These guidelines are intended to clarify policies and procedures and contribute to your tour's success.

