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# TOUR MANAGEMENT HANDBOOK GENERIC

A practical guide for group leaders to manage safety on tour



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## INTRODUCTION

The aim of this Handbook is to provide all group leaders with suggestions to:

- Help raise awareness to risk;
- To suggest guidance to help mitigate the risk; and
- To manage risk pro-actively.

This handbook takes many of the component parts of a tour, identifies potential risks and suggests guidance to manage them. The handbook is effectively a lot of “handy hints”. This particular Handbook is generic in that its contents are written to apply to all of the tours that Rayburn Tours develop and operate.

Please allow all members of staff and adults who are accompanying your tour to read and absorb the contents of this Handbook. The suggestions made in this handbook are intended to be helpful, realistic and practical and may be a useful addition to your own risk assessments.

All these aspects of risk are the responsibility of everyone. Being alert to risk and thinking and looking ahead are crucial for all participants on your tour.

The format of this handbook is as follows:-

- A list of topics has been identified (see Contents on Page 3);
- For each topic identified, an introductory paragraph has been written about it;
- After the introductory paragraph, a list of suggestions is offered for consideration.

## IMPORTANT NOTICE

Our risk assessments relate solely to the activities, services and facilities we plan and provide for you as part of your tour. They will not apply in respect of any alternative arrangements you may make or if you deviate from the planned itinerary. You must carry out your own risk assessments in respect of any such alternative arrangements and ensure that any risks and/or hazards specific to your group are identified and managed appropriately.

Our risk assessments are based on our knowledge and experience, however we cannot guarantee that our risk assessments identify every possible risk and eventuality which may arise. Whilst our risk management handbook may minimise the risks or hazards on tour, it is important to remember that factors can and do change and it is therefore imperative to continually monitor the situation.

## COACH TRAVEL

For many groups, coach travel will be their sole mode of transport both between their UK departure point and foreign resort as well as whilst undertaking day to day journeys. For others, including those travelling by air, coach travel will feature once you arrive in resort. A private coach has many advantages over public transport. Your group is a single unit and control of all activities is very straightforward. Coaches usually have a microphone and instructions which can be used to impart information clearly & efficiently. After a while there develops a sense of "ownership" as everyone settles in to their place with all their belongings and fellow group members around them.

Many things can be done to make the coach travel as safe as possible:

- All participants should have their attention drawn to all safety features on the coach e.g. the emergency exits.
- All participants should be requested to use seat belts where fitted throughout the duration of the tour. (Seatbelts only guaranteed on UK coaches.)
- Participants should not be out of their seats when the coach is in transit.
- Participants should always sit in their seat, facing forward and not kneeling or turning on their seat to face people who are in the seat behind or the seat across the aisle.
- Embarking and disembarking should always be done from the side of the coach that faces away from moving traffic.
- Embarking and disembarking should always be done with members of staff present to guide and assist at the door; single file entry/exit is recommended.
- Where it is possible to embark and disembark from two doors on the coach (usually only in a designated coach parking area e.g. at a service station) then both doors should have members of staff present to guide and assist.
- Any items stowed in the upper racks above the seats should only be lightweight e.g. jackets, small bags. All heavy/large items should be stowed below seat level.
- Where a participant needs to attract the attention of a member of staff/leader when in transit, they should "pass the message down" via other participants rather than getting out of their seats.
- Participants with known travel sickness should be encouraged to take precautions that work for them. Staff/leaders should have ample supply of sick bags and paper towels/tissues.
- Participants should be encouraged to keep the coach interior clean and clutter free to ease movement around the coach; a supply of plastic carrier bags hung over every second arm rest can help this; larger black bin bags could be carried for decanting into.
- Knowing how to use the coach microphone and appropriate use of it can aid the issuing of information and clear instructions.
- When a coach has a toilet it should be discussed with your driver if it should be used or kept only for emergencies; otherwise, malodorous smells might become an issue!
- Be aware that many coaches have CCTV in operation both inside and outside of the vehicle.

## FERRY TRAVEL

The cross channel ferries (and similar) are still a most efficient and enjoyable way to reach Europe. However, it is likely that your group will become separated as everyone enjoys the ship and its varied facilities. The ferry experience is a great opportunity to stretch legs, eat and to enjoy a variety of leisure activities whilst away from the confines of your coach.

- Participants with special needs regarding access should be brought to the attention of the ship's staff and the ferry company's procedures will then take over (with a teacher/leader present too).
- Have identified staff members/leaders at the head of your group and at the tail of your group as you disembark from your coach in the ferry's coach parking area below decks to account for all.
- Ensure that all participants know the number/name/colour of deck their coach is parked on.
- No participant returns to the coach/coach deck till the whole group assembles for ship disembarkation.
- Participants should have hands free in order to steady themselves.
- Ascending/descending the stairs from the coach parking area in the hold of the ship to the public areas should be done with care, slowly, with hands free and using the handrails.
- Use sub groups as an efficient way to rally and check participants.
- Use the sub groups once on board to ensure that all participants are on board and before being released.
- Time(s) for meeting up and the place(s) to meet should be clearly stated and explained.
- All on board instructions as intimated and displayed by the ferry operator should be noted and adhered to.
- Participants should be encouraged to remain self-contained within their own group and not to become involved with any other members of the public.
- Whilst moving around the ship care should be taken to maintain balance and to avoid falling; no running or pushing/shoving; walk close to handrails for support.
- Where possible and realistic, participants should be seated.
- At all times feet should be kept on decks/stairways; no climbing/standing on seats/railings, etc.
- Areas designated by the ferry operator as off limits should be respected.
- On hearing the ship's announcement before disembarkation, all participants should report to the designated gathering point and, in sub groups, be checked off by a responsible person.
- Once on board the coach again, all participants should be accounted for through their sub groups before moving off.
- Groups with cabins on board the ferry will receive their cabin numbers on board. Groups should then be led to their cabins by the leader.

## AIR TRAVEL

Air travel is a popular means of travel for many groups. Air travel is fast and can be particularly efficient in allowing a comprehensive itinerary to be accomplished in a short time period. However, airports are large places and often very busy.

- The use of sub groups throughout your tour is an efficient way to rally and check participants.
- Participants should know the sub group to which they have been allocated and the teacher/leader who leads their sub group. Teachers/leaders should have printed lists of all such sub groups.
- Then proceed through security and into departures as a group. It is important to wait until each member of the group has checked in before proceeding through to departures. Teachers/leaders should check in amongst the group so that if the group is split up in any way, the teacher/leader to group member ratio is not affected.
- Ensure that all participants (using sub groups) know where and when to reassemble if they are to be released for some free time (e.g. to shop; to visit a café).
- Establish a time by when the participants should have reassembled in order to proceed towards the gate together.
- When participants are given free time they should always go and stay in groups of at least three and be reminded of basic health and safety principals.
- Before boarding the plane, suggest to participants that they take out all items they'll need in flight so that there will be no need to go into the overhead lockers in flight.
- If embarking/disembarking the plane on a sky bridge (enclosed corridor), walk slowly on any slopes and take particular care at the junction between it and the body of the plane.
- If embarking/disembarking the plane walking across the runway, keep the participants together, with a teacher/leader guiding at the front and a teacher/leader following at the rear; no straying or stopping to take photos. Take care for slips and trips and take each step one at a time on the steps and keep hands free and use handrail.
- All safety procedures as explained by cabin crew/video should be watched with fullest concentration.
- When the plane lands participants should sit still and await permission to undo seatbelts; don't jump up immediately to get off the plane.
- Proceed as a group as you move through the airport, through passport control and customs with always a member of staff present to assist all participants.

## USING PUBLIC TRANSPORT

It is envisaged that public transport will only be used by a group as a complete entity (as opposed to participants individually using public transport; this would not be recommended). Whether it is a train, an underground/overground light rail system or a bus service, there are a few basic ground rules to aid safe transportation.

- Participants should be made aware of exactly where they are headed and the procedures that will be involved in getting there on public transport; this you may to issue on paper (prepared in advance).
- Participants should be made aware that they should stay alert and keep their eyes on the staff member/leader to whose sub group they belong at all times whilst on public transport.
- Participants should be advised, if they fail to disembark the public transport at the appropriate stop, they should calmly remain on board, alight at the next stop and wait there till a member of staff/leader arrives to collect them.
- Embarking and disembarking should always be done with a member of staff/leader present to guide and assist at each of the doors being used.
- The use of sub groups throughout your journey on public transport is an efficient way to keep the whole group accounted for.
- Participants should use and remain in seats if there are seats available when the public transport is in transit.
- When there are no seats available on public transport, participants should hold on to the provided handrails and grasps.
- All safety notices, procedures and instructions operated by the transport company should be noted and adhered to (on notices, on signs, from personnel and from intercoms/loudspeakers).
- Participants should be encouraged to remain self-contained within their own group and not to become involved with any other members of the public.
- Participants should always sit in their seat, facing directly ahead, not twisting on their seat to face people who are in the seat behind (or across the aisle).
- In advance of disembarkation the participants should be alerted to this fact and told that they will form into their sub groups as soon as is convenient after alighting.
- A designated member of staff/leader should be the last person from your party to disembark.
- Again, after alighting, use sub groups to account for all participants.

## AT SERVICE STATIONS

It is most likely that groups travelling by coach, will use several service stations on the journeys to and from the UK (both within the UK as well as abroad). They offer an excellent opportunity to use toilets, freshen up, buy refreshments/snacks, and to stretch legs and limbs! But service stations are public places, there are many people around who are also in transit and there is significant movement of vehicles of all types (private and commercial). Care needs to be exercised.

- Embarking and disembarking the coach should always be done with members of staff/leaders present to guide and assist at the door(s).
- Where it is possible to embark and disembark from two doors on the coach then both doors should have members of staff/leaders present to guide and assist; single file entry/exit is recommended.
- Participants should be aware of moving traffic from several directions and manoeuvring traffic into/out of parking places.
- Pedestrian crossings/walkways should be used wherever available.
- Participants should be led across to the service station buildings as a group, perhaps in sub groups until inside the buildings.
- Time(s) for meeting up and the place(s) to meet should be clearly stated and explained.
- Members of staff/leaders should always be in the service station and in a visible location e.g. in a café whilst the participants are there.
- When participants are given free time they should always go and stay in groups of at least three and be reminded of basic health and safety principals.
- Participants should be encouraged to remain self-contained within their own group and not to become involved with any other members of the public.
- Participants should be led across as a group or in sub groups to return to the coach.
- All participants should be accounted for before moving off.

## AT ACCOMMODATION CENTRES

On arrival, call in to reception to collect your rooms keys and receive any important information regarding your stay. Your group will be expected and rooms will have been allocated.

Basic hotel etiquette should also be advised to the group members before allocating rooms e.g. the need to move quietly around the corridors; not to allow doors to bang; to keep noise of speaking, music and TV low in the room; to be considerate and respectful of others; and to adhere to lights out times.

- Participants should be allocated to rooms. The names of the occupants of each room should be noted down; copies of such should be made so that each member of staff/leaders hold a copy.
- Participants should also be informed which members of staff/leaders are in which rooms; they should be advised to write this down. The hotel manager should also have this information.
- Teachers/leaders should soon familiarise themselves with the location of fire doors, fire alarms, fire hydrants and emergency assembly points.
- Participants should be told to stay in their rooms, settle in and read and understand the fire/emergency instructions where located in their hotel room.
- Teachers/leaders should check with the participants that they have read and understood the fire/emergency instructions by systematically visiting the rooms.
- Participants should always keep their doors locked and should only open their doors to those voices that they recognise.
- Many hotels will have balconies. It is at the discretion of the teachers/leaders if and how/when they are allowed to be used:
  - No leaning on or over the balcony railings/walls;
  - No climbing on the balcony railings/walls;
  - No moving between rooms by transferring across balconies; and
  - No exceeding the weight/no. of persons limit for the balcony.
- Valuables (passport, money, cameras, electronic devices etc.) ought to be taken with the participant at all times (or put into the hotel/room safety deposit).
- Teachers/leaders may wish to collect and retain all passports for the duration of the stay for all participants on arrival.
- Where a hotel has an elevator, and the decision has been made by the teachers/leaders to allow them to be used (and the accommodation centre agrees), then the elevator regulations must be adhered to e.g. the capacity of the lift, maximum weight/people limits.

## IN A CITY/FREE TIME

There will be occasions when you allow your group some free time in your resort or a town/city on your itinerary for some relaxation – and no doubt some shopping! This can be an excellent aspect of a tour as it allows everyone a little bit of freedom to experience a foreign culture at their own pace. But, being an unfamiliar place, often a foreign country and being amongst a large, unknown population, precautions need to be advised to the participants as they will be without direct supervision.

- Participants should always stay in groups of at least three at all times.
- If only some participants are going into town from the hotel (rather than the whole group when you are away somewhere) then these participants should have their names logged out and logged back in by the personal appearance of each pupil to a teacher/leader. A note should be made of where the participants are going and the time by which they must be back and reported in.
- Participants should be given the time(s) by which they should return and the place(s) to which they should return.
- Teacher/leader(s) should be available at a place known to the participants for the duration of the time that the participants are on free time.
- All participants should be provided with and carry with them at all times a note of contact numbers and details should they need to call a teacher or the hotel.
- Participants should be reminded of the rules of the road of the country they are in, to be careful of traffic and to only cross roads at designated points (e.g. zebra crossings).
- Participants should be encouraged to remain self-contained within their own group and not to become involved with any other members of the public.
- Participants should be discreet with their wallets/purses and purchases.
- Alert the participant to the chance of pickpockets and advise how to take steps to minimise risk.
- Mobile phones might be an item for participants to carry discreetly (if it operates in the country).
- All participants should be accounted for after their free time through their sub groups.
- Participants should be advised of wearing appropriate clothing as well as the carrying of other clothing to match changing weather conditions during the day.

## IN A THEME PARK

All theme parks operate under strict safety codes as part of their license and this in itself should be reassuring. However, once again, participants will be without direct supervision for most of the time whilst in the theme park and they will be moving amongst crowds of unknown people.

- Embarking and disembarking the coach should always be done with members of staff/leaders present to guide and assist at the door(s).
- Where it is possible to embark and disembark from two doors on the coach then both doors should have members of staff/leaders present to guide and assist; single file entry/exit is recommended.
- Participants should be aware of moving traffic from several directions and manoeuvring traffic into/out of parking places.
- Pedestrian crossings/walkways should be used to reach the theme park's entrance.
- Participants should walk across to the theme park entrance gate as a group till inside the park.
- The time(s) for meeting up and the place(s) to meet should be clearly stated and explained.
- Members of staff/leaders should always be in the theme park whilst the participants are there.
- All participants should be provided with and carry with them at all times a note of contact numbers and details should they need to call a teacher/leader or the hotel.
- When participants are in the theme park they should always go and stay in groups of at least three and be reminded of basic health and safety principals.
- Participants should be encouraged to remain self-contained within their own group and not to become involved with any other members of the public.
- Participants should at all times adhere to the information and instructions given by the signs and personnel of the theme park.
- The individual rides/activities will have specific rules on display or related by the theme park personnel; they should be fully adhered to.
- Participants should be made aware that it is the theme park staff who are the people to approach for help/assistance in the first instance when no teacher is present.
- Participants should be advised of wearing appropriate clothing as well as the carrying of other clothing to match changing weather conditions during the day.
- Depending on the weather conditions on the day, water, drinks, food should be carried at all times in order to maintain energy/hydration levels.
- At all times all participants should stay within the grounds of the theme park.
- All participants should assemble at a designated meeting point and all accounted for before being led back to their coach by the teachers/leaders.

## VISITING A MUSEUM/GALLERY

A visit to a museum/gallery may be a fully structured event with your group being led by a guide. In such a situation your group will be under close supervision by your own staff/leaders as well as the museum staff.

However, on other occasions (e.g. in more interactive museums) the members of your group will be free to roam around the building complex at their own speed and to follow particular interests.

- Embarking and disembarking the coach should always be done with members of staff/leaders present to guide and assist at the door(s).
- Where it is possible to embark and disembark from two doors on the coach then both doors should have members of staff/leaders present to guide and assist; single file entry/exit is recommended.
- Participants should be aware of moving traffic from several directions and manoeuvring traffic into/out of parking places.
- Pedestrian crossings/walkways should be used wherever available to reach the entrance door of the museum/gallery.
- Participants should walk across to the museum's/gallery's entrance door as a group till inside.
- The time(s) for meeting up and the place(s) to meet should be clearly stated and explained. If the museum has its own specific rules for group visits, these should be read out to the group and adhered to.
- Members of staff/leaders should always be in the museum/gallery whilst the participants are there.
- When participants are in the museum/gallery they should always go and stay in groups of at least three.
- Participants should be encouraged to remain self-contained within their own group and not to become involved with any other members of the public.
- Participants should at all times adhere to the information and instructions given by the signs and personnel of the museum/gallery.
- Participants should be made aware that it is the museum's/gallery's staff that are the people to approach for help/assistance in the first instance when no teacher/leader is present.
- At all times all participants should stay within the building/complex of the museum/gallery.
- All participants should assemble at a designated meeting point and all accounted for before being led back to their coach by the teachers/leaders.
- Participants should then be led across as a group or in sub groups to return to the coach.
- All participants should be accounted for before moving off.

## BOAT TRIPS

A boat trip refers to a trip on water where the boat company is operating the service and boat staff are on board the boat with your group at all stages of the event. The boat company is providing the captain, the crew and perhaps a guide. In such situations the boat company are operating under strict licensing rules, and the boat trip will have been arranged in advance on your group's behalf. Such tours operated by companies not approved by Rayburn Tours should not be taken. The use of individual hire too e.g. rowing boats, pedalos, etc., often taken on the spur of the moment, is NOT recommended by Rayburn Tours.

The information below is also relevant to groups travelling on vaporetto into and around Venice.

- The wearing of appropriate clothing and the carrying of other clothing to match the present and changing weather conditions during the activity (weather is cooler over water) is recommended.
- Embarking and disembarking the coach should always be done with members of staff/leaders present to guide and assist at the door(s); single file entry/exit is essential.
- Where it is possible to embark and disembark from two doors on the coach then both doors should have members of staff/leaders present to guide and assist.
- Participants should be aware of moving traffic from several directions and manoeuvring traffic into/out of parking places.
- Pedestrian crossings/walkways should be used to reach the quay/jetty.
- Participants should walk across to the quay/jetty as a group to the embarkation point.
- Participants should have hands free at all times in order to steady/support themselves.
- Participants should be aware of slippery surfaces on the walkway/gangway (especially when wet) and to walk slowly and keeping a hold of the handrail.
- Once on board, all signs and information/instructions issued by the boat personnel should be noted, understood and adhered to.
- Full attention should be paid to all safety instruction given.
- Whilst moving around the ship care should be taken to maintain balance and to avoid falling; no running or pushing/shoving.
- Where possible and realistic, participants should be seated.
- At all times feet should be kept on decks/stairways; no climbing/standing on seats/railings, etc.
- Areas designated as off limits by the boat company should be respected.
- Before disembarkation, all participants should report to their in sub group leader to be checked.
- Once on board the coach, all participants should be accounted for through their sub groups.

# CHAIRLIFTS/CABLE CARS/TELECABINES/ HIGH ALTITUDES

Viewing from a height always adds an extra dimension/perspective to a person's appreciation of the scenery. All chairlift/cable car/telecabine companies have their operating license as a result of adhering to strict safety and procedural guidelines but for all participants there is potential risk and for some specific individuals there can be an associated fear. Again, raising awareness of risk is very important as is the identification of those participants who may suffer from certain conditions that might lead to the decision being made for their non-participation in the activity.

- Participants with asthma, agoraphobia and claustrophobia should be identified before their departure from the UK and professional medical advice taken as to the appropriateness of their suitability to participate in this activity.
- Any participant unable to take part in the activity must remain in an appropriate location and children should be under the direct supervision of a member of staff/leader for the duration of the activity.
- All participants for whom asthma, agoraphobia and claustrophobia presents during the activity will need to alert staff/leaders to the symptoms and take alleviating actions.
- Agoraphobics may manage to take the activity if enclosed in the middle of a group of their peers and/or kept away from the windows of a telecabine; but ultimately this will be the decision of the sufferer.
- Claustrophobics may manage the activity if they are able to have extra space around them or being positioned at the windows of a telecabine; but ultimately this will be the decision of the sufferer.
- At high altitude the air is thin; breathing can be more demanding; walk very slowly on arrival at the upper stations, taking frequent rests (perhaps seated); do not rush/run.
- The wearing of appropriate clothing and the carrying of other clothing to match the present and changing weather conditions during the activity is recommended (warm, windproof and rainproof); this should include hat, scarf and gloves.
- Embarking and disembarking the coach should always be done with members of staff/leaders present to guide and assist at the door(s).
- Where it is possible to embark and disembark from two doors on the coach then both doors should have members of staff/leaders present to guide and assist; single file entry/exit is essential.
- Participants should be aware of moving traffic from several directions and manoeuvring traffic into/out of parking places.
- Pedestrian crossings/walkways should be used wherever available to reach the chairlift/cable car/telecabine.
- Participants should walk across to the chairlift/cable car/telecabine as a group.
- All display signs and information boards as well as the instructions issued by the chairlift/cable car/telecabine staff should be noted, understood and adhered to.
- Your staff/leaders should assist in the formation of an orderly queue for your group's embarkation.
- Loading/unloading of the chairlift/cable car/telecabine will be done under the direction and instruction of the activity staff.

- A teacher/leader should accompany the first and last participants going up/down in a chairlift/cable car/telecabine.
- Participants should have hands free at all times in order to steady/support themselves.
- In a chairlift/cable car no participant should be carrying any loose/unattached items that could fall overboard.
- Anticipate the arrival for loading of the chairlift/cable car/telecabine and prepare for embarkation.
- In a chairlift, always keep the retaining bar down over the laps of the participants.
- Stability is essential at all times; remain seated with no standing up or moving around in chairlifts/cable cars.
- Do not attempt to make the chairlift/cable car rock.
- In a telecabine, minimal movement is also essential to maintain stability.
- In a telecabine hold on to hand rails for stability at all times.
- Anticipate the passage of the chairlift/cable car/telecabine hanging mechanism over the support pylons as this can be frightening and may make the chairlift/cable car/telecabine rock.
- Anticipate the arrival of the chairlift/cable car/telecabine at the destination station and prepare for disembarkation.

## AT THE BEACH/COAST

Some leisure time at the beach may be an option for groups, if there is time for it! It is, however, the strong recommendation of Rayburn Tours that if some leisure time is given at a beach/coastal area that children are closely supervised activity throughout and that nobody enters the water. There are plenty other occasions when swimming can be an option i.e. in a managed swimming pool and/or in a water park.

- Visits to the beach/coast should only be taken as a supervised activity with an adequate number of staff/leaders present to supervise it, appropriate to the number of participants.
- Participants must at no time go to the beach/coast informally or on their own.
- Groups should operate in sub groups, both to visit and return from the beach/coast.
- If visiting the beach/coast from the coach, embarking and disembarking the coach should always be done with members of staff/leaders present to guide and assist at the door(s).
- Where it is possible to embark and disembark from two doors on the coach then both doors should have members of staff/leaders present to guide and assist; single file entry/exit is essential.
- At all times, participants should be aware of moving traffic from several directions and manoeuvring traffic into/out of parking places and along roads/promenades.
- Pedestrian crossings/walkways should be used wherever available to reach the beach/coast.
- Participants should walk across to the beach/coast as a group to the embarkation point.
- Once at the beach/coast, the area to be used by your group should be identified and delineated and stated to all participants.
- In selecting an area in which to settle, take note of the waves (their swash and backwash), the state of the tide and whether the tide is rising or falling; position the group well above high tide mark.
- Once settled, the group should remain in the identified area.
- Sensible precautions should be taken against sunburn, heatstroke and dehydration (sun cream, covering up, sunglasses and drinking water regularly; members of staff should regularly monitor all participants adherence to these above precautions.
- If the visited area of coastline is cliffed then all participants should at all times remain behind safety barriers (no climbing) and, where none exist, all should stay back three metres from the cliff edge.
- Should any member of the group wish to go to the toilet or for some food/ice cream etc. then they only do so once permission has been granted by a member of staff/leader and the place to which they are going has been identified; participants should only then proceed accompanied by either two other participants or a member of staff/leader.
- If a group wishes to play Frisbee, football or similar, then an appropriate and safe area should be identified for this with a member of staff in attendance to supervise.
- Nobody should use inflatables of any type e.g. lilos as they can quickly drift out to sea.
- There may be a flag system in operation on the beach; RED is for danger; YELLOW tells swimmers to be cautious and GREEN means it is safe. But even if GREEN, unpredictable currents can occur.

- Nobody should hire any types of craft to go out on to the water e.g. pedalos.
- Supervisory staff/leaders should sit in a prominent and readily accessible location whilst supervising the group (and this position should be made known to the group on arrival at the beach/coast).
- Group members should not dig in to sand of the beach nor should they dig into sand dunes (nor sit/play beneath overhanging sand dunes).
- As a precaution against cuts from glass/sharp plastic on the beach, group members should be encouraged to wear footwear e.g. flip-flops or jelly shoes.

## DISCO

It is often the case that the last evening of a tour includes some sort of fun/leisure activity based in the accommodation centre. This might be a quiz night, an award ceremony or a music/disco session (even perhaps karaoke). If you are organising a disco/music event then a room will need to be negotiated with the host of the accommodation centre (well in advance of the evening). The following points should be considered:

- Only the members of your group should attend the disco/music event and staff/leaders should act as marshals to ensure that this is the case.
- At least two members of staff/leaders in a supervisory capacity should be present at all times.
- Expected behaviour should be clearly stated to all participants before the disco commences; tomfoolery should be discouraged and sanctions should be stated and in place before the disco/music event commences.
- A start and finish time should be given in advance of the disco/music event.
- Please ensure that any electric cable is taped to the floor with highly visible tape.
- Only one electrical plug should be placed into one electrical socket; no use of multi-way adapter plugs should be made.
- It would be recommended for one person to have sole responsibility for operating the music centre.
- Be aware that people may find the atmosphere to be claustrophobic.
- Be aware that there may be strobe/flashing lighting during the disco.
- Ensure that there is adequate fresh air and ventilation at all times.
- Be sure of the fire exits and fire procedures from the venue.
- Ensure that in an emergency there is immediate access to an adequate light supply.
- Ensure that there is access to free fresh drinking water at all times for all participants.
- Ensure that the volume of music is not too loud.
- Ensure that there is an area allocated for drinking (soft drinks) and that this is situated away from the dancefloor.
- If there is any spilled drink or food, please ensure that the area is cordoned off and that it is cleared away immediately.
- At all times keep a watchful eye and monitor the behaviour of the group members.

## VISITING A FARM/IN THE COUNTRYSIDE

Some groups may well have a visit to a working farm as an integral part of their itinerary. This could mean that the members of the group will come into contact, either directly or indirectly (and often unwittingly) with, amongst other things, livestock, poultry and their waste.

In addition, many groups may be generally in the countryside as they go about their particular itinerary. The advice below is to minimise the risk of E. coli 0157 and so they too should pay attention to the advice.

- You should wear strong, comfortable shoes; Wellington boots are even better.
- Don't eat anything i.e. sweets and crisps or have drinks whilst you walk around.
- Don't climb on any walls, gates or fences.
- Remember not to pick up or touch any tools which are lying around because they may be dirty and dangerous.
- Do not go near any machinery/implements/plant, operating or not.
- Stay calm and quiet; don't make lots of noise and scare the animals.
- Always wash your hands after touching the animals, soil, animal feed, farm products, fertilizers and pesticides.
- Never touch one of the animals unless your teacher/leader(s) say(s) you can.
- Don't kiss any of the animals.
- Always wash and dry your hands before eating and drinking anything and after using the toilet.
- Remember to wash your hands very carefully before you leave, using plenty of warm soapy water.
- Only have snacks and packed lunches in special, clean eating areas.
- Make sure your shoes or Wellington boots are as clean as you can get them, taking special care to check for animal droppings. Ask a teacher to check them for you.

## A VISIT TO A MINE

It can be the case that during the tour a visit to a mine is included. The following points should be considered:

- Any protective clothing provided should be worn securely.
- A jumper and sturdy shoes should be worn, as the temperature will be cool.
- Please be aware of the moving vehicles.
- Please be aware of rails for trains and the danger of tripping over these.
- The mine can be dark and enclosed, so this visit is not recommended for those who suffer from claustrophobia.
- The mine can be dusty, so it is recommended that you carry a bottle of water with you.
- The train ride is bumpy, please ensure that hands, arms, legs and heads are kept within the carriage at all times.
- Please do not alight from the train, until you are told to do so by an official.
- No personal music should be played during your visit.
- This visit can be noisy.
- Do not linger, please remain in your sub groups during your visit.
- When walking, please pay particular attention to the rough walkway, ensuring that you do not slip or trip.
- Please ensure that your hands are always free, to help you to keep your balance.
- The rocks can be touched but please ensure that you wash your hands after doing this.

## WATCHING THE WEATHER

The climate facts for an area are not necessarily representative of what participants will actually experience whilst out on tour. Any area's climate is the result of taking averages of weather factors over a period of many years. Therefore, whilst away on tour, a wide range of weather phenomena may be encountered. As a result, they need to be considered, their risks assessed and their control measures identified and adopted. At all times throughout the duration of your tour it is the teacher/leaders(s) who must judge whether the prevailing weather conditions are acceptable for the planned itinerary and whether alternatives need to be put in place. Access to an up-to-date professional weather forecast plus knowledge from a local (e.g. your accommodation host or local guide) will be invaluable in this decision.

**SUNSHINE/SOLAR RADIATION:** Sunburn and skin cancer may result from exposure to solar radiation. Dehydration and heat exhaustion may also result. The brightness of the sun may damage sight (temporarily and/or longer term). Do note that it does not need to be a clear blue sky for solar radiation to need to be a considered factor; even on cloudy days solar radiation can be intense especially when out in the open for a prolonged period of time.

- Participants should apply sunscreen of factor 15 (or greater) to all areas of exposed skin before going outside when deemed to be necessary; sunscreen should then be carried with the person
- Sunscreen should be repeatedly applied throughout the day (and also after swimming)
- A hat with a wide brim should be worn at all times
- The strongest sun's rays are experienced between 10.00 and 16.00 and so are best avoided
- Sunglasses should be worn to reduce glare and to block UV (but they may limit vision)
- At the first sign of sunburn, those areas of exposed flesh should be covered up with high factor clothing and the person(s) should stay out of the sun
- Water should be carried and sipped throughout the period outside by all participants
- Teachers should carry and offer an extra supply of high factor sunscreen
- Teachers should carry and offer an extra supply of water
- Teachers should insist that the above precautions be taken by all participants at all times

**THUNDER AND LIGHTNING:** Lightning is unpredictable and should be regarded with extreme respect.

- Abandon the activity if the conditions are deemed unsuitable
- Storms can be frightening; offer reassurance to all participants in a calm manner
- Stay indoors during a thunderstorm and if you are travelling, stay in the vehicle
- If indoors, stay away from windows, don't hold any metal object or use electrical appliances
- Do not take a bath or shower during the storm
- If outside, seek refuge in your coach as soon as possible
- Avoid standing in small isolated sheds or other small structures in open areas

- In open areas go to a low place such as a ravine or a valley (and be alert for flash floods)
- In a forest, seek shelter in a low area under a thick growth of small trees (not under a tall tree)
- If outside, and not near any refuge, all participants should lie low on the ground and minimise projecting above the surrounding landscape
- Do not lie flat on the ground; drop to your knees, bend forward, put your hands on your knees; keep feet close together; avoid contact between hands and ground
- Do not stand underneath a natural lighting attractor e.g. a tall, isolated tree; a mast
- Move away from wire fences, metal pipes, rails and other metallic items
- Move away from tractors and other metal farm equipment
- Avoid using a telephone, except for emergencies
- Get out of and away from open water
- Get off bicycles; put down golf clubs

**SNOW:** Snow can be a “magnet” to people but it can be potentially dangerous as well.

- Abandon the activity if the conditions are deemed unsuitable
- Stay indoors during times of snowfall
- Wear clothing and footwear appropriate to the weather conditions (including gloves, scarf, hat)
- Several thinner layers of clothing are better than one single bulky item
- When out in snow only go where the snow has been cleared and paths treated
- Ensure that the clothing and footwear of every participant is appropriate to the conditions
- Disallow snow play, the throwing of snowballs and the making of snowpersons/objects
- Keep your group together at all times with nobody or small groups of people wandering off
- Ensure that all participants remain warm and protected even on returning indoors; arrange to dry clothing and to have hot drinks made available
- Carry some high energy food for those who need it e.g. chocolate

**FROSTY/ICY CONDITIONS:** These can occur under both low and high pressure weather systems. Under high pressure, the clear skies and still air can be deceptive.

- Abandon the activity if the conditions are deemed unsuitable
- Wear clothing and footwear appropriate to the weather conditions (including gloves, scarf, hat)
- Several thinner layers of clothing are better than one single bulky item
- Two pairs of socks are better than one
- Try to avoid perspiring
- Walk slowly and deliberately
- Where possible, walk on treated routes
- Keep both hands free to aid stability and to assist in a slip
- Be aware of frostbite (especially if the conditions are windy too); check participants frequently
- Carry some high energy food for those who might need it e.g. chocolate

**STRONG WINDS:** Wind can remove body heat very quickly (the wind chill factor) and so steps must be taken to maintain body heat.

- Abandon the activity if the wind speed (presently/forecasted) is deemed too high
- Wear clothing and footwear appropriate to the weather conditions (including gloves, scarf, hat)
- Clothing should be inherently warm as well as windproof
- Anticipate the wind's strength and be prepared for it
- Keep well back from any edges from which there is a drop of any distance
- Protect the slight/light members of your group
- Be aware of frostbite resulting from wind chill and check participants frequently
- Cracked lips can result; apply lip balm before going out
- Carry some high energy food for those who might need it e.g. chocolate

## HEALTH MATTERS

Throughout the duration of your tour the health and welfare of your participants will be paramount. From before departure from the UK you will have assembled written records on health and diet for everyone. For school groups it is also a good idea to have your school nurse have individual chats with the participants (with the parent/guardian/carer's permission) in order to complete the information available. A designated Health and Welfare teacher/group leader might be appointed to be in overall charge at this stage and whilst away. Most of your visit/activity locations and your service providers will have basic first aid items available on site.

- All leaders should be aware of and read the insurance policy associated with your tour; it describes the cover and the procedures should you need to seek professional medical help.
- In your final documents pack from Rayburn Tours there will be lists of contact details for all appropriate health services in the vicinity of your resort.
- All teachers/leaders should be provided with comprehensive and up-to-date lists of the medical situations and dietary needs for all participants.
- These lists should be compiled in the time before departure from the UK.
- These lists should be updated between time of initial compilation and departure day; all participants should be encouraged to comply with this.
- An EHIC card (obtained by the participant) should be carried for all participants travelling within the EU and EEC member states.
- Where a participant has a particular prescription that is essential, then sufficient supplies should be carried from the UK (and/or the prescription taken on the tour).
- There should be a designated First Aider/Health and Welfare person in your party.
- The designated First Aider/Health and Welfare person should be responsible for the retention of all participants' medications (clearly labelled with ownership).
- The designated First Aider/Health and Welfare person should be responsible for the allocation of all medicines at the appropriate times each day.
- Throughout the duration of your tour, teachers/leaders should carry a first aid kit as well as the medications (and spare inhalers and the like – clearly labelled with the participants name) of particular participants; they could be needed at any time.
- Remember that the participant must ask you for an item from the First Aid kit; you can suggest what they might need but they must make the request for it.
- All participants should be encouraged to report any feelings of illness/anxiety at an early stage to teacher/leader e.g. the development of a headache.
- Group leaders are advised to keep a medical event diary stating the participant's name, their medical complaint and any action that was taken/medicine given.
- A buddy system amongst the group might assist in the teachers/leaders becoming aware of a participant with a possible problem.
- Under hot conditions, water must be carried and consumed.

## FIRST AID

The former Health And Safety of Pupils on Educational Visits (HASPEV) guidelines recommended the following minimum contents for a travelling first aid box where no specific risk has been identified:

- A leaflet giving general advice on first aid
- Six individually wrapped sterile adhesive dressings
- One large sterile non medicated wound dressing approximately 18cm x 18cm
- Two triangular bandages
- Two safety pins
- Individually wrapped moist cleansing wipes
- One pair of disposable gloves
- A resuscitator/face shield (for hygienic mouth to mouth resuscitation) would also be useful.

## EMOTIONAL VISITS

As part of your tour you may wish to visit places that are very emotive that the children may not have experienced before. Places such as Auschwitz, Sachsenhausen or the Last Post Ceremony at the Menin Gate may cause distress. Whilst some parents would not want their child to visit these places, and request that they be excluded from the visit, we hope that these guidelines help you include all participants, whilst re-assuring parents that the emotional needs of their child have been taken into account.

- Warn all participants in advance that the visit may cause distress.
- If you have a guide accompanying you, ask them to warn the group of areas of particular distress, so individuals can opt out if they wish (providing a teacher/leader is with them at all times.)
- Provide tissues during the visit.
- After the visit, allow the group an opportunity to reflect on what they've seen, either in groups or individually, so they have time to discuss the impact of the visit on them. Co-counselling in groups of two is our recommended suggestion.
- Ensure that a lighter excursion is planned for the evening to give the group the chance to switch off.
- Have a member of staff/leader responsible for emotional wellbeing.

# CONCERT VENUES

For many groups, concerts are the main focus of their tour, and it is essential that musicians feel comfortable in their venues. We inspect most of our concert venues and complete a short safety questionnaire. However, sometimes if we find a new venue we may not have been to inspect it. As the term concert venues covers a wide number of possibilities we have split this section into indoor and outdoor venues to help you assess and manage the risks involved in each.

## Before a Concert

- Most groups arrive at concert venues in concert dress. However, sometimes there is not time to return to the hotel before a concert. If changing facilities are available, this will be advised in your itinerary. Boys and girls should change separately, or if there is only one changing room, you should operate a shift system. If there aren't any changing facilities at the venue, the coach should be used as a changing room as a last resort. Again, a shift system should be operated and the curtains on the coach should be drawn. The driver should not be on the coach whilst children are changing and you should ask the driver to switch off the ignition and the master switch to disable any internal CCTV that may be in operation.
- Instruments stowed in the upper racks above the seats should only be lightweight e.g. flutes, clarinets etc. All heavy items such as timpani, cellos etc. should be stowed below seat level. Please note that instruments should not be stored on empty seats – this is because the gangway up the centre of the coach is an emergency exit, and any instruments falling from the seats on to the floor are likely to obstruct this.
- On the way to the concert venue, all participants should be requested to use seat belts on the coach.
- On arrival at the venue, the group leader or other adult should disembark the coach first to meet the concert organiser (as marked on your concert information sheet). The leader should then return to the coach and direct the group safely inside the venue by the identified safest route.
- Embarking and disembarking should always be done from the side of the coach that faces away from moving traffic.
- Embarking and disembarking should always be done with two members of staff/leaders present to guide and assist at the door; single file entry/exit is essential.
- When the group is unloading heavy equipment, care must be exercised by teachers/leaders to ensure that nobody is carrying an instrument that is too heavy for them, or likely to cause injury; assistance should be offered and given.
- On our concert venue questionnaire we advise that groups bring the following equipment to ensure sensible health and safety precautions are taken and successful concerts are performed:
  - Adaptor plugs
  - Extension leads
  - Gaffer tape (black for taping down cables)
  - LX tape (yellow and black for warning about where staging blocks end)
  - Clothes pegs (for outdoor venues only)

### **At an outdoor concert venue**

- If a group is performing outdoors, it is assumed that the weather will be warm enough for them to do so. It is suggested that all performers wear sun cream and have enough water beside them for the duration of the concert. Young people should also be encouraged to wear sun hats.
- All power cables should be taped to the ground to prevent trip / fall hazards.
- Do not overload each socket with extension leads and multiple sockets.
- Test railings around bandstands or temporary staging. Are they secure? If not, warn your group and do not let any musician sit too close to the edge.
- If a venue does not have railings, it is advisable that the platform perimeter is marked with black/ yellow tape, so the area is clearly defined.

### **At an indoor concert venue**

- Indoor venues include a variety of venues, such as churches, concert halls and hotels. (This list is by way of example, and is not exhaustive).
- On arrival at the venue, the group should familiarise themselves with means of escape in an emergency. Some venues (such as Churches) will not have escape route signs.
- If performances in these venues involve staging, the group leader is to check this is secure before the group assemble on the stage.
- If performances involve stairs (i.e. to an organ loft), a responsible adult is to ensure that the group feels comfortable using these and advising when there is no handrail etc.
- Any electrical sockets that do not appear to be in good condition should not be used.
- Do not overload each socket with extension leads and multiple sockets.
- Groups should be sensitive to the musical requirements of the venue and not perform any pieces that are out of place (i.e. Russian folk music should not be performed in Estonia, Songs from Shows should not be performed in Churches). Your concert coordinator at Rayburn Tours will have advised on the suitability of repertoire in advance.
- Groups should ensure that their bags and instrument cases are kept in a lockable room or on the coach.
- All power cables should be taped to the ground to prevent trip/fall hazards.

### **After a Concert**

- Group should pack their instruments away as quickly as possible – if the coach has not been allowed to park at the venue, a responsible adult should be designated in advance to phone the coach driver and ensure the coach is en-route.
- The group should remain at the venue until the coach arrives – only when the coach is present should the group load their instruments.
- Before moving off, a head count should be completed.

## **SPORTS TOURS**

For sports tours, the main focus of the trip is the pre-planned fixtures and/or tournaments. By their very nature, sports tours involve physical activity and therefore have common inherent risks. It is essential that appropriate measures are in place to mitigate identified risks.

### **Before a fixture/tournament**

Where changing and washing facilities are provided, this will be detailed in your final itinerary. Males and females should be segregated, however if there is only one area, you should operate a shift system. As a last resort, a coach could be used for changing, again, using a shift system when necessary and ensuring curtains are drawn and the driver is not present.

### **At the venue**

Ensure that participants:

- Are suitably dressed
- Remove any jewellery
- Tie back long hair
- Have plenty of fluids and are well hydrated
- Remain within designated areas
- Wear sun cream in warm weather
- Warm up
- Follow instructions and rules provided by coaching or support staff , bearing in mind that there maybe regional variances
- Are adequately supervised
- Do not use any equipment that is inappropriate, below standard or that looks ill-maintained
- Know where any how to receive any first aid or medical assistance that may be required
- (For tournaments) rest and recuperate during breaks

### **After a fixture/tournament**

Ensure that participants:

- Cool down
- Have plenty of fluids and are well hydrated
- Have time to rest and recuperate