

TOUR MANAGEMENT HANDBOOK ACTIVITIES

A practical guide for group leaders to manage safety on tour



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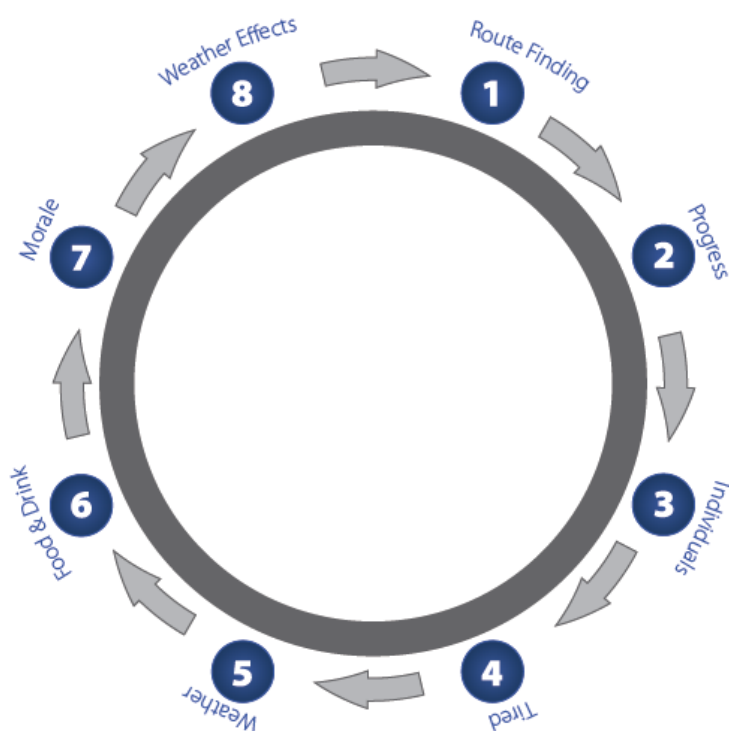
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INTRODUCTION

Group leaders are reminded that almost any activity carries some inherent risk, particularly where children are involved. Group leaders should ensure that any visit or activity they select is appropriate to the age, ability and size of their group. Group leaders are responsible for ensuring all participants are fully supervised at all times and that any instructions or safety briefings are followed. Where safety equipment is provided, this must be worn/used at all time. The aim of this Handbook is to provide all group leaders with guidance/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 an activity holiday, identifies potential risks and suggests guidance to manage them. The handbook is effectively a lot of "handy hints". It is important to note that this guidance is subjective and ongoing; during an activity, continuous monitoring is required – see below the cycle of a risk management:



KEY TO NUMBERS

- 1) Is it as easy to find the route as anticipated?
- 2) Is progress in accordance with the itinerary?
- 3) Is everyone keeping up?
- 4) Is everyone coping with the physical demands?
- 5) Have changes in the weather allowed you to keep to timings?
- 6) Is there enough food/drink?
- 7) Is everyone happy?
- 8) Is everyone comfortable and unaffected by weather conditions (not too hot/too cold)?

If the answer to any question is NO, then it is time to consider your plans for the activity and modify accordingly.

Please allow all adults within your group 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.

IMPORTANT NOTICE

Our guidance relates 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 and ensure that any risks and/or hazards specific to your group are identified and managed appropriately.

Our guidance is based on our knowledge and experience, however we cannot guarantee that our guidance identifies 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.

CLIMBING WALL

Hazard	Risk	Guidance
Climbing wall; at the foot of and whilst on it	Slips and trips	<ul style="list-style-type: none"> Stand clear when not participating in the activity Listen to the safety briefing/staff instructions Warm up before starting Wear the correct clothing/footwear Ensure equipment is secure
	Injury: serious/minor including muscle strain, sprains/strains/breaks	
	Getting stuck	
Falling objects	Head injury	<ul style="list-style-type: none"> Wear safety helmets at all times Remove loose items before ascending the wall
Equipment	Body parts stuck in equipment	<ul style="list-style-type: none"> Ensure all loose items and hair are secure and not able to become trapped
	Injury	<ul style="list-style-type: none"> Ensure equipment is well fitted and secure Observe the correct technique for ascending Listen to all instructions
	Becoming stuck/frozen	<ul style="list-style-type: none"> Remain calm

ROCK CLIMBING

Hazard	Risk	Guidance
Walking to/from the climbing area	Fatigue Becoming lost	<ul style="list-style-type: none"> Stay together as a group at all times Go at the pace of the slowest Stop for rest breaks as needed Ensure participants are hydrated and have eaten prior to attempting the walk
Climbing area	Slips/trips Confusion	<ul style="list-style-type: none"> Stand clear when not participating in the activity
Climbing	Slips and trips Injury: serious/minor including muscle strain, bruising, sprains, strains, fractures Getting stuck Loose rocks leading to injury	<ul style="list-style-type: none"> Listen to the safety briefing/staff instructions Warm up prior to undertaking the activity Wear the correct clothing/footwear Ensure equipment is secure Stay on the pre-determined route Check for loose rocks and warn other participants
Falling objects	Head injury	<ul style="list-style-type: none"> Wear safety helmets at all times Remove loose items before ascending the wall
Equipment	Body parts stuck in equipment Injury Becoming stuck/frozen	<ul style="list-style-type: none"> Ensure all loose items and hair are secure and not able to become trapped Ensure equipment is well fitted and secure Observe the correct technique for ascending Listen to all instructions Remain calm

GUIDED HIKES

Hazard	Risk	Guidance
Weather conditions	Sun burn/stroke	<ul style="list-style-type: none"> • Wear appropriate clothing • Check the weather forecast in advance for the entire duration of the activity • Wear sun hats/sunglasses • Carry drinking water • Use high factor sunscreen
	Heat exhaustion	
	Hypothermia	
	Dehydration	
Animals and insects	Stings/bites	<ul style="list-style-type: none"> • Carry antihistamine and/or epi-pens as appropriate • Check allergies in advance • Remain calm and move slowly around animals • Do not approach/aggravate • Do not make excessive noise
	Allergic reaction	
	Panic	
	Being trampled/charged at	
Vegetation	Poisonous plants	<ul style="list-style-type: none"> • Do not pick/taste/eat any plants • Do not approach • Carry antihistamines
	Gauze bushes	
Rivers, brooks, streams, canals	Drowning	<ul style="list-style-type: none"> • Do not approach • If unavoidable, choose safe crossing points, with adults aiding children across in single file • Remain together as a group
	Hypothermia	
	Becoming separated from the group	
Roads, paths	Injury/death	<ul style="list-style-type: none"> • Remain together as a group or sub group depending on the available path space • Supervise crossing, stop traffic, cross single file • Be aware of your surroundings • Walk at a steady pace
Vehicular traffic	Slips and trips	
Uneven surfaces		
Fatigue	Illness/becoming weak	<ul style="list-style-type: none"> • Monitor energy levels and abilities • Consider the route/distance in advance • Carry food and water to re-energise and rehydrate
Stiles	Falling/injury	<ul style="list-style-type: none"> • Supervise participants going over stiles; go in single file • Take care and be aware of your surroundings
Barbed wire	Becoming trapped	

PIONEERING

Hazard	Risk	Guidance
Equipment	Injuries: splinters/ protruding nails Trapping of fingers Entanglement in ropes	<ul style="list-style-type: none"> • Check equipment/kit before use • Ensure ropes are secure • Listen to the safety briefing before beginning
Field conditions	Slips and trips	<ul style="list-style-type: none"> • Wear suitable clothing/ footwear • Maintain control of the group
Other participants	Overcrowding Confusion Collisions	<ul style="list-style-type: none"> • Ensure group awareness of surroundings and other participants

RIVER RAFTING

Hazard	Risk	Guidance
Water's edge ground conditions; wet, muddy, uneven	Slips and trips	<ul style="list-style-type: none"> • Wear suitable footwear • Brief group of conditions • Walk slowly and sensibly
Water	Drowning Panic Capsizing	<ul style="list-style-type: none"> • Ensure swimming competencies in advance • Listen to and follow the safety briefing/instructor • Remain calm • Ensure constant supervision • Check depth of water • Wear suitable footwear and Personal Protective Equipment i.e. helmets, buoyancy aids
High winds or high waters	Missing participants Group becoming fragmented Injuries	<ul style="list-style-type: none"> • Check the weather forecast in advance and continually monitor for changing conditions • Adapt the activity in line with the conditions, cancel the activity altogether if necessary
Other water users	Collision Overcrowding	<ul style="list-style-type: none"> • Ensure your groups' area is well defined and that participants remain within it

TEAM SPORT (Football, Volleyball, Rounders etc.)

Hazard	Risk	Guidance
Equipment	Injuries: splinters/ protruding nails	<ul style="list-style-type: none"> Check equipment/kit before use
	Trapping of fingers	
Field conditions	Slips and trips	<ul style="list-style-type: none"> Wear suitable clothing/ footwear Maintain control of the group
Other participants	Overcrowding	<ul style="list-style-type: none"> Ensure group awareness of surroundings and other participants
	Confusion	<ul style="list-style-type: none"> Only play one game at a time
	Collisions	<ul style="list-style-type: none"> Maintain constant supervision
Fatigue	Illness/becoming weak	<ul style="list-style-type: none"> Monitor energy levels and abilities Carry food and water to re-energise and rehydrate
Insects	Stings/bites	<ul style="list-style-type: none"> Carry antihistamine and/or epi-pens as appropriate
	Allergic reaction	<ul style="list-style-type: none"> Check allergies in advance
Weather conditions	Sun burn/stroke	<ul style="list-style-type: none"> Wear appropriate clothing Check the weather forecast in advance for the entire duration of the activity
	Heat exhaustion	<ul style="list-style-type: none"> Wear sun hats/sunglasses
	Dehydration	<ul style="list-style-type: none"> Carry drinking water Use high factor sunscreen

TOBOGGANING

Hazard	Risk	Guidance
Steps/climb up to the toboggan run	Breathlessness /fatigue	<ul style="list-style-type: none"> Control group pace to match slowest member Exercise caution, do not run or push past each other
	Trips and slips	
Chairlift up to the toboggan run	Falling out	<ul style="list-style-type: none"> Brief participants to sit far back within the chair and use safety guards
	Injury	<ul style="list-style-type: none"> Position adults/leaders at the front and back of the queue to assist at both ends Age range is 3 and above (under 8 yrs only ride with an adult)
Before and during the toboggan run	Falling out	<ul style="list-style-type: none"> Listen to and adhere to the safety instructions provided
	Injury	<ul style="list-style-type: none"> Wear suitable clothing to ensure it does not become entangled with the toboggan and track. Only set off when staff permit it Wear the seat belts provided throughout the whole circuit for you safety Control speed so as not to endanger themselves or others Maintain a safe distance of 25 metres between participants Sit upright in the toboggan with feet facing forward and facing the direction of travel at all times. Do not kneel. Keep both hands on the brake leavers Do not lean or reach outside of the toboggan
At the end of the run	Collisions/pile up	<ul style="list-style-type: none"> At the end of the track, approach the brake belt at walking speed
	Injury	<ul style="list-style-type: none"> Move from the bottom of the run immediately

SAND YACHTING

Hazard	Risk	Guidance
Other sand yacht users	Collision Injury	<ul style="list-style-type: none"> • Keep a braking distance of at least 10 metres between each Sand Yacht • Give way to the right • Listen to safety briefings • Be aware of your surroundings and other participants
Sand	Discomfort: sand getting into eyes	<ul style="list-style-type: none"> • Wear goggles/face scarf • Carry eye wash
The Sand Yacht	Getting hands, feet, clothing or hair trapped in the Sand Yacht	<ul style="list-style-type: none"> • Ensure clothing and hair is secure and not loose • Keep hands and feet within the Sand Yacht when moving • Do not lean out the Sand Yacht
Wind	Injury/falling	<ul style="list-style-type: none"> • Check the weather conditions remain appropriate throughout the activity • Listen to the advice of the activity staff • Correctly steer the Sand Yacht as per the safety briefing

HIGH ROPES/ZIP WIRES

Hazard	Risk	Guidance
Equipment	Ill-fitting or incorrectly worn equipment could lead to injury	<ul style="list-style-type: none"> Let the instructor issue the equipment for each participant so that it fits well and is secure
The high ropes structure	Collision causing injury Damage to the structure causing injury	<ul style="list-style-type: none"> Listen to the safety briefing Use slow and secure movements Only complete activity under supervision as part of a pre-arranged group
Belays	Hair/body parts getting caught in the belay	<ul style="list-style-type: none"> Tie back long hair Listen to the safety briefing in which you will be shown how to brake correctly
Other users of the course	Collision Injury	<ul style="list-style-type: none"> Listen to the safety briefing Maintain a safe distance between participants Only set off when staff permit it Move from the end platform immediately No two participants are to be on a zip wire at any one time
The area surrounding the course	Slips and trips	<ul style="list-style-type: none"> Be aware of your surroundings Do not run or rush
Height	Anxiety/freezing/panic	<ul style="list-style-type: none"> Keep calm Accept assistance from the instructor who will lower the participant to the ground as quickly and safely as possible

SWIMMING POOLS

Hazard	Risk	Guidance
Pool surround	Slips and trips	<ul style="list-style-type: none"> • Don't run • Explain rules at the beginning
Ladder	Slips and trips	<ul style="list-style-type: none"> • Only one user to enter/exit the pool at a time • Use the handrails provided
	Injury to other participants	<ul style="list-style-type: none"> • No pushing/pulling
Water	Drowning	<ul style="list-style-type: none"> • Check swimming competencies in advance • Ensure constant supervision even if lifeguards are present • Take note of water depth and any variations ie. Deep end • Encourage a buddy system with participants looking out for one another
Fatigue	Injury	<ul style="list-style-type: none"> • Monitor energy levels
	Drowning	<ul style="list-style-type: none"> • Carry high energy foods with you • Stop the activity if necessary
Air temperature	Exposure/hypothermia	<ul style="list-style-type: none"> • Wear appropriate clothing • Change into dry clothing if feeling cold
Diving boards	Slips and trips	<ul style="list-style-type: none"> • Only one user at a time • Only participate in a designated area
	Injury to self or others	<ul style="list-style-type: none"> • Exit the diving area immediately after entering the water • Warn others to avoid the area • Ensure constant supervision even if lifeguards are present
Jacuzzis	Fatigue	<ul style="list-style-type: none"> • Do not allow participants under 15 years to use
	Drowsiness	<ul style="list-style-type: none"> • Restrict the amount of time participants can use them
Water Shutes	Injury to self or others	<ul style="list-style-type: none"> • Observe all signage and/or lifeguard instructions • Ensure constant supervision even if lifeguards are present • Only one user at a time • Exit the diving area immediately after entering the water

TEN PIN BOWLING

Hazard	Risk	Guidance
Bowling lanes	Slips and trips	<ul style="list-style-type: none"> • Ensure that participants are wearing the loaned footwear from the venue • Only allow one person at a time at the top of the lane, others to remain seated or well clear of the bowling area • Do not enter the lanes, even if a bowling ball has stopped, alert the venue staff instead to retrieve it safely • Take care when releasing the balls into the lanes
Ball return mechanism	Injury/trapping	<ul style="list-style-type: none"> • Ensure participants know what the mechanism is and how it works • Only retrieve balls once they are stationary • Do not reach into the hole
Bowling balls	Strains/trapping	<ul style="list-style-type: none"> • Ask the venue staff to do a safety briefing before beginning • Observe safety notices/ information in the venue • Ensure that each participant selects a ball that they are able to lift comfortably and with the correct finger holes
Café/Gaming areas	<p>Group becoming separated</p> <p>Gambling machines</p> <p>Sale of alcohol</p> <p>Other members of the public</p>	<ul style="list-style-type: none"> • Closely supervise all areas of the Bowling venue • Do not converse or wander off with members of the public

SKATING

Hazard	Risk	Guidance
Skates	Slips and trips Injury to self (cut fingers, bumps/bruises) or others Discomfort/blisters	<ul style="list-style-type: none"> • Be aware of differing shoe sizes for different countries • Supervise fitting and check that each skater is happy and comfortable • Walk in them in a safe area before entering the rink
Ice	Falling/injury to self or others	<ul style="list-style-type: none"> • Maintain a sensible speed for the number of skaters, don't stop suddenly or skate against the flow of other skaters • Wear suitable and warm clothing to provide extra padding • Wear provided PPE if required (Helmet) • Use support bar if required • Wear gloves
Direction and speed	Collisions Injury to self or others Falling	<ul style="list-style-type: none"> • Follow the direction of the rink • Observe and safety signage and/or rink staff instructions • Maintain a sensible speed for the number of skaters, don't stop suddenly or skate against the flow of others • Don't attempt to drag or skate with less confident skaters • Wear suitable clothing to provide extra padding • To decelerate, slow down gradually, do not skid or crash in toward barriers to stop • Only enter the rink at designated areas, do not clamber over barriers
Temperature	Hypothermia	<ul style="list-style-type: none"> • Wear warm clothing and gloves • Change into dry clothing should you become wet • Drink warm drinks • Stop the activity if too cold
Inappropriate activities ie. hockey	Equipment Collisions Falls Slips and trips	<ul style="list-style-type: none"> • Consider group experience • The activity should not be competitive or be anything other than simple forward motions • Outline rules and expectations of acceptable activity on the ice rink

GO KARTING

Hazard	Risk	Guidance
Kart	<p>Collisions/ pile up</p> <p>Falling out</p> <p>Entangled</p>	<ul style="list-style-type: none"> Listen to and understand all safety briefings and operating instructions prior to commencement of the activity. Ensure go karts are fitted with a protective barrier to prevent the wheels from touching the surroundings, 4-point racing harnesses, head support and an electric shut off system. Wear the seat belts provided throughout the whole session for you safety. Ensure clothing and hair are well secured to avoid becoming trapped Wear Personal Protective Equipment and clothing as provided by the track's staff (this may include driving suits, eyewear and helmets). Control speed so as not to endanger yourselves or others. Keep both hands on the steering wheel. Do not lean or reach outside of the kart.
Track	Collisions/ pile up	<ul style="list-style-type: none"> Participants should not go off on their own and at any point go onto the track without authorisation. Follow the rules of the track including any flagging system which may be indicated by the track marshal i.e. Blue = move over and let someone pass, warning flag = prohibited driving warning, black flag = disqualified, drive to the pit lane. Wear suitable clothing to ensure it does not become entangled with the karts. Only set off when staff permit it Be aware of those around you.
Direction and speed	Collisions/ pile up	<ul style="list-style-type: none"> Ensure the track is clearly defined and followed as per directions
Drivers with existing health conditions causing collisions	Potential on-track accident leading to injury	<ul style="list-style-type: none"> Drivers / group leader must declare that the driver is physically and mentally fit to participate in the events. Drivers should not take part if they have an existing health condition that might be aggravated by significant physical demands of kart racing.

HORSE RIDING

Hazard	Risk	Guidance
Weather conditions	Sun burn/stroke	<ul style="list-style-type: none"> • Wear appropriate clothing • Check the weather forecast in advance for the entire duration of the activity • Wear sun hats/sunglasses • Carry drinking water • Use high factor sunscreen
	Heat exhaustion	
	Hypothermia	
	Dehydration	
Animals and insects	Stings/bites	<ul style="list-style-type: none"> • Carry antihistamine and/or epi-pens as appropriate • Check allergies in advance • Remain calm and move slowly around animals • Do not approach/aggravate • Do not make excessive noise
	Allergic reaction	
	Panic	
	Being trampled/charged at	
Handling Horses	Blistering or Friction burns to hands	<ul style="list-style-type: none"> • Listen to and understand all safety briefings and instructions prior to commencement of the activity • Adopt appropriate handling techniques shown and wear protective equipment available/provided • Follow the direction of the group leader • Maintain a safe distance between participants • Only set off when staff permit it
	Tread injuries to feet	
	Bites from horse	
	Falling off the horse	
	Collision	
Equipment	Body parts stuck in equipment	<ul style="list-style-type: none"> • Ensure clothing and hair is secure and not loose • Ensure equipment is well fitted and secure • Observe the correct technique for ascending and descending • Listen to all instructions • Remain calm
	Injury	
	Becoming stuck/frozen	