

Generic Tour Management Handbook

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Heading on tour is one of the most rewarding experiences that a person can experience. From the excitement of the moment of departure through to the tired yet exalted feeling at the point of return, memories are created, friendships are formed, bonds are made that will last a lifetime.

Yet all those moments in between, on tour, do carry an inherent risk. The aim of this document is to advise how each risk can be assessed and managed in a pro-active manner. By definition, this is a generic assessment of risk areas and we advise all members of the organising team to read it through and use any hints or tips within it to inform your own procedures.

With this in mind, think about the situations you will face and apply the following steps:

- Assess the risk
- Mitigate the risk
- Manage the risk

Please note that Energy Travel is responsible only for the events, activities and excursions that we organise, which are included in your booking contract and subsequently in your tour itinerary. If you organise any activities whilst away or deviate from the itinerary, then your own risk assessments must be carried out in line with the three steps above.

This risk assessment cannot be all-encompassing, so we ask you to remain vigilant whilst away. Please use it to inform your own systems accordingly.

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Generic risks

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Please note that activities such as skiing or adventurous outings are covered in more specific risk assessments – please see <https://www.energy-travel.com/resources/> for more information.

1. Your First Aid Kit

As mentioned further down this guide, at all times it is best to know where the nearest first aid point is and also the nearest hospital is. We advise having all dietary and medical needs of your group stored in one place, easy to access and easy to read for all members of your team.

On a Sports Tour, the St John Ambulance Essential Sport First Aid Kit would be ideal. Here are the items listed within it:

- 1 x Crepe bandage
- 1 x Disposable heat retaining foil blanket
- 1 x Pack of 5 non-woven sterile swabs
- 1 x Microporous tape
- 1 x Koolpak instant hot pack
- 2 x Koolpak instant ice packs
- 1 x Pack of 10 sterile moist cleansing wipes
- 1 x Disposable triangular bandage
- 1 x Low-adherent absorbent dressing pad
- 1 x Tuff-Kut scissors
- 1 x Green tweezers
- 2 x Pairs of nitrile powder-free gloves
- 1 x Pack of 6 assorted safety pins
- 1 x 20ml eye wash phial
- 1 x Small clinical waste bag
- 1 x Face shield
- 1 x No.8 medium dressing
- 1 x No.9 large dressing
- 1 x No.16 eye pad dressing
- 1 x Pack of 10 assorted wash-proof plasters
- 1 x First aid in an emergency booklet

2. Your Team

- Staff or adult to child ratios should be clearly identified and adhered to.
- Divide responsibilities of organisation amongst staff.
- Divide the members of your group into smaller sub-groups with one member of staff in charge of controlling and counting-off the members of their group.
- Taking a member of staff with a basic First aid qualification is recommended.
- If you are heading to a destination where there is a pool or beach access, then taking a member of staff with a lifeguarding qualification is recommended.
- Ensure all members of your team have read all required Health & Safety documentation for the tour.
- On arrival, ensure that all staff understand where the Fire meeting points are.
- If possible, take a school or club phone – distribute this number to all members of the group for emergency use only and in case of separation.

3. Weather

All best laid plans can be influenced by extreme weather so please check the forecast the night before and the morning of any activity.

If at any point you think that the weather provides any danger to the group, then cancel or abandon the days plan. Either talk to your rep or call the Energy Travel office to discuss what is happening and to rearrange the itinerary.

Clothing

- Whatever the weather, do not depart for the day without a reminder to your group about having the correct clothing for the day.
- If you are in a destination with consistent heat or cold, put a checklist on the back of each room door so members of the group can check-off what they have before heading out for the day.
- If possible, have spares with you.

Hot climates

- Ensure all members of the group have access to water throughout the tour. Encourage them to drink as much as possible.
- Sunscreen should be applied by all members of the group to any exposed skin.
- Wide brim hats are recommended.
- Sunglasses are recommended, so long as they do not impair vision.
- Staff should have spare sunscreen and water.

Cold climates

- Ensure all members of the group have appropriate clothing.
- If you are outside, have a clear idea about the length of the activity.
- Check regularly on members of the group to ensure they are still warm and happy.
- Have a plan of action should the weather deteriorate such as planned shelter.

Storms

- Should a storm come through with thunder and lightning, abandon your activity and seek refuge.
- If you are inside, stay there. If you are in a coach, stay there.

4. Coach Travel

Assess – Mitigate – Manage

Before Boarding the coach

- Look around the outside of the coach yourself.
- Talk to the driver – has he driven the coach before? Has he done the journey before? Has he got a clear route planned? Can the toilet be used or not?
- Has anyone got a history of travel sickness? If so, ensure they have taken any precautions to help this and have sickbags ready.

On the coach

- Check that the microphone is working. Introduce yourself, the staff present and the coach driver. Provide an estimate for the journey length or at least until the first stop.
- Draw everyone's attention to the safety features of the coach such as Emergency Exits.
- In the UK, seatbelts should be worn by all. Abroad, seatbelts are not always compulsory but should be worn when available.
- Stay seated whilst the coach is moving.
- Stay seated facing forwards.
- Only lightweight items should be on the luggage racks – heavy items can be placed below in the baggage area.
- Keep the gangway clear. Avoid clutter.

Disembarking the coach

- If possible, always disembark onto a pavement and never into a road.
- Staff should disembark first and then direct others off the coach to wait at an agreed point nearby.
- Take rubbish with you and try and keep the coach clean.

5. Stopping at service stations

Assess – Mitigate – Manage

On long journeys, coach drivers are required by law to take a break at least once every 4 hours. Often, breaks are required for refuelling or at the bequest of the group.

A peculiarity of overnight travel is that stops can often happen in the middle of the night, with many members of the group half awake. Aside from

With this in mind, be clear about the process for stops:

- I. Confirm with the driver the length of the stop.
- II. When will the one after likely be? If a long time, perhaps extend this one.
- III. Make an announcement on the microphone about the length of the stop, even if it is in the middle of the night.
- IV. One member of staff should be in the services in a prominent position.
- V. Under18s should be advised to stay in groups of 2 or 3.
- VI. 10 minutes before departure, a member of staff should sweep the services and direct anyone outside back to the vehicle.
- VII. Ensure everyone is counted back on. This should be double checked by another member of the team.

6. Air Travel

Assess – Mitigate – Manage

On arrival

- Allocate members of your groups to sub-groups with one member of the staff in charge of each group.
- Head through check-in and security in your sub-groups. The adult with each sub-group should go through last in each case.

In the airport

- If there is free time available, agree the time and location that you will meet up. Give extra time to get to the departure gates.
- It is advised that the adult of each sub-group should keep the boarding cards (and passports) and then distribute them as required.

On the plane

- Seats on group bookings are usually allocated on an alphabetical basis. It is advised that everyone takes their allocated seats.
- Advise everyone to take what they need from hand luggage to minimise the need to go into the overhead lockers.
- Safety demonstrations should be respected and watched accordingly.
- If anyone has any severe allergies, notify a crew member who can make an announcement as required.

Destination airport

- Stay together when leaving the plane. If walking across the tarmac, a teacher should lead. If heading onto transfer buses, board in sub-groups and ensure that nobody becomes separated.
- Remain in your sub-group and head through passport control. Once at baggage collection, advise pupils to collect their bags and then stand-back in a pre-allocated area.

7. Travel by boat or ferry

Before boarding the ferry

- Your coach will likely have to queue before boarding. As with the services, make any announcement about times for being back on the coach.
- If members of the group need to use the facilities, then ensure they realise that there are moving vehicles coming from multiple directions.

Once on board

- Once on the ferry, make an announcement over the microphone, tell the group what deck you are on (usually a colour / letter / number) and the nearest staircase (usually a colour / letter / number). You should meet at the top of that staircase.
- Nobody is allowed back to the coach whilst the ferry is moving so ensure everyone takes what they need including anyone who requires sea-sickness tablets.
- Ideally tell the group where the staff will be based whilst on board.
- Once you disembark the coach, the group will need to head up steep, metal stairs to the decks. Make sure people move slowly and calmly and use the handrails accordingly.
- Tell your group to listen out for any safety briefings and announcements.
- If there is a staff mobile number, make sure everyone has it.

Leaving the boat

- Gather at the top of the assigned staircase. If you have allocated sub-groups, count off each member of the group.
- Once back on the coach, at least two counts should be made to make sure everyone is accounted for.

8. Using public transport

- Use of public transport should be clearly identified within your itinerary. Using public transport on ad-hoc basis can lead to confusion and separation.
- If travelling in a large group, allocate sub-groups and ensure these groups stay together throughout.
- Ahead of boarding, make sure everyone in the group knows the name of the stop at which they need to disembark and ideally how far or how many stops there are until they disembark.
- If there are seats available, these should be used. If there are none available, handrails should be held throughout the journey.
- All notices, signs and announcements should be adhered to and respected throughout the journey.
- One stop ahead of disembarking, notify the group so that they are ready. On longer journeys, collect up your belongings and head to your luggage.
- Staff should be the last to disembark within the sub-group.

9. Where you stay

- On arrival, a fire drill may be possible. If you would like this, please ask the hotel manager to address the group.
- If possible, call the accommodation when you are 30 minutes away so that they can prepare for your arrival.
- On arrival, and if possible, stay on the coach whilst the rep/group leader heads inside to check in and collect keys.
- The basic rooming structure should have been provided before arrival, however, if there are any amendments, make note of these.
- A copy of who is in each room will need to be provided to the hotel – each member of staff should also have a copy.
- If you have allocated everyone to a sub-group, each member should know which room their appropriate staff member is staying in.
- Staff (and the group) should read the safety information within the room including the evacuation plan on the back of the door. They should also note where the nearest stairs are to their room and where the nearest fire-door is located.
- The party leader can ask reception for a master key at check-in.
- Valuables should be kept on your person at all times. Passports and other travel documents can be kept in safes. If there are no room safes, then the hotel will have a safe behind reception.
- Doors should be kept locked and nobody from outside the group should be allowed in any room (room cleaning will take place when the group is out for the day).
- If rooms have balconies, staff should check these – it may be possible to have these locked if desired. Otherwise, staff should advise pupils not to lean over the balconies; not to climb on them; not to climb between rooms and not to exceed the maximum number of people allowed on a balcony.
- If a hotel has an elevator, please observe the regulations for use.
- On arrival at your hotel, it is advisable to complete an inventory for each room, particularly if a damage deposit has been requested. Make note of any damage that was present on arrival and take photos as necessary.

10. Free time at the accommodation

- Please remind the group that other guests may be present in the hotel.
- If the hotel has a noise curfew, ensure that everyone knows about it and that is adhered to.
- If the group wants to use public areas, ensure other guests still have access.
- The hotel may have a conference room that you can use, ask at reception if this is possible as it may be preferable to the hotel.
- If the group wishes to use the pool or gym, there may be restrictions on usage and an adult may have to present throughout.
- If any younger members of the group head out from the hotel i.e. to visit a nearby shop, we recommend that they go in groups of 3 or more and that a log in/out system is used, noting who, when and where they are going. In such an instance we recommend that one adult is present in reception to monitor this.

11. Free time in a city

- We recommend that participants stay in groups of three or more.
- Ideally, one or more adults should take up a base point at which they can be found throughout the time in the city.
- If there is a group phone, all members of the group should be given this number.
- Announce how long the group has, the exact time you need to meet back and the exact location. Do not provide too much information which could be confused.
- Make a note of any areas that the group should avoid.
- Make a note of any local traffic regulations or rules for crossing roads.
- Ask for common sense to be used. Keep bags and pockets closed and limit interaction with the public.

12. Free time at a beach

- Take up a central location and ask pupils to stay within sight of this place.
- Make a note of lifeguard points – if there is no lifeguard then pupils should not enter the water.
- Confirm how long you will be there and what time you will be leaving.
- Take appropriate action to mitigate sunburn and dehydration.

Excursion visits

13. At a theme park

Theme parks are required to comply to local health & safety protocols; however, a common-sense approach should be used when planning the day.

- Pay attention when disembarking the coach and entering the theme-park.
- Be clear at what time you are meeting at the end of the day.
- Ensure that each member of the group has the number of one adult. If anyone does not have a phone, they should still make sure they have the numbers of a group leader.
- If possible, adults should set up a base at a point close to the theme-park entrance that can be manned throughout the day.
- We recommend that everyone stays in groups of at least three for the duration of the day.
- Adhere to information and instructions around the theme-park.
- Any individual rides will have specific safety information, do not flout these rules.
- Appropriate clothing should be worn, and each sub-group should have appropriate supplies for the day i.e. sun-scream, water, food, money.
- Members of the group should stay in the theme-park throughout the day. The coach is likely to be locked for the day and cannot be accessed.
- Participants should gather back at the meeting points at the allotted time and should be counted before heading back to the coach.

14. Museum or Stadium Tours

- Take care when disembarking the coach.
- On guided tours, the guide should let you know about any specific health and safety considerations, please pay attention to these.
- If a visit is unguided, make sure everyone knows where the meeting point is, how long they have and what time you are meeting.
- On an unguided visit, make sure the group knows about any specific health and safety regulations within the museum.
- Within the visit, participants should stay in groups of at least three.
- Members of the group should not leave the visit without the knowledge of an adult.
- Participants should gather back at the meeting points at the allotted time and should be counted before heading back to the coach.

15. Discos

A common evening activity on a tour is a disco. These should be fun-filled, and a few precautions can help ensure this.

- Discos should be private, or at the very least, only be attended by other schools. They should not be open to members of the public.
- At least 2 adults should supervise the disco throughout the night.
- The disco should have a clear start and end time and these times should be adhered to.
- If this is a self-organised disco, do not overuse plugs or extension leads.
- If the venue has lighting, be aware that strobe lighting may adversely affect some members of the group.
- Ensure that there is fresh air and ventilation.
- Make note of the emergency exits.
- Ensure that everyone has access to water.
- If there is a spillage, have this area cordoned off.
- Always watch over the group and ensure behaviour remains appropriate.

16. Sport Tours – Fixtures

Before arriving

- Your itinerary should provide you with enough time to reach the fixture venue and allow a full warm-up, check weather and traffic reports to ensure the timetable is still valid.
- You should be provided with details of on-site facilities ahead of arrival.

At the venue

- Separate changing rooms should be used for males and females; if one changing room has been allocated then staggered use will be necessary.
- Identify any first aid areas and also find out where the nearest hospital is located.
- Ensure everyone is dressed appropriately for the match, this included but is not limited to:
 - Wearing correct kit
 - Wearing correct boots for the surface you are playing on.
 - Wearing any shin pads / gum shields etc
 - Jewellery should be removed.
 - Long hair should be tied back.
 - If playing in hot conditions, ensure sun cream has been used and that players are hydrated.
- Rules may vary slightly in the region you are playing. Confirm with the other coach and referee ahead of the match if this is the case.
- Check the pitch and make sure you are happy for your team to play on it. Any issues should be brought to the attention of your rep and/or the opposition manager.
- Matches should be overseen at all time by a member of staff.
- Make sure a thorough warm-up is undertaken ahead of the match.

After the match

- Hold a cool-down session.
- Make sure everyone takes on fluids and rehydrates.
- Check on player welfare – were there any injuries in the game that need post-match check-ups?
- Let players rest.



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