



# CODE OF CONDUCT

## Pre Departure Safety Information/Guidance

In line with your club's/group's own expectations - a reasonable standard of behaviour should be adhered to by all members of the group in order to ensure the safety and wellbeing of all participants – enabling your tour to fulfil all your original objectives and to maximise your enjoyment and ensure a successful and positive tour experience.



## IMPORTANT NOTICE

We are pleased to be able to provide our groups with guidance on safety to support their tours as we realise the importance of this and how integral awareness is to ensuring your group's safety. We would respectfully remind party leaders that we all have a responsibility to participate in assessing risks to help ensure that all persons stay safe. Therefore it is important to ensure that you inform your group of any potential risks that may have been identified.

The information within this document is offered as a guide which can be used as an aid in completing your own risk assessments, or, submitted in conjunction with your own, as supporting evidence that risks have been identified and considered. It is impossible to eradicate all risks, however using common sense and following this guidance will help to minimise risks.

Our guidance relates to the elements of your tour that we plan and provide for you. Risk assessments and/or safety guidance in relation to any independent additions to your tour itinerary are the responsibility of the group.

### Tips:

- Ensure risks are identified to the group
- Keep written records of compliance
- Involve all in risk awareness
- Be alert

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In line with general good practice and to compliment and support your group's expectations of behaviour, group leaders are kindly requested to ensure that all party members are made aware of our Code of Conduct prior to travel and ensure, where reasonably possible, that they adhere to it whilst on tour.

- Participants may not enter sleeping accommodation occupied by other groups or any areas designated as private.
- General conduct should be considerate to other guests. Excessive noise and unruly behaviour should be avoided. Noise in hotels is generally not permitted after 22.00 hours.
- Participants must not behave in a way that places either themselves or any other persons at risk.
- Smoking is strictly prohibited on coaches. Whilst in resort, party leaders are requested to determine their own policies whilst taking any local rules and/or legislation into consideration.
- Any unlawful activities will be reported to the relevant authorities.
- We reserve the right to remove any group member(s) from the tour components organised by Sports Tours Ltd in the event of persistent gross misconduct including but not limited to possession/use of illicit substances. In such cases, the cost of repatriation will be borne in total by the party in question and Sports Tours Ltd will not be responsible for the offending group member.
- Due to varying legal age limits for alcohol across different countries, we would recommend that party leaders discuss and agree drinking guidelines with hoteliers on arrival, and party members and their parents/guardians prior to departure.



## GENERAL SECURITY ADVICE

- Keep personal luggage in sight when walking around the towns and cities and visiting shops, particularly bags and cameras and be aware of pickpockets, particularly when in busy tourist areas and city centres.
- When you are in open spaces or public places, do not take out large amounts of cash.
- Do not carry rucksacks on your back where pockets may be unzipped and contents stolen.
- Do not carry wallets in back pockets.
- Carry your EHIC, a photocopy of your passport and a note of your hotel name and address at all times.
- Particularly in Eastern Europe, body piercing and tattoo services are readily available to all ages at very tempting prices. Standards of hygiene and sterilisation will almost certainly be inferior to those in the UK, and your group members are strongly advised to avoid all such establishments.
- Any thefts must be reported to the police as soon as possible for insurance reasons.

## TRANSPORTATION

- Be aware of and locate your nearest emergency exit.
- Use seatbelts (where fitted).
- Stay seated when the road vehicles are in transit.
- Be aware of your surroundings when moving about and when disembarking – consider traffic direction, wet surfaces and use handrails where available etc.
- Stow any luggage or belongings securely under seats or in overhead compartments (where available).
- Keep aisles clear from obstruction.
- Observe any safety briefings or housekeeping instructions given by your driver/ crew.
- Do not leave any valuables on display and ensure you take everything with you when disembarking.
- When using public transport, plan your route in advance.
- Heed and adhere to any safety notices and/or procedures as instructed by the transport company.
- Respect and treat vehicles and any equipment provided with due care to avoid liability for any damage.



## ACCOMMODATION

- Respect any individual rules that are brought to your attention.
- Familiarise yourself with the location of fire doors, fire alarms, fire hydrants and emergency assembly points.
- Locate your nearest emergency exit.
- Read any fire/emergency instructions located in your room.
- If rooms have balconies:
  - Do not lean on or climb over the balcony railings/walls
  - Do not exceed any weight or persons limit for the balcony
- Respect and treat the property and any equipment provided with due care to avoid liability for any damage.
- Do not leave valuable objects or quantities of cash in your rooms. Where possible, use a safety deposit in the hotel.
- When leaving the room or overnight, ensure that shutters are down and windows and doors are locked. Even in hot countries do not sleep with the windows open.

## FIRE SAFETY

- Some accommodation centres will organise a fire drill for groups on arrival – others will not. This is performed at the Manager's discretion and depends on the hotel. There is no legal requirement for hoteliers to do this.
- In light of this, we have supplied these fire safety information sheets for your group, please see **appendix 1**. A copy of this information sheet should be distributed to each room upon arrival and a suitable external assembly point agreed. Refer each room to the 'plan ahead' section on the fire safety information sheet to ensure they are prepared in the event of an emergency.
- Check the corridors on which your rooms are located. Exit routes should be free of obstruction – if they are not, please advise the hotel management immediately.
- We welcome feedback from our party leaders to assist in keeping our health and safety information up to date. Should you have any issues at your accommodation, please notify the hotel management in the first instance to allow them to rectify the problem. Should you require additional assistance or support, please contact us by telephone or in writing.



## GENERAL EXCURSION/VISIT ADVICE

- Sports Tours Ltd does not own or control the excursions services or facilities which may be advertised in our brochures. However, as your tour provider and as part of our commitment to group safety, we endeavour to visit and evaluate all tournament venues prior to the commencement of an event.
- Sports Tours Ltd will not arrange or recommend excursions or activities which carry an inherent risk and which we feel do not meet minimum safety standards. If you wish to partake in any activity where this is the case then we will ask that you organise this independently and remind groups that this will not form part of our contract with you.
- Party leaders should ensure that any visit or activity they select is appropriate to the age, abilities and size of their group. Party leaders will be responsible for ensuring that children are fully supervised at all times, and that any instructions or safety briefings are followed. Where any safety equipment is provided, this must be used/worn at all times.
- Whilst we work closely with suppliers in all destinations, we know that on occasion, things may change. We welcome feedback from our party leaders to assist in keeping our information up to date. Should you have any safety concerns regarding activities or excursions, please stop the group immediately and notify us at the time (by telephone or using our report form in appendix 2) in order that we can offer you the correct assistance/support.
- Safety rules and restrictions and information boards should be observed and adhered to at all time.
- Follow any instructions offered by on-site personnel. If in doubt, ask for further instruction.
- Use any safety equipment provided.
- Enter and exit the excursion/activity at designated points only.

## WATER BASED EXCURSION/VISIT ADVICE

- Swimming pools should only be used when there is a lifeguard on duty as well as an adult present on the pool edge to supervise.
- Exercise caution when moving around the pool area as floor surfaces may be wet.
- On the beach, position your group well above high tide mark and if in operation, observe flag warning systems; RED for danger; YELLOW for caution and GREEN for safe. Be aware that currents can be unpredictable and conditions changeable.
- Safety rules and restrictions and information boards should be observed and adhered to at all times.

## WEATHER

- Wear appropriate footwear and clothing for the weather conditions.
- Sunscreen should be repeatedly applied throughout the day (and also after swimming).
- Drink plenty of water to stay hydrated.

## REPORTING OF ANY ACCIDENT, INCIDENT OR NEAR MISSES

- To report any accidents, incidents or near misses, see **appendix 2** reporting form.



## ON TOUR SUPPORT

Please advise us of any concerns you have at the time that they arise in order that we can offer you the correct assistance/support - in the first instance please contact us by telephone.

In the event that further information is required we may ask you to submit a written report.

- In the event of an emergency we will work closely with the Group Leader, Club and Local Authority as appropriate to resolve the situation as quickly and satisfactorily as possible in line with our Crisis Management System and Safety Management System.
- If you need to contact us by telephone during normal office hours (Monday – Friday, 08.00hrs to 17.30hrs), please call our UK office: **00 44 1708 565014**.
- For situations arising outside of normal office hours, we operate a 24-hour emergency telephone, which is manned by fully trained staff members at all times who are able to provide information, support and action. **Details will be included within your final documents.**



## **FIRE SAFETY INFORMATION**

Smoking in rooms is strictly prohibited at all times

### **PLAN AHEAD**

- LOCATE THE EXIT ROUTES LEADING FROM YOUR ROOM
- COUNT THE NUMBER OF DOORS BETWEEN YOUR ROOM AND THE EXITS - SO YOU CAN FIND YOUR WAY IN THE DARK IF NECESSARY
- LOCATE THE ALARM CALL POINTS (A RED 'IN CASE OF FIRE BREAK GLASS' BOX)

### **IF THERE IS A FIRE**

- ON HEARING THE FIRE ALARM, LEAVE THE ROOM (IF IT IS SAFE TO DO SO) TAKING CARE TO CLOSE THE DOOR BEHIND YOU.
- ***MAKE YOUR WAY CALMLY TO THE DESIGNATED ASSEMBLY POINT***
- IF THERE IS FIRE OR SMOKE IN THE HALLWAY, REMAIN IN YOUR ROOM, CLOSE THE DOOR AND PLACE A WET TOWEL OR SHEET AT THE BASE OF THE DOOR. TURN OFF FANS /AIRCON, OPEN A WINDOW, CALL THE EMERGENCY SERVICES, SIT ON THE FLOOR AND WAIT FOR RESCUE.
- IF THE FIRE IS IN YOUR ROOM, GET OUT QUICKLY, CLOSE THE DOOR, SOUND THE ALARM AND PROCEED TO THE ASSEMBLY POINT

### **REMEMBER**

- KEEP LOW – THE FRESHEST AIR IS CLOSEST TO THE FLOOR
- ALWAYS USE THE STAIRS AND NEVER USE LIFTS
- DO NOT STOP TO TAKE VALUABLES OR POSSESSIONS WITH YOU

### **WHEN YOU ARE OUTSIDE THE BUILDING**

- PROCEED TO THE ASSEMBLY POINT AND REPORT TO YOUR TEACHER

**DO NOT RETURN TO THE BUILDING UNTIL THE ALL CLEAR HAS BEEN GIVEN BY A RECOGNISED AUTHORITY**

*Sports Tours Ltd would like to stress that these are general good practice guidelines. The ways in which incidents are dealt with depend upon individual circumstances and surroundings.*



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**REPORTING OF ACCIDENTS, INCIDENTS OR NEAR MISSES**

FAO:	Sports Tours Manager
Email:	<a href="mailto:info@sports-tours.co.uk">info@sports-tours.co.uk</a>
From:	
Date:	

Group Name:	
Party Leader:	
Tour Dates:	
Destination:	

Reported By:	Date/time of adverse event:
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Accident       Incident       Near Miss

Brief details (what, where, when, who and any emergency measures taken)