



**Halsbury**  
travel group

# Safety Management System

*Where safety is a way of life.*

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# Introduction to the Halsbury Travel Ltd Safety Management System

Halsbury Travel Group, Halsbury Music, Halsbury Sport, Halsbury Ski and ISSC are trading names for Halsbury Travel Ltd. Established in 1986 we have many years of experience in school and group travel providing us with enormous experience of organising tours for schools and groups.

Our long experience will provide you with much reassurance that your trip will be enjoyable and educational for the students, teachers, other groups and yourself. We carry tens of thousands passengers each year and we are therefore well aware of the need for the provision of a safe and secure environment for all passengers especially for children on educational visits.

Please find below our, School, Group, Sports and Ski Tours Safety Management System. This has been developed in accordance with DCFS Guidelines and reflects advice from recognised safety bodies such as RoSPA.

Our external Safety Consultants carry out inspections to help verify our Safety Management System. This verification complies with current guidelines from the DCFS on organising educational visits. It will also assist the responsible school or group organiser when carrying out their risk assessment, and demonstrate that they have selected a competent Tour Operator.

Halsbury Travel Ltd are a Member of ABTA, membership number V2645. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com)

The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Halsbury Travel (5493), and in the event of their insolvency, protection is provided for:

## Non-flight packages

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Halsbury Travel.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/uksi/2018/634/contents/made>

You can find out more about ABTOT here: <https://www.abtot.com/>



Halsbury Travel also holds its own Government awarded ATOL, short for Air Travel Organisers' Licensing, which means that our tours by air and the flights involved are ATOL protected by the Civil Aviation Authority.

Halsbury Travel has actively contributed to the work undertaken within the School Travel Forum in defining parameters for Health and Safety on Educational visits and are a Full Member. Regular compliance checks are undertaken by our own staff who are trained in line with School Travel Forum (STF) standard requirements.

In addition to our own Public, Products and Tour Operators Liability Insurance of £10 million we include as part of every Halsbury Travel School, Group or Ski Tour that books, £5 million of liability cover for the Party Leader. We are supported by LEAs and governing bodies throughout the UK and every year over a thousand schools and groups entrust the organisation of their trips to the safe hands of Halsbury Travel. We are confident that our Health and Safety policies and systems will meet the requirements of your LEA or governing body and we hope that it will help you in planning your next tour with Halsbury Travel.



*August 2023*

**Robin Parry**  
**Chief Executive Officer**

## 1 SAFETY MANAGEMENT SYSTEM

### Halsbury Travel, School, Group, Sports and Ski Tour Operations

- 1.1 Your safety is our prime concern. Halsbury Travel is committed to providing the highest reasonably practicable levels of safety throughout their tour programmes. This document explains the policies and procedures laid down by Halsbury Travel to ensure that all School, Group, Sports and Ski Tours operated by Halsbury Travel are as safe as is reasonably practicable, and that such policies and procedures are in accordance with the guidelines set out by the Department for Education and Science ("Health and Safety of Pupils on Educational Visits 1998" and the appendices added in 2002) and Local Education Authorities. All employees are required to read, understand and sign our Safety Management System to demonstrate their commitment to our culture of safety management.
- 1.2 Halsbury Travel's goal is to ensure that, as far as it is reasonably practicable, the transport and accommodation used during Tours operated by Halsbury Travel is clean, fit for its purpose and complies with local & national standards of the country in which it operates and is aligned with STF standards and core values as stated in the STF Member's Handbook. Halsbury Travel also guarantees that it complies with the requirements for inclusive tours as covered by the UK Package Travel and Linked Arrangements Regulations 2018. The main requirements are for us to:
  - Be bonded to give our customers financial protection - Halsbury Travel is a member of ABTA has bonds with ABTOF and the Civil Aviation Authority (ATOL);
  - Have sufficient liability insurance to cover the negligence of our staff, servants, agents and suppliers - Halsbury Travel has £10 million cover with **AXA XL Insurance Company Limited via Touchstone Underwriting Limited.**
  - Make clear statements on what is included in the package and what is extra, as well as the basis on which any changes can be made. There are clear statements in all our brochures and quotation documents.

## 2 OUR OBLIGATIONS AND OBJECTIVES

It is Halsbury Travel's responsibility and prime objective to ensure that all our School, Group, Sports and Ski Tours are safe and that all our suppliers are adopting good working practices and comply with local and national standards of the country in which it operates and the STF standards and core values as stated in the STF member's handbook. Halsbury Travel will achieve this by:

- 1.1 Taking every reasonable measure to reduce the risk of accidents
- 1.2 Maintaining a Safety Management System in line with the requirements of DCFS guidance, and including a formal annual verification by a suitably qualified external expert.
- 1.3 Ensuring that our products and services comply where applicable with the relevant local and national standards.
- 1.4 Maintaining accurate and up to date records of Health and Safety audits as they are carried out by appropriately qualified staff.
- 1.5 Actively promoting a positive health and safety culture, including continual assessment and improvement of operational Health and Safety standards among our staff, our clients and our supplier organisations worldwide. (This will take into account feedback from audits, inspections and previous users.)
- 1.6 Training our staff annually by the use of both internal and external qualified experts to the degree that they are able to give informed and appropriate advice, make informed decisions and carry out effective assessments of all our suppliers.
- 1.7 Ensuring all staff are trained to respond quickly and effectively to any information which may prejudice the integrity of this safety management system or which constitutes an emergency.
- 1.8 Carrying out risk assessments of accommodation, transport and other prepaid services.
- 1.9 Actively monitoring the performance of accommodation and transport and actively seeking feedback from groups travelling to our various resorts and destinations.
- 1.10 Reviewing the SMS on an annual basis and training staff in any changes.

### 3 MEETING OUR RESPONSIBILITIES

In order to meet our responsibilities we have developed a formal Safety Management System which sets out the standards which we expect to be maintained for each of the key components of our School, Group, Sports and Ski Tours. Additionally the Safety Management System describes the measures which we take to monitor and review such standards.

#### 3.1 Responsibilities of Halsbury Travel Staff within the Safety Management System

Records are kept to indicate that all staff involved in Halsbury Travel's School, Group, Sports and Ski Tours programme have read this document, had it explained to them and understood it. It is a requirement that any new member of staff who deals with School, Group, Sports or Ski Tours reads and understands this document alongside the general Halsbury Travel Policy on Health and Safety and that any areas which are not understood are discussed with a line manager.

#### 3.2 Directors' Responsibilities

- 3.2.1 The Directors are responsible for the creation, implementation, maintenance and monitoring of the Safety Management System. Whilst the Directors retain this collective responsibility, the Director responsible for co-coordinating and advising on Health and Safety matters is the CEO. Individual Directors and Heads of Department take responsibility for implementation of the system in those areas under their control.
- 3.2.2 The Directors are responsible for ensuring that an appropriately qualified independent external safety consultant is appointed to ensure the continued integrity of the system and to advise on improvements and best practice.
- 3.2.3 The Directors are responsible for ensuring that adequate funding is available for staff training in Health and Safety and for external verification of the system.
- 3.2.4 The Directors and Heads of Department are responsible for ensuring that all staff are trained appropriately in Health and Safety, and for reviewing all systems to ensure that any reported incidents demanding remedial action are reacted to in a timely and appropriate manner, in order to minimise any future risks.

#### 3.3 Managers' Responsibilities

- 3.3.1 Managers are responsible for ensuring that the Directors policies with regard to the Safety Management System are fully complied with in every respect.
- 3.3.2 Managers are responsible for monitoring performance of the SMS and providing feedback immediately on any perceived risk that might give rise to concern any serious incidents reported to the business manager by the Hotel Contractors, auditors and other users and generally on any areas where improvement might be beneficial.
- 3.3.3 Managers are to keep up to date with safety requirements and practices applicable to the provision of group and educational tours.
- 3.3.4 Managers are responsible for organising and utilising company assets (staff, finance and equipment) appropriately to ensure compliance with the Directors' policies on Health and Safety.

- 3.3.5 Managers are responsible for maintaining and managing the recording systems relevant to the Safety Management System.
- 3.3.6 Managers will
- Review feed back forms submitted by group leaders and group representatives and take remedial action to resolve safety issues
  - Annually review the issues raised by group leader feed back forms to identify trends and required remedial actions.
- 3.3.7 Managers are responsible for ensuring any required remedial action is successfully implemented
- 3.3.8 Managers are responsible for making decisions within the bounds of this policy as to whether an accommodation unit meets Halsbury Travel requirements and should be used by any School, Group, Sports and Ski Tours product.

### 3.4 Hotel Contractors and Auditors

Our Accommodation Co-ordinator is responsible for ensuring that our accommodation is compliant with STF standard requirements & that regular checks are carried out by trained employees. Hotel Contractors and Auditors are responsible to the Accommodation Co-ordinator for:

- 3.4.1 Auditing hotels and youth accommodation in accordance with our standards as set out in the accommodation section of this policy.
- 3.4.2 Checking that all hotels and youth centres comply with local and national standards.
- 3.4.3 Ensuring that all accommodation to be used by Halsbury Travel School, Group, Sports and Ski Tours is covered by current Public Liability Insurance, establishing the level of cover and, where possible, obtaining a copy of the policy. Ensuring that each accommodation unit to be used meets, as a minimum, the criteria specified in the section "Safety Management of Accommodation Units"
- 3.4.4 Following up on, resolving and taking appropriate action with regard to any reported incident which may bring into question the safety of any accommodation unit being used by Halsbury Travel School, Group, Sports and Ski Tours.
- 3.4.5 Assessing hotels and making a judgement on whether or not to recommend a hotel to a customer based on all the information available.
- 3.4.6 Reporting serious incidents immediately to the Accommodation Co-ordinator and keeping the Accommodation Co-ordinator informed when remedial action is needed following an incident and the progress made in taking remedial action.

### 3.5 Employees

All employees are required to:

- 3.5.1 exercise diligence in complying with the requirements of the SMS.
- 3.5.2 carry out their responsibilities in accordance with the training provided by their employer.
- 3.5.3 bring to the attention of their manager any situation that has the potential for concern to clients.
- 3.5.4 bring to the attention of their manager any noted weaknesses in the SMS
- 3.5.5 actively seek out and report any "near miss" incidents.



### 3.6 Accident Investigation

3.6.1 Accident reporting is compulsory.

3.6.2 All accidents are reported to and investigated by a director.

3.6.3 An accident report and investigation form is completed which is designed to capture key information and lead to a conclusion with respect to the causes and the identification and implementation of remedial action.

#### These forms cover:

- Date, time and place of accident.
- Who was involved
- Witnesses.
- Events leading up to the accident.
- Outcomes of the event, e.g. injury or damage, and the severity.
- Causes of injury or damage.
- Immediate and underlying causes of the accident.
- Emergency action taken at the time to prevent a reoccurrence or to minimise injury/damage.
- Further action required to prevent a reoccurrence.

### 3.7 “Near Miss” events

Both clients and staff are strongly encouraged to complete an accident report form for an occurrence that could potentially have resulted in an accident. These are classified as a “near miss” and information is used to strengthen the system.

### 3.8 Incident Reporting

Incident reporting is compulsory.

3.8.1 All incidents are reported and investigated by a director.

3.8.2 An incident report and investigation form is completed designed to capture key information and lead to a conclusion with respect to the causes and the identification and implementation of remedial action.

3.8.3 All accident, near miss and incident reporting is reviewed at least annually with a view to incorporating improvements in the SMS

### 3.9 Assistance to the client - Inspection Visits

Halsbury Travel provides the means for clients to inspect a destination in advance of travelling with their group.

### 3.10 Assistance to the client - Safety Information before travel

Written practical information is provided to clients before a tour.

## 4 SAFETY MANAGEMENT OF ACCOMMODATION UNITS

Accommodation contracted by Halsbury Travel for, School, Group, Sports and Ski Tours will comply with local and national standards with respect to fire and general safety. Accommodation is contracted in the main directly by trained Halsbury Travel staff or alternatively through reputable Agents in the area to be visited. Where Agents are used they are advised and trained by Halsbury Travel of the high importance of safety in all the accommodation units that they provide for us and Halsbury Travel ensures that they complete an Agent's Contract confirming that Hotels provided for our groups conform to local, national and European standards as appropriate.

### Accommodation audits

#### 4.1 Standard Accommodation Checklist

Accommodation units (used or featured) will be asked to complete a Standard Accommodation Checklist **prior** to first use, and thereafter when a significant change occurs, such as a change of owner, or at a maximum of 3-year intervals whichever is sooner. The checklist will be assessed by a trained auditor in accordance with STF guidelines. Any areas for concern will instigate further action to seek clarification, and results will be recorded on our system. A Standard Accommodation Checklist will not be required if an On-site Accommodation audit has been carried out in the past 3 years.

A random selection of the accommodation units will be further inspected to verify both the safety of the accommodation and the integrity of the checklists.

#### 4.2 Onsite Accommodation Audit

Accommodation used on 5 or more occasions in a year, or for 250 or more guests, is listed as 'frequent use' and an on-site audit is carried out by Halsbury Travel within 12 months of frequent use being established. The STF on-site audit is a detailed written report on the property, examining safety, security and hygiene. It is completed by an auditor who has received training in accordance with STF Assessor and Auditor training requirements.

Halsbury Travel will carry out an onsite-audit of all 'frequent use' units of accommodation at least once every three years. A classification will be given to all properties and results saved on our system.

#### 4.3 Covid-19 virus control and prevention within accommodation Units

Accommodation units will be encouraged to complete a Business Continuity Checklist to confirm they are operating in accordance with infection surveillance and protection procedures defined by the local or national health authority/ or other similar organisation. Accommodation centres will provide information relating to any procedures in place to prevent the spread of Covid-19. This information will be reviewed and saved on our system, and on request can be passed along to groups before travel so they are aware of the procedures in place at the property.

Accommodation audits will be assessed and classified by level of conformity (High, Acceptable & Unacceptable) in accordance with the STF Safety Management Standards and, where applicable, defects highlighted to the supplier in writing within 14 days of the audit. A schedule of all accommodation indicating the current checklist/audit status is saved on our system.

## 4.4 Home stays

Home stays (home hosting) is where visiting groups and individuals are accommodated as guests in the homes of local families.

The major categories of Home Hosting is defined below:

- Short stay hosting is where accommodation is arranged for each student in a number of homes on a tour for one or two night's duration. It is on an unpaid basis and there is no expectation or reciprocal arrangements (sometimes referred to as 'billeting').
- Longer stay and paid hosting (e.g. exchange visits or work experience) is where students are hosted by the same family for the whole or greater part of a visit. Commonly there is an expectation that there will be a reciprocal nature to the visits and/or there is a payment made to the host family for the stay.

Halsbury Travel Ltd uses agencies to find host families for any groups that wish to use this type of accommodation. Both Halsbury Travel and the agency will comply to our Safeguarding policy & procedures and the Safeguarding & Home Hosting Safety Management Standards required by the STF.

The following rules and guidelines will be adhered to throughout the various stages:

### 4.4.1 Selection, Allocation and Information Given to Hosts:

Special consideration will be given to billeting in pairs or multiples and prior confirmation will be obtained with the Group Leader before single billet arrangements are confirmed.

For the selection and allocation of Host Families, the following factors will be considered:

- Gender
- Age
- Cultural Issues
- Medical needs and disabilities
- Distance and Facilities available
- Dietary needs

In order to allow for the most accurate selection of Host Families, the group leader will provide information to Halsbury Travel which will then be sent to the agency. This information will include:

- Name, age and gender of students plus any special requirements such as food, medical or cultural issues
- Minimum standards of accommodation required
- Information on the dynamic risk management process
- Visiting school's code of conduct
- Contact numbers, including emergency contacts and medical insurance information.

#### 4.4.2 Host family information form

When a Host Family has been sourced for a student(s), the agency shall ensure that particular information about the family is taken. This information will be collected using the Halsbury Travel & STF **Host Family Information Form or the agencies own form incorporating our questions**. This information will then be returned to Halsbury Travel; it will be reviewed and then made available for the group leader in advance of the tour.

#### 4.4.3 Group Preparation:

It is important that informed decisions can be made by schools, parents and students prior to the visit taking place and to help achieve this, Halsbury Travel shall provide information regarding:

- The planned host family selection process and allocation arrangements.
- Details of the safeguards and dynamic risk management process whilst on tour.
- The visit code of conduct (in conjunction with the school).
- Personal safety guidance for pupils, linked to the dynamic risk management process.

Prior to departure of the group, the following information will be provided:

- Contact telephone numbers including 24 hour emergency number for the agency,
- Sleeping and sharing arrangements.
- Host family information, name of the responsible adult in the families and specific house rules, where available.

#### 4.4.4 Dynamic Risk Management

It is important that group leaders are able to manage exceptional circumstances whilst away with the group. Our Dynamic Risk Management process is aligned with requirements of the STF and supports the continuous process of identifying, monitoring and reviewing hazards, assessing risk, and taking appropriate action to eliminate or reduce risk should an operational incident occur.

Allocation arrangements should be known and agreed between the host and visiting organisation prior to arrival.

The following information will also be provided to group leaders in advance of the trip to ensure that safeguards are in place and/or viable for them to implement whilst they are on the trip:

- Contact numbers for local support, e.g. agents
- Written information held by all leaders as to the location of students
- Information for students enabling 24hr contact of more than one leader
- Emergency 'visit at once' code between students and leaders
- Physical or telephone contact with the students, within 2 hours of them moving in to their host family
- A means by which group leaders can contact students each day
- A means by which accommodation inspections can be carried out on request.
- A process and means to move students away from unsuitable accommodation or to a place of safety if necessary.

#### 4.4.5 Monitoring

Tour feedback is requested from the group leader which includes a section for comment on the standard of accommodation and hosting arrangements provided.

### 4.5 Information Management

All information relating to Health and Safety audits will be held in records relating to every accommodation unit used by Halsbury Travel School, Group, Sports and Ski Tours and the STF report will indicate the dates of last audits together with projected dates for future audits. Digital copies of Standard Accommodation Checklists and On-site audits, along with supplier agreements will be held as part of our Safety Management system. Records will also include details of the members of staff trained to carry out audits and records of their training.

## 5 SAFETY MANAGEMENT OF TRAVEL ARRANGEMENTS

The safety of our travel arrangements is of paramount importance in Halsbury Travel's operations. We do not charter our own ferries or fly our own airline, as we believe that these are specialist activities that are best left to the experts. The following policies apply to each element of transport:

### 5.1 UK & Non UK Coaches – Booked direct

Coaches contracted will meet Halsbury Travel & STF required standards as set out in the STF Member's Handbook.

- 5.1.1 UK Coach travel is regulated by the Department for Transport. An Operator licence is only granted after satisfying the requirement of professional competence for either national or international operations as appropriate, establishing good repute and appropriate financial standing. Vehicles must be properly maintained, and the Traffic Commissioners look very closely at the arrangements to make sure that they are good enough. The Traffic Commissioner will make sure that the licensee is able to obey the rules which cover speed limits, proper insurance of vehicles and especially drivers' hours rules. The licensee is fully responsible for hired vehicles as if he was the permanent operator and also the employer of the driver.

Compliance is monitored by the Vehicle and Operator Services Agency. Halsbury Travel is not responsible for duplicating the work of these UK regulatory bodies.

UK drivers must be DBS checked.

- 5.1.2 All foreign coaches used for transfers and excursions must conform to all local, national and international standards, including driver hour requirements, with a minimum requirement that the operators hold an Operator's Licence, Fleet Insurance and Public Liability Insurance. We request that all reasonable measures be taken to vet driver suitability and we stipulate the maximum age of vehicles to be used. Coaches for school ski courses are required to be properly equipped for winter conditions, in particular including snow chains and appropriate anti-freeze systems.

5.1.3 Our Transport Manager selects reputable coach companies for Halsbury Travel tours. For all coach operators, prior to first time use, a copy of the operating licence is obtained, together with motor vehicle and public liability insurance. Companies used confirm contractually that they comply with all national, local trade and other laws, regulations, rules and codes of practice.

Confirmation that contract conditions are still being met are obtained by the Transport Manager every 3 years.

In addition to a contract or purchase order being issued, prior to first time use, coach suppliers will be asked to complete an STF UK/Non UK coach supplier checklist. Thereafter checklists will be completed when a significant change occurs or at a maximum of 3-year intervals whichever is sooner. Checklists are assessed in accordance with STF guidelines by a trained auditor who has received training in accordance with STF Assessor and Auditor training requirements.

Random sample spot checks of Coach Supplier Checklists will be carried out annually by a trained assessor and suitable corrective action will be undertaken before accepting further Supplier Checklist forms, where any significant discrepancies are identified.

5.1.4 A preferred list of coach suppliers is maintained including all operators that are regularly used, or anticipated to be used more than five times in any one year. These companies will undergo a Supplementary Audit which will be carried out by a qualified auditor and will include such checks as a sample of their vehicles, driver vetting, and operator history and maintenance.

5.1.5 These companies are required to provide the following documentation to the Halsbury Travel Transport Manager:

- Copy of the company's Operators Licence
- Copy of their European Union Operator Licence
- Copy of their fleet Insurance Certificate
- Copy of their public Liability Insurance
- A current vehicle list
- Details of breakdown organisations to which the company belongs
- A 24 hour contact number

5.1.6 A schedule of coach companies used by Halsbury Travel is kept by the Halsbury Travel Transport Manager, which demonstrates the current audit status of each company and copies of insurance and operating licences are reviewed monthly and updated information requested for expiring documentation.

The Audits will be reviewed and recorded in the following categories:

- High Conformity
- Acceptable Conformity
- Unacceptable

Any coaches deemed as Unacceptable will be removed from the system and will not be reinstated unless evidence is obtained that any defects have been rectified.

5.1.7 Coaches for school ski courses will be properly equipped for winter conditions, in particular including snow chains and appropriate anti-freeze systems.

## 5.2 Coaches – Agent supplied

In countries where we use local agents, our Agents are required to ensure that local standards are met as a minimum. Where Agents are used they are advised by Halsbury Travel of the high importance of safety in all transport arrangements that they provide for us and Halsbury Travel ensures that they complete an Agent's Contract confirming that transport arrangements provided for our groups conform to local, national and European standards as appropriate.

All coach suppliers used by agents will be subject to a Standard Coach Audit prior to first time use and thereafter at a maximum of three year intervals.

Random sample spot checks of Coach Supplier Checklists will be carried out by a trained assessor and suitable corrective action will be undertaken before accepting further Supplier Checklist forms, where any significant discrepancies are identified.

## 5.3 Public Transport (Rail, Bus, Metro, etc...)

The appropriate authorities in each country determine regulation of public transport. Halsbury Travel is therefore unable to implement any additional measures.

## 5.4 Ferries and Eurotunnel

All Ferries and Eurotunnel are regulated nationally and Halsbury Travel are therefore unable to implement any additional measures, however, Halsbury Travel Managers will hold regular meetings with each of the companies which Halsbury Travel contract for Cross-Channel transport. Apart from the normal commercial discussions that will take place, such meetings will also cover topics such as on-board safety and security and codes of conduct for groups and school children on board.

## 5.5 Air Transport

The Civil Aviation Authority regulates all air transport from the UK. This authority operates to very strict safety criteria, so no additional practical safety measures are considered necessary. HALSBURY TRAVEL holds a licence from the Civil Aviation Authority allowing it to operate individual and group tours by air (ATOL 5079).

Flights originating in other jurisdictions are governed by the laws and regulations of the country in question and as such we will ensure that airlines currently prohibited from UK and EU airspace will not be used.

## 6 ATTRACTIONS

The majority of attractions/sites visited by schools on Halsbury Travel Group, Sports or School Tours are open to the public. Schools and groups visit these attractions/sites at their own risk. Where Halsbury Travel staff accompany groups they do so as guides and not supervisors. The site operators are responsible for the Health and Safety of all their visitors including groups travelling with Halsbury Travel. If such a visit has been pre-arranged and paid for as part of the Halsbury Travel package, such arrangements fall within the scope of the "UK Package Travel & Linked Travel Arrangements Regulations 2018". In such cases Halsbury Travel will use reasonable endeavours to obtain from providers of visits and excursions

- Evidence that health and safety has been evaluated
- An outline of any potential remaining risks the provider wishes to bring to the attention of the group

### 6.1 Incident reports

Working as we do with such a wide range of attractions and destinations, it is impossible for us to be completely up-to-date with all eventualities. We welcome feedback from Party Leaders with current information and ask you to bring any concerns to our attention.

### 6.2 Monitoring and Review

Prior to first time use visits and attractions are approached for copies of H&S evaluations and Public Liability Insurance.

Where visits, excursions or activities are included in a tour, except where they are not being arranged by Halsbury Travel, reasonable steps will be taken in accordance with the standards and guidelines set out in the STF Member's Handbook, to ensure that risks have been evaluated and monitored.

Visits and attractions are divided into 5 categories for the purpose of assessing risk.

- EV1 attractions are those that present low risk e.g. parks, cemeteries, museums
- EV2 attractions are those that present potential medium risk e.g. small, independent funfair type operations
- EV3 attractions are those that present opportunity for water immersion (e.g. swimming pools)
- EV4 attractions, such as specialist activities are classified higher risk (e.g. Caving, Sailing, Riding)
- EV5 other attractions, visits, events or excursions which it is not possible to categorise within the above.



### 6.3 Adventurous Activities:

Adventurous Activities in accordance with the STF Member's Handbook are defined as activities which:

- Require a safety briefing and ongoing qualified instruction or supervision throughout the activity
- The participant's own actions influence the outcome (i.e. doing and not just experiencing)
- Include a higher level of risk which may result in a serious injury if incorrectly managed.
- Require licensing for example by AALA or Adventure Mark

These activities would include, but not be limited to:

- Caving (natural caves, and mines including potholing, cave diving, and mine exploration)
- Climbing (climbing, traversing, abseiling, and scrambling except on purpose built climbing walls)
- Trekking (walking, running, pony trekking, mountain biking, off-piste skiing and related activities when done in moor or mountain country above 600 meters and which is remote (more than 30 minutes drive from the nearest road))

Where an activity is offered which is not covered by the above, but which includes an element of risk, Halsbury Travel will conduct an assessment to enable us to decide whether this activity should be referred to a Technical Advisor for an inspection to be carried out.

If an 'Adventurous Activity' as specified above is offered by Halsbury Travel, then the activity will be assessed and approved in writing before use for the first time by a suitably qualified or experienced Technical Advisor.

Assessment and safety processes operate in accordance with STF standards as outlined in the STF Member's Handbook.

## 7 SKI ARRANGEMENTS

### 7.1 Ski Instruction

All Ski Instructors will be qualified according to local and national regulations and approved by the local Director of the snow sport school. Normally your group will be allocated instructors from a local nationally recognised ski school. These ski schools are governed by national governing body standards and are required to hold appropriate insurance and apply appropriate safety standards.

Should your ski school have been contracted via our agents, the inspection of insurances and safety standards will have been incorporated in the agent's contract. All ski schools will have been approved by their National Governing Body.

Halsbury Travel operates in line with STF standards as set out in the STF Member's Handbook which includes:

- Helmets and a minimum of 4 hours Ski tuition will be offered as standard with an opt-out option where appropriate.
- An expectation that Group leaders accompany students during ski lessons or must be easily contactable in the event of an injury to a student or other problem.
- An expectation that Group leaders who are entrusted with the care of students should remain in loco parentis
- Compliance of Snowsports schools with all National Regulations and certifications to operate locally with sufficient liability insurance
- A maximum 1:12 ratio of guests to instructors (free adults are in addition to this ratio), however, abilities within a class may cause some variations to this ratio.
- A maximum group size of 8 for beginner snowboarders and 10 for intermediate and advanced. This is our recommendation but some resorts may specify a ratio lower than this, in which case we will work to this ratio.
- Ski runs selected to match the needs of your group and level of instruction needed.
- Uplifts used will be licensed and approved to local regulations & suitable for use for school groups.
- Instructors used will be qualified according to local and national regulations (where they exist) & approved by the Director of the local snow sport school. The minimum acceptable level of qualification is equivalent to BASI Alpine Level 2 Instructor.
- Ski schools will be informed of any special needs, including medical information, in advance of the tour.

## 7.2 Equipment Hire

Halsbury Travel use local Ski Hire suppliers for all its Ski equipment.

The member of staff adjusting your bindings will have completed and passed an approved Manufacturer's Ski Binding Course or equivalent training. Other members of staff will assist in other areas of your ski and boot fitting.

Should agents contract ski hire organisations on behalf of Halsbury Travel they are required to ensure that the staff have completed and passed an approved Ski Binding Course.

All suppliers of equipment for Halsbury Travel will ensure that:

- Sufficient liability insurance is in place.
- Equipment receives a check by a ski technician prior to each fitting and, on its return to the store. Any repairs are undertaken if required.
- Only suitably competent members of hire shop staff will undertake the fitting of equipment.
- Ski bindings will be fitted with due consideration to the age, weight, height and ski ability of the participant. Records will be kept in case of accident investigation.
- Boots will be dry and in full working order when issued with no significant damage that could reduce performance; All fastenings will be fully functioning.
- Skis and boots will be easily identifiable so that children do not try to use the wrong equipment
- Ski helmets are offered as standard in all resort, they will be correctly fitted with no significant damage and where applicable will meet local standards.

## 7.3 Standards of Uplifts and Ski-runs

All ski lift systems will comply with and be licensed and insured according to local regulations and providers will ensure suitable ski safety and evacuation patrols will be in operation to assist any injured skier.

## 7.4 Board, Accommodation and Transport in ski resorts

Board, accommodation and Transport will be appropriate to a mountain environment in winter conditions (including snow chains, an appropriate anti-freeze system and appropriate driver training).

## 7.5 Evening entertainment

Halsbury Travel includes a basic package of evening entertainment, but we can often pre-book additional après-ski social events for school groups at a supplement. We cannot accept liability for the standard of any optional après-ski events that are not booked by our staff or agents. Teachers/group leaders must satisfy themselves that any such facilities/services are appropriate for their party to use.

## 7.6 Resort

Special slip, trip and fall hazards will be highlighted to group leaders e.g. slippery footpaths, traffic risks when disembarking from coaches/ski buses etc.

Board and accommodation will be appropriate to a mountain environment in winter conditions.

Guidance will be given on appropriate clothing for winter conditions.

## 8 SPORTS TOUR ARRANGEMENTS

### 8.1 Prior to the visit

- 8.1.1 Halsbury Travel will discuss with Group leaders their aims and objectives for the visit and take these into account when making preparations for the trip.
- 8.1.2 Halsbury Travel will obtain from the Group leader information regarding the ages and skill levels of participants and any potential opposition.
- 8.1.3 Halsbury Travel will establish any specific clothing or equipment requirements with regard to any existing local or international legislation and will advise Group leaders of the range of playing surfaces that may be encountered.
- 8.1.4 Halsbury Travel staff will advise Group leaders as to the suitability and duration of proposed coaching, games, matches and or tournaments.
- 8.1.5 Any special needs will be identified with the Group leader and appropriate measures taken.

### 8.2 Insurance

- 8.2.1 Any insurance offered to the client will have full cover for the sports undertaken or appropriate advice will be given to clients to ensure that any alternative sports insurance may be obtained prior to departure.
- 8.2.2 Where clients arrange their own insurance, Halsbury Travel will endeavour to ensure the suitability of cover for the specific sports and activities undertaken but the group leaders take ultimate responsibility for this.
- 8.2.3 Group leaders will be advised to inform parents of insurance details in order for them to make their own decision on suitability.

### 8.3 Permissions

- 8.3.1 Suitable information will be provided to the group to ensure that informed decisions on permission by parents and the managing authority can be obtained.
- 8.3.2 As a matter of policy it is the responsibility of the group leader to contact the necessary sport governing bodies (RFU, FA etc) before touring to ensure that your tour is approved by the appropriate organization. Approval should be received in writing. For more information on tour approval your tour manager will be happy to assist.

## 8.4 Facilities

8.4.1 All facilities offered will be fit for purpose to achieve that which has been discussed in section 1 and to maintain safe standards. In particular, an assessment of the following will be made:

- 8.4.1.1 First aid facilities
- 8.4.1.2 Emergency medical processes
- 8.4.1.3 Changing and welfare facilities
- 8.4.1.4 Transport access
- 8.4.1.5 Where due to adverse local conditions the suitability of the actual location of fixtures will also be assessed.
- 8.4.1.6 Appropriateness of the pitch or court playing areas to the age group involved.

## 8.5 Staffing and Coaching

8.5.1 The quality of coaching and support staff will be fit for purpose.

8.5.2 For staff employed by Halsbury Travel there will be evidence of:

- an acceptable recruitment policy including checks to coaching certification, confirmation of identity and that coaches are licensed and not banned from working with young people.
- references taken up and where possible background checks such as Police reports or DBS checks and/or ISA registration.
- monitoring of performance

8.5.3 Where third party providers are used there will be evidence of:

- Suitable checks with regard to the competence of staff provided and/or the competence of individuals
- A feedback process exists to measure suitability of delivery
- Safeguarding checks/protection information appropriate to the activity and particular location of the tour.

## 8.6 Equipment supplied

All equipment supplied will be fit for purpose and where appropriate there will be evidence of:

- Size, weight & type of equipment being suitable for the age, ability and physical size of the group equipment
- Regular Checks
- Maintenance records

## 8.7 Opposition Teams and Events

8.7.1 Where teams are supplied as opposition, they will match the information given under section 1.1.2 unless:

- The client has later specifically requested a different standard
- In exceptional circumstances no reasonable alternative is available and the client has been informed and agrees

8.7.2 The agent or organiser of the supply of opposition teams will have been made aware of the age and skill level of the client team.

## 9 EMERGENCY PROCEDURES

HALSBURY TRAVEL maintains and practices emergency procedures to follow in the event of a serious incident. The Emergency Procedure manual is regularly reviewed and updated. A Duty Officer of Halsbury Travel is contactable 24 hours per day via either the main office number or mobile phone out of hours whilst groups are on tour. All Party Leaders will be given information on how to contact the Duty Officer as part of their Final Travel Pack. The Duty Officer will have available at all times details of all groups currently on tour and emergency contact numbers for all suppliers. The Duty Officer will log all calls. If a call represents an incident which has compromised the safety of a customer, an incident report will be completed. These reports are logged and used to review procedures and determine priorities for risk management.

The Crisis Management System is regularly tested and reviewed in the light of incidents, accidents and near misses during the course of a year. Changes and amendments are considered following each incident and appropriate measures noted and implemented as necessary.

New key staff are made aware of Emergency Procedures as part of their induction process. Training is undertaken on an ad hoc basis based upon need.



## 10 TRAINING

Halsbury Travel's commitment to safety of the tours it organises, will ensure all employees will be fully trained to enable them to meet the requirements of those areas of the Safety Management System for which they may be required to exercise responsibility.

### 10.1 In-house audit training (Accommodation and Coach)

- 10.1.1 All in house accommodation and coach supply auditors shall complete an initial training course, which is supplied or approved by the School Travel Forum or their relevant consultants.
- 10.1.2 All in house auditors shall complete refresher training at least every two years, which is undertaken or approved by the School Travel Forum or their relevant consultants.
- 10.1.3 In house auditors who fail to complete refresher training:
- If less than three years has elapsed since the date of the refresher training was due, they will attend and pass the refresher training before continuing auditor duties
  - If a period of three years or more has elapsed since the date of the refresher training was due, they will attend and pass the new auditor training before continuing auditor duties.
- 10.1.4 A record of all the training undertaken will be maintained

### 10.2 SMS Awareness Training

Employees of Halsbury Travel Ltd will undergo SMS Awareness training as part of their induction process. This training aims to ensure that all employees are fully aware of the scope and principal commitments we make in our SMS policy. In addition, employees will be kept informed of the progress and latest developments of the Safety Management System.

### 10.3 Emergency Procedure Training

Staff employed by Halsbury Travel Ltd will receive training in the Company's emergency procedures within 12 months of joining the company.

### 10.4 Duty Office Training

Staff who are selected as Duty Officers will receive appropriate training prior to their carrying out this role for the first time.

## 11 WHISTLEBLOWING

The Company encourages employees to raise any concerns that they may have about any wrongdoing at any level within the business. Wrongdoing in this context means any breach of a legal obligation, risk to health and safety, a criminal offence being committed, a miscarriage of justice occurring or likely to occur, damage to the environment, or an attempt to conceal any of the above.

Any initial concern should be raised with your line manager. However, if this is not appropriate then you should contact another member of the management team who will ensure that your concern is properly addressed.

Employees who raise a concern which is in the public interest under this policy are entitled not to be subjected to any detriment as a result, however the employee must reasonably believe that the disclosure they are making is true.

Even if your concern proves to be unfounded you will be protected against any reprisals from your manager, colleagues or any other employee of the business. Making a deliberately false allegation, however, against the Company, a fellow employee or any other person will be treated as an act of gross misconduct which will usually result in dismissal.

If you are the subject of an allegation of wrongdoing then you will be informed of the allegation and given every opportunity to explain the situation and put your side of the story. Disciplinary action will only be taken following a full investigation in accordance with the disciplinary procedure.



Halsbury Travel is a Full Member of the School Travel Forum.

The School Travel Forum is a group of leading school tour operators who promote good practice and safety in school travel.

All Full Members of the STF adhere to a rigorous Code of Practice and Safety Management Standards which meet the requirements of DfES guidelines and are externally verified each year by suitably qualified independent Health and Safety professionals.

The School Travel Forum Code of Practice has been developed in consultation with all the major Teachers' Associations and Unions, including NAHT, SHA, ATL, NASUWT, NUT, PAT and by the Outdoor Education Advisors' Panel.

For more information: [www.schooltravelforum.com](http://www.schooltravelforum.com).



The Government strongly supports the principle of Educational Visits through the Learning Outside the Classroom (LOtC) manifesto. Government support for the STF is underlined by the STF's status as an awarding body for the Learning Outside the Classroom quality badge, launched at the end of 2008, which aims to provide "for the first time a national accreditation scheme combining the essential elements of provision - learning and safety". Halsbury Travel was among the first to be awarded the quality badge.



Halsbury Travel is a member of ABTA (Association of British Travel Agents) which is dedicated to raising standards of quality, safety, service and financial security. You can be sure that when you book with Halsbury Travel all your arrangements will be in the best possible hands. For further information about ABTA's protection and consumer services, please visit their website: [www.abta.org.uk](http://www.abta.org.uk).



For your complete peace of mind the air tours and flights arranged by Halsbury Travel are ATOL protected by the Civil Aviation Authority. Our ATOL number is ATOL 5079. Protection extends primarily to customers who book and pay in the United Kingdom. Visit [www.atol.org.uk](http://www.atol.org.uk) if you want to know more.



The Association of Bonded Travel Organisers Trust Limited (ABTOT) provides financial protection under The Package Travel and Linked Travel Arrangements Regulations 2018 for Halsbury Travel (5493), and in the event of their insolvency, protection is provided for:

Non-flight packages

ABTOT cover provides for a refund in the event you have not yet travelled or repatriation if transportation was included in your package. Please note that bookings made outside the UK are only protected by ABTOT when purchased directly with Halsbury Travel.

In the unlikely event that you require assistance whilst abroad due to our financial failure, please call our 24/7 helpline on 01702 811397 and advise you are a customer of an ABTOT protected travel company.

You can access The Package Travel and Linked Travel Arrangements Regulations 2018 here: <https://www.legislation.gov.uk/ukxi/2018/634/contents/made>

You can find out more about ABTOT here: [www.abtot.com](http://www.abtot.com).

## CERTIFICATE OF INSURANCE

<b>Broker &amp; FCA Number</b>	David Roberts & Partners (Insurance Brokers) Ltd - 143840
<b>The Insured</b>	Halsbury Travel Limited and Halsbury Travel (Coaches) Limited t/as Halsbury Ski and Halsbury Music Tours and Halsbury Sports Tours and Halsbury Language Courses
<b>Postal Address</b>	Halsbury Travel 35-36 Churchill Park Nottingham United Kingdom NG4 2HF
<b>Business</b>	Tour Operator
<b>Period of Insurance</b>	1st August 2023 - 31st July 2024
<b>Tour Operators Liability</b>	
<b>The Insurer</b>	AXA XL Insurance Company Limited via Touchstone Underwriting Limited
<b>Policy Number</b>	TULTOL00719417
Employers' Liability	£10,000,000
Public Liability	£10,000,000
Products Liability	£10,000,000
Professional Indemnity	£1,000,000
<b>Additional Information</b>	Indemnity to the Principal is operative
<b>Note</b>	The information provided is based on the insurance arrangements at the time of writing. Alterations may occur during the period of cover. Any expiry date shown represents the normal expiry date of the policy. In some circumstances, such as in the event of non-payment of premiums due, cancellation could occur before the normal expiry date.
<b>Wording</b>	Subject to the normal terms, conditions & exceptions of the Insurer's standard policy wording.
<b>Client Manager</b>	Graham Meskell on 29th August 2023

If you require further information on this certificate, please contact the Client Manager above at David Roberts & Partners (Insurance Brokers) Ltd, Chancery House, Slaidburn Crescent, Southport, Merseyside, PR9 9YF Tel: 01704 508400 Mail davidrobertsbrokingteam@drpinsurance.com

**David Roberts & Partners (Insurance Brokers) Ltd is regulated by the Financial Conduct Authority**