



SAFETY MANAGEMENT POLICIES & PROCEDURES 2022/2023

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inspiresport, 4th Floor, Broadhurst House, 56 Oxford Road, Manchester, M1 3EU

CONTENTS PAGE

1. Health & Safety Policy Statement
2. The Safety Management System – Key Roles and Responsibilities
3. Risk Assessment Procedure
4. Accommodation
5. Transportation
6. Services Supplied by Agents and Ground Handling Companies
7. Sports Tour Arrangements
8. Ski Tours
9. Excursions and Attraction Visits
10. Home Hosting
11. Safeguarding Policy
12. Staff Training
13. Emergency Procedures and Crisis Management
14. Additional Information Policy
15. Travel Insurance, Liability Insurance & Financial Protection
16. Pre-Tour Safety Information & Inspection Visits

Introduction

Document Purpose and scope – School Travel Forum membership and the LOtC QB Approved Status

This document details inspiresport's product and service safety management policies and procedures ('SMS') necessary to demonstrate our continuing commitment as an 'Assured' member of the School Travel Forum ('STF') with 'approved status' qualification for the Council for Learning Outside the Classroom's Quality Badge ('LOtC QB'). As an assured member of the STF, we are required to follow the STF's health and safety handbook's safety management guidance standards, procedures and documents and comply in full with the STF's Code of Practice. Assured membership of the STF and the quality badge award requires us to host an external annual audit at our offices to confirm that we continue to conform to the STF Code of Practice and follow the STF safety management standards.

inspiresport – Key competencies and background information

Established in 2004, we are a specialist tour operator based in Manchester, organising sports tours, events and tournaments for schools, colleges and clubs to destinations at home and abroad.

Working in close collaboration with leading professional clubs and exclusively endorsed by schools governing bodies, we have revolutionised the school and club sports travel sector. We tailor make sports development tours to provide the correct blend of training, fixtures, activities and services so that our clients are part of a once-in-a-lifetime sports development experience.

Our dedicated Regional Sales Managers offer personal support to each group to help get the tour off the ground whilst our specialist Tour Coordinator team will be supporting the process up until departure dates to organise flights, accommodation, and itineraries. Our dedicated Tour Representatives also works closely with Head Office and Party Leaders and all our collective experiences and wealth of knowledge provide much reassurance that tours will be enjoyable and educational for the students, players and teachers.

With a growing business as well as being a long-standing membership of the School Travel Forum and currently carrying some twelve thousand passengers a year, we are well aware of the need for the provision of a safe and secure environment for all passengers, especially for children on educational visits. To this end see our CEO's product and service health and safety policy statement on the next page.

Our internal Safety Consultants carry out supplier inspections to help verify that our SMS not only complies with current UK national guidelines on organising educational visits. Also our SMS procedures assist the responsible school or club organiser to carry out their own risk assessments to back up their selection of Inspire Sport as their chosen and competent Tour Operator.

Additionally note the following about Inspire Sport and our key competencies:

In May 2021, Portman Travel Group (PTG) acquired inspiresport which further established the group's expansion into the sports travel market following the launch of Clarity Sports. Subsequently PTG created the Destination Sport Group which includes inspiresport, Destination Sport Travel, Destination Sport Experiences, Sportsbreaks.com and Amaze, and is the market leader in sports travel.

We are members of ABTA and are fully financially bonded with ABTA and subject to their related Code of Conduct. This reflects our continued stability and guarantees our customers financial security.

We also hold our own Air Travel Organisers' Licensing which means that our tours by air and the flights involved are ATOL protected by the Civil Aviation Authority.

In addition, we have Public and Tour Operators Liability Insurances up to £5 million and are supported by LEA's and governing bodies throughout the UK.



1. Health and Safety Policy Statement

At inspiresport we are committed to providing a safe and secure environment for our clients and staff alike. Our Safety Management System (SMS) is designed to provide the best reasonably practicable levels of safety throughout our tour programmes. Our SMS policies and procedures reflect our 'Assured' member status of the School Travel Forum ('STF') and our 'approved status' qualification for the Council for Learning Outside the Classroom's Quality Badge ('LOtC QB'). We are also committed to the UK Government's current November 2018 requirements for 'Health and safety on educational visits'.

The monitoring and review of our systems are ongoing with a formal review taken on an annual basis to assure our clients receive a high level of safety and professionalism throughout a tour. We shall achieve this by:

- 1.1 - Maintaining a written Health and Safety Policy to the standards required by the School Travel Forum (STF) which is also consistent with advice provided by the HSE
- 1.2 - Maintaining and promoting a positive health and safety culture amongst staff, clients and suppliers alike.
- 1.3 - Planning and setting standards which meet the needs and expectations of our clients which are measurable, achievable and realistic.
- 1.4 - Reviewing our performance internally on a regular basis and by undergoing a comprehensive annual audit by qualified external consultants.
- 1.5 - Ensuring that our management team and members of staff receive suitable and regular internal and external training to improve their knowledge, competence and professionalism.
- 1.6 - Ensuring that we follow the STF's health and safety handbook's safety management guidance standards, procedures and documents and comply in full with the STF's Code of Practice.



Steve Butchart – Managing Director - inspiresport, October 2022

2. The Safety Management System ('SMS') – Key Roles & responsibilities

2.1 MD Responsibilities

2.1.1 The MD is responsible overall for our H&S policy and strategy and via the HHO, oversees the implementation, maintenance and monitoring of the Safety Management System.

2.2 Head Of Operations ('HHO') Responsibilities

2.2.1 The HHO reports directly to the MD and is responsible directly for the implementation, maintenance and monitoring of the SMS

2.2.2 The HHO is responsible for ensuring that adequate funding is available for staff training in health and safety and for the external verification of the SMS.

2.2.3 The Head of Operations will monitor the SMS and examine/escalate to the MD areas where improvements to the system and activities can be made via close liaison with the HSCs who report directly to the HHO on health and safety matters.

2.2.4 The Head of Operations is responsible for organising and utilising company assets (staff, finance and equipment) appropriately to ensure compliance with the MD's policies on Health and Safety.

2.2.5 The Head of Operations (via the H&S Coordinators) will ensure Tour Coordinators and Tour Representatives have the knowledge and competence to implement the SMS policies into the service and product areas and staff training.

2.2.6 The Head of Operations & H&S Coordinator are responsible for ensuring that all staff are trained appropriately in Health and Safety, and for reviewing all systems to ensure that all reported incidents demanding remedial action are reacted to in a timely and appropriate manner, in order to minimise any future risks.

2.3 H&S Coordinators ('HSCs') Responsibilities

2.3.1 The HSCs report directly to the HHO on health and safety matters and are responsible for ensuring that the SMS procedures are carried out within the service and product areas of the business.

2.3.2 The HSCs are responsible for monitoring the performance of the SMS and providing escalation/feedback immediately to the HHO on any perceived or actual health and safety risks, supplier safety issues, serious incidents or identified weaknesses within the SMS that require attention and review.

2.3.3 The HSCs must keep up to date with any safety requirements and practices applicable to the provision of group tours.

2.3.4 The HSCs are responsible for maintaining and managing the documents, procedures and recording systems relevant to the SMS.

2.3.5 The HSCs are responsible for making day to day decisions as to whether a supplier meets our health and safety requirements and should or should not be used by any of our clients.

2.4 Transport Coordinators', Tour Coordinators' and Tour Representatives' Responsibilities

2.4.1 These roles are within the service and product business areas but can impact directly on the SMS as they have responsibility for service and product quality and delivery.

2.4.2 All roles are therefore required to exercise care and diligence in complying with the requirements of the SMS

2.4.3 All roles are therefore required to carry out their responsibilities in accordance with any health and safety training provided by the business.

2.4.4 All roles are therefore required to bring to the attention of their manager or the HSCs any situation that has a possible health and safety risk or concern.

2.4.5 All roles are therefore required to report any weakness or failures in the SMS to their manager or the HSCs.

2.5 SMS Review

2.5.1 Our safety management standards are regularly reviewed internally by our HSCs.

2.5.2 Our safety management standards will be independently assessed and verified by an approved external Health and Safety consultant on an annual basis.

2.5.3 Any accidents, incidents or near misses brought to our attention will be recorded and reviewed

2.5.4 The HHO and the HSCs will review feedback or post tour questionnaire forms submitted by Party Leaders, identify trends and action/amend/implement where necessary.

2.5.5 A formal review of the SMS is held by the Head of Operations & the H&S Coordinator on an annual basis.

3. Risk Assessment Procedure

3.1 A “Party Leader’s Information Model” for Visit Preparation and Risk Management for Sports Development & Educational Trips shall be provided to Party Leaders once the tour has been booked and confirmed.

3.2 The model has been developed for the consideration of venues, accommodation, clubs coaching staff, transportation and visitor attractions that are used by schools for sports development and educational visits, as a standard for the communication of information relating to health and safety management.

3.3 This information is provided to assist each school in the completion of their own risk assessments prior to the undertaking of sports development and educational visits (enabling them to adopt necessary control measures in managing health and safety risks relating to pupils and staff while they are on the trip).

3.4 Therefore, it is inappropriate for anybody without intimate knowledge of the group (i.e. us as a company) to attempt to complete this phase of the group management plan on the groups behalf.

4. Accommodation

All accommodation contracted by inspiresport for, School, Group Sports (and Ski) Tours will comply with local legislation with respect to fire and general safety. Accommodation is contracted in the main directly by Head of Operations or alternatively through reputable Agents in the area to be visited.

4.1 Self Declaration Audits (STF Standard Accommodation Checklists)

4.1.1 All units will receive a Standard Self Declaration Audit Form from inspiresport prior to being used by our customers (at the point of making the booking request) to ensure that our minimum requirements in terms of Health and Safety are met.

4.1.2 The returned STF Standard Checklist forms will be recorded on the system at Head Office in Manchester as a unit that conforms to local and national fire, safety and hygiene standards and that liability insurance is in place for the duration of the contract. Additional clauses and questions aimed at further improving safety standards for the benefit of our clients may be added at our discretion. Confirmation that the contract conditions are still being met will be obtained every three years.

4.1.3 For all accommodation centres secured by agents or ground handlers, inspiresport will ensure that an agent contract is completed confirming that the accommodation they are providing conforms to local and national fire, safety and hygiene standards and that liability insurance is in place for the duration of the contract. Additional clauses aimed at further improving safety standards for the benefit of our clients may be added at our discretion. Confirmation that the contract conditions are still being met will be obtained every three years.

**The results will be assessed by an inspiresport auditor or approved external auditor, who is trained to the levels required by the STF and has also been verified as competent in accordance with those standards **

4.2 Supplementary Onsite Audits

4.2.1 All accommodation used on 5 or more occasions in a year (between 1st September – 31st August or 250 plus clients) is listed as “frequent use” and a supplementary audit will be carried out by inspiresport. A supplementary audit is a more in-depth audit carried out on location by an auditor qualified in this capacity.

4.2.2 The STF Supplementary Audit is a detailed written report on the property, examining safety, security and hygiene. It is completed by staff who have undertaken training both in the form of fire/safety seminars offered by recognised external Health and Safety specialists and have attended courses and onsite practical exams as well as internal training courses. This may be undertaken by suitably qualified inspiresport personnel, or external consultants when trained and qualified to STF standards.

4.2.3 inspiresport will carry out a Supplementary Audit of all “frequent use” units of accommodating at least once every three years.

4.2.4 A comprehensive summary document of all accommodation used is maintained, indicating the current audit status of each is regularly updated.

5. Transportation

5.1 Self Declaration Audits (STF Coach & Mini-bus Supplier Checklist)

5.1.1 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. Inspiresport holds a licence from the CAA allowing us to operate individual and group tours by air.

Flights originating in other jurisdictions are governed by the laws and regulations of the country in question

5.1.2 Ferries and Eurotunnel – All ferries and Eurotunnel are regulated nationally and comply with independently set safety standards and no additional practical measures are undertaken by Inspiresport in this respect.

Our “transport specialist” will however discuss with each company topics such as on-board safety and security and codes of conduct for groups and school children on board.

5.1.3 Public Transportation - All public transportation is regulated nationally and by the appropriate authorities in each country. No additional practical measures can be undertaken by Inspiresport in this respect.

5.1.4 Railways - All rail transport is regulated nationally by the countries through which the train travels. No additional practical measures can be undertaken by Inspiresport in this respect.

5.1.5 Coaches – British Coach travel is regulated by the Department for Transport. An Operator License is only granted after satisfying the requirement of professional competence for either national or international operations as appropriate, establishing good reputation 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 insurances 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.

5.1.5.1 Inspiresport will endeavour to hire coaches from well-established and reliable companies who belong to recognised industry bodies such as the ‘Confederation of Passenger Transport’ (CPT), the ‘Guild of British Coach operators’ or are ‘Coach Marque’ accredited.

5.1.5.2 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. All companies used confirm contractually that they comply with all national, local trade and other laws, regulations, rules and codes of practice including that all their drivers must be DRB checked. All British coaches contracted will meet Inspiresport minimum standards.

5.1.5.3 All coach operators will receive a STF Standard Coach checklist from Inspiresport prior to being used by our customers (at the point of making the booking request) to ensure that our minimum requirements in terms of Health and Safety are met.

5.1.5.4 We endeavour to obtain and keep on record prior to first use and thereafter every three years, copies of motor insurance, liability insurance and the operator’s licence.

5.1.5.5 All inspiresport itineraries are compiled to take into account of the current EU legislation governing drivers' hours and discussion between our Senior Tour Coordinators and coach operator takes place on a regular basis

5.1.5.6 Should a breakdown occur whilst on tour it will be the drivers' responsibility to ensure our clients are not endangered in any way and that the itinerary disruption is kept to a minimum. All coach companies contracted have 24-hour emergency breakdown cover.

5.1.5.7 Coaches deemed as Unacceptable will be removed from our system and will not be reinstated unless evidence is obtained that any defects have been rectified.

5.1.5.8 Coaches for school ski tours will be properly equipped for winter conditions, particularly including snow chains and appropriate anti-freeze systems

6. Services Supplied by Agents and Ground Handling Companies

Where Agents are used, they are advised by inspiresport and Head of Operations of the high importance of safety in all the accommodation units that they provide for us, and inspiresport ensures that they complete an Agent's Contract confirming that suppliers provided for our groups conform to local, national and European standards as appropriate.

6.1 Accommodation

6.1.1 Agents and Ground Handlers will be asked to complete an Agent Contract confirming that the accommodations which they provide have a current fire certificate or the local equivalent, the appropriate insurance cover and have attempted to obtain a hygiene certificate or the local equivalent.

6.2 Non-British Coaches

6.2.1 All Agents and Ground Handlers providing non-UK coaches shall sign a contract in which they confirm that the companies they select will comply with all applicable national, local, trade and other laws, regulations, rules and codes of practice. This Contract also stipulates a set of safety standards regarding drivers' hours, driver vetting, insurance cover and vehicle age to which the coach company must agree prior to usage by inspiresport.

6.3 Other Services

6.3.1 Where Agents or Ground Handlers provide other services that would be the subject of a safety review if booked directly by inspiresport, such as visits and excursions, they shall sign a contract agreeing to use the same standards as had these been sourced directly by us.

7. Sports Tour Arrangements

A comprehensive "Guide to operating a tour..." has been created for internal use outlining in depth pre/during/post aspects of arranging a sports tour which in turn include areas such as:

7.1 Prior to the Tour/ Selling the Tour

7.1.1 There will be discussions with, or information will be provided to, the group leader which will cover the group leader's aims and objectives for the tour, as well as considerations of:

- a) the age and skill level of the participants and potential opposition in relation to that of the tour group
- b) specific equipment and clothing requirements
- c) existing international legislation - local rules and the range of playing surfaces that may be encountered
- d) the suitability and duration of proposed coaching, games, matches and/or tournaments including where available indications of proposed match schedules in tournaments to allow consideration of rest and recovery periods
- e) any special needs.

7.1.2 Emergency contact details and school procedures for parental contact

7.1.3 An indicative itinerary for parents will be supplied to the group leader early after the booking stage

7.2 Insurance/Prior to the Tour

7.2.1 Any insurance offered to the client will have full cover for the sports undertaken.

7.2.2 Group Leaders will be reminded that it is their responsibility to ensure the suitability of any alternative insurance cover arranged separately. An Indemnity Form and copy of respective insurance certificate will be requested and kept in the group's tour folder.

7.2.3 The tour leader will be advised to inform parents of the detail of the insurance schedule of cover so that they may make additional arrangements if they so wish and to contact the Health Check line to discuss any pre-existing medical conditions.

7.3 Permissions

7.3.1 Suitable information will be provided to the group to ensure informed decisions on permission to tour by parents and the managing authority.

7.3.2 As a matter of policy it is the responsibility of the Party leader to contact the necessary sport governing bodies (RFU, FA etc) before touring to ensure that the tour is approved by the appropriate organisation.

7.4 Sports Venues, Facilities and Equipment

7.4.1 All facilities offered will be fit for purpose in order to meet the needs and expectations of the group and maintain safe standards. In particular, an assessment of the following will be made:

- a) Pitch or court playing areas will be appropriate to the age group involved
- b) first aid facilities and emergency medical process
- c) changing and welfare facilities
- d) transport access
- e) shelter/shade for adverse weather or excessive sun and heat

7.4.2 In each resort/destination, we carry out a “Host Club/Sports Venue” Standard Self Declaration audit. inspiresport staff frequently visit these clubs, venues etc and our Destination Reps will also carry out “onsite checks” and report back to the designated person responsible for overseeing standards.

7.4.3 inspiresport shall use these sports venues for events or festivals (and friendly matches) whenever possible, practical and appropriate, but many circumstances determine the use of other ‘no frequently’ used venues. Such occasions include the matching of teams in terms of age and ability; the availability of teams, officials and venues; weather and other local conditions and factors. Due to the enormous number of miscellaneous venues used, many used on a one-off or infrequent basis, inspiresport will not inspect these or carry out a ‘sports venue audit’ prior to using them. However, they may well have been recommended by our local agents who are responsible for the organisation of ad hoc fixtures and as stated above, all Reps accompanying tour groups have received training in carrying out “spot checks” and know what aspects of playing areas and sports facilities safety is required. Reps have the authority to delay/cancel a fixture/ training if they deem the area/surface/environment unsuitable.

7.4.4 All equipment supplied will be fit for purpose and the size, weight and type of equipment is suitable for the age, ability and physical size of the group. Where appropriate, there will be evidence of regular checks and maintenance records.

7.5 Sports Fixtures, Tournaments and Festivals/ During the Tour

7.5.1 All inspiresport staff or agents appointed by us will endeavour to ensure that the sports fixtures that are organised are only arranged with teams of a comparable age and ability. In exceptional circumstances, alternative arrangements will be put in place once the client has been informed and agrees.

7.6 Coaching Staff and Festival Staff/ During the Tour

7.6.1 The quality of all coaching and support staff will be fit for purpose and staff will have the necessary qualifications, training and experience to fulfil the role expected of them. Individuals will be National Governing Body licensed where appropriate and will not have been banned from working with young people.

7.6.2 Event representatives and coaching staff appointed by inspiresport will be subject to an application and interview process and references and identity checks requested. Where possible background checks such as police reports, DRB checks and Independent Safeguarding Authority (ISA) registration are also made, if appropriate.

7.6.3 Where third-party providers are used we will ensure that the competence of staff provided and/or the competence of individuals along with any additional safeguarding/child protection information that may be available and appropriate to the particular location of the trip.

7.7 Post Trip Reports

7.7.1 A feedback process via the “Post tour questionnaire” completed by the party leader and an “End of Tour Report” completed by the Tour Representative is in place to ensure that the suitability of delivery and the monitoring of performance of staff and individuals can be reviewed, and supplementary/remedial action taken as appropriate.

8. Ski Tours

8.1 Ski Instruction

8.1.1 All Ski Instructors will be qualified according to local and national regulations and approved by the local Director of the snow sport school. Normally our groups 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 the ski school have been contacted 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. Inspireski will normally work to a maximum 1:12 ratio of pupils to instructors (free adults are in addition to this ratio) - however abilities and experience within a class may cause some variations to this ratio. Inspireski recommends a maximum groups size of 8 for beginner snowboarders and 10 for intermediate and advanced. Some resorts may specify a ratio lower than this, in which case we will work to this ratio.

8.1.2 Helmets and 4 hours ski tuition will be offered as standard.

8.1.3 The ski runs used will be selected to match the needs of the groups and level of instruction needed.

8.1.4 Ski schools will be informed of any special needs, including medical information, in advance of the tour.

8.2 Equipment Hire

8.2.1 inspiresport use local ski hire suppliers for all its ski equipment. The member of staff adjusting 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 ski and boot fitting. Should agents' contract ski hire organisations on behalf of inspireski, they are required to ensure that the staff have completed and passed an approved Ski Binding Course. All inspireski supplied equipment receives a visual check by a ski technician prior to each fitting and, on its return to the store: all equipment is checked and repaired if required. 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 with no significant damage that could reduce performance, all fastenings will be fully functioning.

8.2.2 Skis and boots will be easily identifiable so that children do not use the wrong equipment.

8.2.3 Ski helmets are offered as standard in all resorts - they will be correctly fitted with no significant damage and where applicable will meet local standards.

8.2.4 All ski hire suppliers will have sufficient liability insurance.

8.3 Standards of Uplifts and Ski-runs

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

8.3.2 Resort lifts will be assessed by inspireski as suitable for school and youth groups, particularly beginners.

8.3.3 inspireski will bring to the attention of Party Leaders any chairlifts without foot-rests or restraining bars and any old style T-bars or drag lift crossing steep or difficult terrain (particularly when the piste cannot easily be reached in the event of fallers).

8.4 Accommodation and Transport in ski resorts

8.4.1 All Accommodation at ski resorts will follow the Accommodation Audit procedure as mentioned in point 3

8.4.2 All Transport will follow the Transport Audit procedure as mentioned in point 4 and be appropriate to a mountain environment in winter conditions (including snow chains, an appropriate anti-freeze system and appropriate driver training).

8.5 Evening Entertainment

Inspireski includes a basic package of evening entertainment at ski resort, and may also be able to pre-book additional après-ski social events for school groups at a supplement. We cannot accept liability for the standard of any options après-ski events that are not booked by our staff or agents. Teachers/Party Leaders must satisfy themselves that any such facilities/services are appropriate for their party to use.

8.6 Poor Weather Contingency Plans

All inspireski Reps are trained in their induction on how to deal with poor weather conditions in destination. The escalation would also be communicated to Head of inspireski. The Head of inspireski would then discuss the course of action with the representative.

9. Excursions and Attractions Visits

The majority of attractions/sites visited by schools on inspiresport tours are open to the public. Schools and groups visit these attractions/sites at their own risk. Where inspiresport 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 inspiresport. If such a visit has been prearranged and paid for as part of the inspiresport package, such arrangements fall within the scope of the "Package Travel, Package Holidays and Package Tour Regulations Act 1992". In such cases inspiresport will use reasonable endeavours to obtain from the providers of visits and excursions.

9.1 inspiresport will ensure that all visits and excursions that are included within our tours or directly promoted by us are considered safe for group activity.

9.1.2 Wherever possible we will ensure that the providers have evaluated health and safety to a satisfactory degree.

9.1.3 We will advise schools of any potential additional risks which the provider wishes to bring to the attention of school and youth groups.

9.1.4 Where excursions fail to demonstrate reasonable safety measures for visitors, including children, inspiresport shall not offer that excursion and/or make such information available to group leaders who are considering using the excursion independently.

9.1.5 If we become aware that a visit or excursion is considered unsafe, we will remove it from our programme or list of optional extras even if it conforms to local standards, until evidence that the defects have been rectified is in place.

9.1.6 Excursions will be checked in accordance with our Excursion procedure and be categorised via risk as follows:

- a) Category 1: Attractions such as sports stadiums and theme parks regularly open to visitors, where there is low inherent risk and health and safety laws and regulations are in place within a reasonably controlled environment
- b) Category 2: Locations and attractions that may not be so regularly used to large visitor groups, where there are some potential risks and health and safety laws and regulations may not be clear or principally directed to the safety of children
- c) Category 3: Attractions and venues which feature water immersion such as swimming pools, water parks and private beaches
- d) Category 4: Attractions and venues that require specialist training such as ski schools, sports courses or adventurous activities.
- e) Category 5: All other attractions, visits, events and excursions where individual assessments of risk need to be completed.

9.1.7 Where areas are not covered by a specific code of practice, individual risk assessments which assess instructor competence, means of safety management, external assessment, operating licences and liability insurance cover will be implemented.

9.1.8 Party leaders should ensure that any activity or visit that they select is appropriate to the age, ability and size of their group. Party leaders are responsible for the conduct of their group, overall supervision and for ensuring that their students are following all safety guidelines and instructions.

9.2 Adventurous Activities

9.2.1 Scope and definition

a) Adventurous activities offered by inspiresport are defined as those which:

- require a safety briefing and ongoing qualified instruction or supervision throughout the activity;
- the client's own actions influence the outcome (i.e.: doing not just experiencing);
- include a higher level of risk which may result in a serious injury if incorrectly managed.

Examples of adventurous activities offered by inspiresport:

Abseiling, Archery, Artificial wall climbing, Canoeing, Coastering, Dog Sledging, High ropes courses, Horse Riding, Improvised rafting, Kayaking, Low ropes courses, Quad biking, Paddleboarding, Rock climbing, Rowing, Sailing, Surfing, Towed water sports, Water skiing, Whitewater rafting, Yachting, Zip wires

9.2.2 Process

a) All Adventurous Activities, as defined above and offered by inspiresport, will be assessed, and approved in writing before use for the first time, and following any significant changes in the activity or its provider, or before 3 years of expiry by the inspiresport retained Technical Advisor Paul Marshall/Inspire 2 Adventure.

b) The assessments will cover all aspects of the provision and include:

- The activity provider's risk management system and safety record
- Suitability of the activity for planned users, by reference to their age and likely level of ability
- Location
- Equipment
- Staffing ratios
- Staff competence, recruitment and monitoring
- First aid and emergency provision
- Communications
- Insurance
- Existence and effects of local regulations, safety standards and/or disclaimers.

c) At the discretion of Inspire 2 Adventure, all Adventurous Activities will be subject to a physical inspection regime, either through a scheme accepted and recognised by Inspire 2 Adventure or by Inspire 2 Adventure themselves.

d) inspiresport will ensure sufficient resources are allocated to ensure thorough assessments can be made and that any recommendations contained in the assessments are followed up and satisfactorily completed before any client group embarks on the activity in question.

e) inspiresport will ensure that insurance covers such activities before arranging them.

f) inspiresport will ensure group leaders have sufficient information on the activities to make informed decisions.

g) All adventure activities will be monitored via client feedback and rep reports.

h) All adventure activities will be re-assessed and approved in writing at least every three years and/or when advised of significant changes by Inspire 2 Adventure.

i) Inspire 2 Adventure's services to inspiresport commenced from June 2019 and are as follows:

Outline

The role of the technical advisor is to work with your company to initially look at its activity provision, providers, and advise on their competence to deliver such activities. The next stage would be to advise on whether a supplier would need to be inspected by means of a desk top audit This would usually based on the requirements of the Adventure activities checklist.

Should this option be unsuccessful, or the supplier refuses to supply the required documentation then the next option would be to physically inspect the supplier. In most cases it is possible to make a decision based on the information supplied by the supplier.

Inspire Consulting and Coaching Ltd t/a Inspire2Adventure operates a range of adventure and team building activities, as well as professional development courses and technical advice for outdoor centres as well as STF and some of the members of this organisation. All of our consultants are practicing outdoor professionals delivering a range of activities to a mixture of client groups. I hold trainer and assessor status for Canoeing, kayaking and SUP as well as part of the inspection team for the British Activity Providers Association, British canoeing quality mark assurance and an inspector for Adventure mark and LOtC badging schemes. I also hold a range of technical qualifications in other adventure activities including trainer/assessor status for MIAS mountain biking. I have worked in the industry for 34 years at a range of centres both public and private sector in the UK and Europe. I hold a range of qualifications some at trainer/assessor level in outdoor adventure activities and a range of experience. I also work with a network of associates with similar levels of experience and expertise as well as high level qualifications, and between our team would be able to advice on a large range of adventure activities at a range of levels. These include MIA, Erca Instructors and RYA trainer / assessors. Currently we are working with Canoe Wales, NGB for paddle sport in Wales on a consultancy basis managing the implementation and delivery of qualifications along with the quality assurance process.

Areas to be covered

- To advise on the operational safety procedures including risk assessments and safety management systems of an operator.
- To advise on the recruitment, training, induction and monitoring systems of an operator.
- To advise on operational safety procedures.
- To advise on venue suitability for activities.
- To advise on the operators staff technical competence and suitability to operate activities including levels of qualifications.
- To advise on equipment suitability.
- To advise on the overview of equipment maintenance/replacement procedures.
- To advise on NGB policy and policy developments.
- To advise on relevant legislations and legislative developments.
- To respond to relevant enquiries in written format..
- To provide a written report of each authorized inspection visit or Audit report

Items included within services supplied

- Appropriately qualified and experienced technical advisors covering a wide range of adventure activities.
- Inspire has 5 million third party liability insurance.
- Inspire has 10 million employer liability insurance
- Inspire has professional indemnity insurance to the value of 1 Million
- Inspire Consulting and Coaching Ltd is registered with the AALA No. R1293 / L13797 and members of the Institute of Outdoor Learning No 7327.

10. Home Hosting (currently Not Applicable)

10.1 Scope and definition

a) Home Hosting is where visiting groups and individuals are accommodated as guests in the overseas homes of a guest host or hosts at the request of a client UK school or other organisation made to inspiresport.

b) The overseas guest hosts are then usually selected by inspiresport either directly or via a local ground agent in the country of residence. The guest hosts may also be recommended to Inspire Sport by local schools or other overseas organisations, sports clubs etc.

c) Guest Hosts and overseas schools, clubs etc. act as suppliers for inspiresport who is the tour operator; inspiresport therefore has potential legal liability for their actions.

d) Home hosting arrangements can be made by the client school/other organisation or establishment and not inspiresport. If so this should be stated in writing with the client as part of the contract to ensure clear understanding of responsibilities.

e) As of August 2019, inspiresport only proposes to offer non-UK Short stay hosting as part of their product. This product is defined as per the below:-

- Non-UK Short stay hosting (also known as 'billeting') is where accommodation is arranged for each guest in a home or number of guest host homes on a tour for one- or two-night's duration; it is on an unpaid basis and there is no knowledge of reciprocal arrangements.

f) inspiresport will ensure that its insurances cover all aspects of the visit, including anticipated free-time activities and other actions of the guest host(s). In the event of a group travelling without insurance provided by inspiresport, an Insurance Indemnity form must be signed by the client school/other organisation in the initial booking process.

10.2 Selection, allocation and information given to Guest Hosts

a) In most cases the selection and allocation of guest hosts will be done by the inspiresport Home Hosting Officer ('HHO') who is required to ensure the suitability of the match and all arrangements are fit for purpose.

inspiresport Lead Home Hosting Officer 'HHO' is:

inspiresport Deputy HHO is:

inspiresport

Tel No:

It will be the Lead HHO's or designated deputy's responsibility to carry out the following:

- Discuss and identify the goals of the tour with the client school/organisation and the designated group leader
- If the HHO considers that suitable arrangements may be made, the HHO obtains details of the client group's identities, ages and all other relevant factors by arranging that the client school/organisation complete the 'Part 1 - Client Details Form - non-UK short stays'
- Arrange that all proposed overseas guest hosts complete the inspiresport 'Part 2 Guest Host Information & Requirements Proposal Form - non-UK short stays'
- Carefully check and verify all information received from the Client Details Form and the Guest Host Requirements Form
- Carefully consider all factors relevant within the group, including but not limited to:
 - o Age
 - o Gender
 - o Cultural issues
 - o Medical needs & disabilities
 - o Food/diet
 - o Distance and facilities available
 - o Any Guest Host 'house rules'
 - o Language/language barriers
- Identify the minimum standards of accommodation required
- Unless by exception, identify any accommodation suitable for pairs or multiples. Prior confirmation will be obtained from the client school/organisation group leader before single accommodation arrangements are confirmed.
- Once all the required information has been obtained and shared between the client school/organisation and the proposed guest hosts, the HHO will confirm and book the hosting arrangements and advise both parties that a contract is in place.
- In good time before the commencement of the hosting arrangements, the HHO will arrange for the completion of the 'Part 3 Dynamic Risk Management Information Form - non-UK short stay' (see section 4 below) to cover all the booked hosting arrangements. Copies of the completed form will be supplied to the client school/organisation and the guest hosts before the commencement of the hosting arrangements.
- The HHO will obtain, review and maintain records of all post hosting arrangements feedback reports from the client school/organisation and the guest hosts to monitor quality trends

The Deputy Home Hosting Officer will fulfil the responsibilities during periods of the absence of the Lead Home Hosting Officer.

b) If the inspiresport HHO uses ground handlers in the non-UK locations to assist with the vetting and allocation of proposed guest hosts, the HHO will ensure the ground handler receives all the relevant information in section g) above prior to confirmation of the hosting arrangements.

c) Ground handlers may complete the details on the 'Guest Host Requirements Form' if the HHO so requests.

10.3 Client parent evenings and assisting with client preparation arrangements

To assist client schools/organisations, parents, pupils and group leaders, the HHO will arrange for inspiresport personnel to provide support for parent's evenings in the form of accurate written information and/or attendance at parent's evenings (where appropriate) as follows:

Parent's evenings if booking not yet fully confirmed

- inspiresport to detail the planned guest host family selection and allocation arrangements during the planned hosting arrangements
- inspiresport to detail the safeguards and dynamic risk management process during the hosting arrangements
- inspiresport to obtain the school's/organisation's code of conduct (in conjunction with the school) to provide to the planned guest hosts/ground agents
- inspiresport to advise on any specific safety guidance for pupils (linked to the dynamic risk management requirements – see below)

b) Parent's evening after booking is fully confirmed and in good time before departure

- All items to be provided from above list if no previous parent evening held
- Contact telephone numbers including 24 hr emergency number.
- Sleeping and sharing arrangements.
- Where available, guest host information, the names of the responsible adult(s) and specific house rules.

10.4 Dynamic Risk Management Information Requirements

The HHO is responsible for ensuring that should any exceptional and/or unacceptable risk or other adverse circumstances arise during the period of the hosting arrangements, that the school/organisation's group leader has all relevant help, safeguards and information available in order to implement quick actions.

Key information is compiled by the HHO and the school/organisation group leader on the 'Dynamic Risk Management Information Form – non-UK short stay'. This completed form can then be provided to the appropriate individuals, as appropriate, whenever exceptional etc. circumstances arise during the hosting arrangements.

The information items included/referenced within the form are as follows:

- Contact numbers for local support, such as ground agents, British consular offices or local police offices
- Accurate written information on overnight address locations of all clients and guest hosts
- Information for clients to enable a 24-hour contact telephone with at least two school/organisation group leaders and the inspiresport emergency 24-hour contact telephone service
- An emergency 'visit at once' code between clients and group leader(s)
- A planned and agreed process for either the school/organisation/group leader(s)/inspiresport to carry out a physical or telephone contact with all clients within 2 hours of allocation
- Details of how the school/organisation/group leader(s) can contact clients every day (physical contact or telephone contact)
- Details of how guest host accommodation inspections can be undertaken by Inspire Sport or their local agents on request
- Details of how to move pupils away from unsuitable guest host accommodation or to a place of safety if necessary

10.5 Post Arrangements Feedback/Monitoring

a) The HHO will ensure that feedback on home hosting arrangements is provided by the client school/organisation/group leader(s) via the inspiresport post trip report which is sent out to all clients at the end of their stay

11. Safeguarding Policy

11.1 Child Protection Policy

11.1.1 inspiresport believes that it is always unacceptable for a child to experience any kinds of exploitation or abuse and acknowledges their duty to safeguard children and are committed to ensuring a safeguarding practice that complies with statutory responsibilities and best practice. This compliments the company's goal to promote and support good outcomes in terms of health, development and educational achievement.

11.1.2 The purpose of this policy is to:

- Provide procedures to safeguard children that come into contact with inspiresport.
- Provide staff guidance on procedures they should follow, in the case they suspect a child is being exploited.

11.1.3 As part of our child safeguarding and policy inspiresport will:

- Adopt child safeguarding measures during recruiting by doing necessary background checks for staff that have direct contact with children.
- Appoint a member of staff as the Designation Safeguarding Officer (DSO) who will be trained in child safeguarding and whom all concerns and allegations will be reported to. A deputy member will also be appointed to the safeguarding team.
- Record all concerns and information securely and professionally through incident forms,
- Use the same procedures to manage any allegations against the staff.
- Share information and concerns with necessary agencies, and involve local safeguarding provisions if necessary.
- Provide effective training and support to all staff members.

11.1.4 An action plan of mandatory training on child safeguarding to all staff members who come in contact with children will be followed, to ensure that the scope of the policy is well understood by all staff members.

11.1.5 inspiresport recognises that:

- The welfare of children carries the utmost importance,
- All children regardless of gender, ethnicity, disability, sexuality or beliefs equally have the right to be safeguarded from all forms of abuse and harm.
- Some children in the travel industry are especially vulnerable to exploitation due to poverty, disability, family neglect etc.

11.1.6 Therefore, the policy states that all reported concerns and allegations of abuse and harm will be taken seriously and responded to appropriately.

11.1.7 inspiresport will meet this responsibility by promoting a positive atmosphere with regards to identifying and acting on signs of potential risks towards children, maintaining and monitoring records of occurrences to improve the functionality of the safeguarding policy

11.1.8 This policy applies to all staff, including senior managers, paid staff, seasonal workers, agency staff, and anyone working on behalf of inspiresport. An action plan of mandatory training on child safeguarding to all staff members who come in contact with children will be followed, to ensure that the scope of the policy is well understood by all staff members. Inspiresport commits to reviewing our policy and procedures annually, and updating according to current legislation and practices.

11.2 Safeguarding Procedures

11.2.1 inspiresport has a standardised recruitment procedure in place to ensure that the organisation hires the best possible staff to work with children and that all staff are aware of our safeguarding policy and procedures. All job roles advertised by inspiresport that require working with children will include the following statement on child safeguarding:

“Our company has a child safeguarding policy and is committed to ensuring that children are safeguarded and kept safe from harm”

All current and new staff who will be working closely with children will need to hold a clear DBS/ equivalent local check. For new starters this is to be completed before a job offer is made.

11.2.2 Due to the sensitive nature of incidents, confidentiality should be maintained as a priority at all times. Detailed information about concerns should only be shared with the named child safeguarding initially, senior management are to be informed in good time if the matter requires escalation.

11.2.3 Any information about child safeguarding issues which is recorded should be treated as sensitive information, stored securely and only be accessible to relevant staff in accordance with data safeguarding regulations.

11.2.4 Confidentiality may only be broken in the following circumstances:

- a) There is disclosure or evidence of physical, sexual or serious emotional abuse or neglect.
- b) Suicide is threatened or attempted.
- c) There is disclosure or evidence of serious self-harm (including drug or alcohol misuse that may be life-threatening).
- d) There is evidence of serious mental illness.

12. Staff Training

12.1 General Staff Training

12.1.1 inspiresport will ensure that inspiresport staff members receive initial and ongoing training in all areas for which they are responsible. This ranges from detailed product knowledge through to assessment of all components of a tour such as accommodation and transportation for appointed staff.

12.1.2 Members of staff are encouraged to participate in additional training provided by independent suppliers which are offered as and when appropriate.

12.1.3 Members of staff are also trained in those areas of the Safety Management System for which they may be required to exercise responsibility. All employees are made aware of the principal commitments and responsibilities of the Safety Management System.

12.1.4 Only senior members of the management team are selected as Duty Officers and anyone so appointed receives the appropriate training before carrying out this role and where necessary to fulfil this responsibility.

12.2 Auditor Training

12.2.1 Selected staff whose role it is to oversee and assess accommodation units receive suitable training to undertake such audits, provided by suitably qualified and approved safety consultants. This enables them to analyse the results of a Standard Accommodation Audit and conduct a Supplementary Onsite Audit.

12.2.2 New accommodation auditors will be accompanied by an auditor with a minimum of 2 years' experience whilst undertaking their first 2 audits, and ensure they are deemed competent (verified) before being allowed to undertake these tasks unsupervised.

12.2.3 All inspiresport qualified auditors will complete refresher training by suitably qualified and approved safety consultants at least every 2 years.

12.2.4 Selected staff whose role it is to oversee and assess coach operators receive suitable training to undertake such audits, provided by suitably qualified and approved safety consultants. This enables them to analyse the results of a Standard Coach Operator Audit and conduct a Supplementary Onsite Audit. Again staff will be accompanied when undertaking their first audit to ensure they are deemed competent (verified) before being allowed to undertake these tasks unsupervised.

12.2.5 A list of inspiresport qualified auditors will be maintained and training records maintained for a minimum period of 5 years.

13. Emergency Procedures and Crisis Management

13.1 Emergency Procedure

13.1.1 inspire sport maintains and practices emergency procedures to follow in the event of a serious incident. The Emergency Procedure Manual is regularly reviewed and updated which clearly defines the role that all staff may need to carry out in the event of a serious incident involving inspire sport clients on tour.

13.1.2 A Duty Officer of inspire sport is contactable 24 hours per day via either the main office number or mobile phone out of hours whilst groups are on tour. This is supported also by the Head of Operations and Head of Overseas Operations

13.1.3 All Party Leaders, coach companies and agents/suppliers will be given information on how to contact the Duty Officer as part of the group's Final Itinerary and Travel Pack.

13.1.4 The Duty Officer will have available at all times details of all groups currently on tour and emergency contact numbers for all suppliers.

13.1.5 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.

13.1.6 Should an incident escalate, the Duty Officer will call on the advice and support of an external crisis management team which should circumstances dictate, provide an extended team of people including a number of specialists to the scene of the incident to assist in differing capacities including linguists, medical staff, lawyers and trauma psychologists.

13.1.7 The Crisis Management System is regularly tested and reviewed in the lights of incidents, accidents and near misses during the course of a year. Senior Management will make changes and amendments following each incident and appropriate measures noted and implemented as necessary. External training on crisis management may also be recommended for senior management when appropriate.

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

13.2 Accidents, Incident Reporting and Near Misses

13.2.1 The reporting of all incidents, accidents and "near misses" is compulsory. A prepared report form needs to be completed, as it is designed to capture key information and lead to a conclusion with respect to the causes and the identification and implantation remedial action.

13.2.2 This form is completed by the Tour/Group Representative.

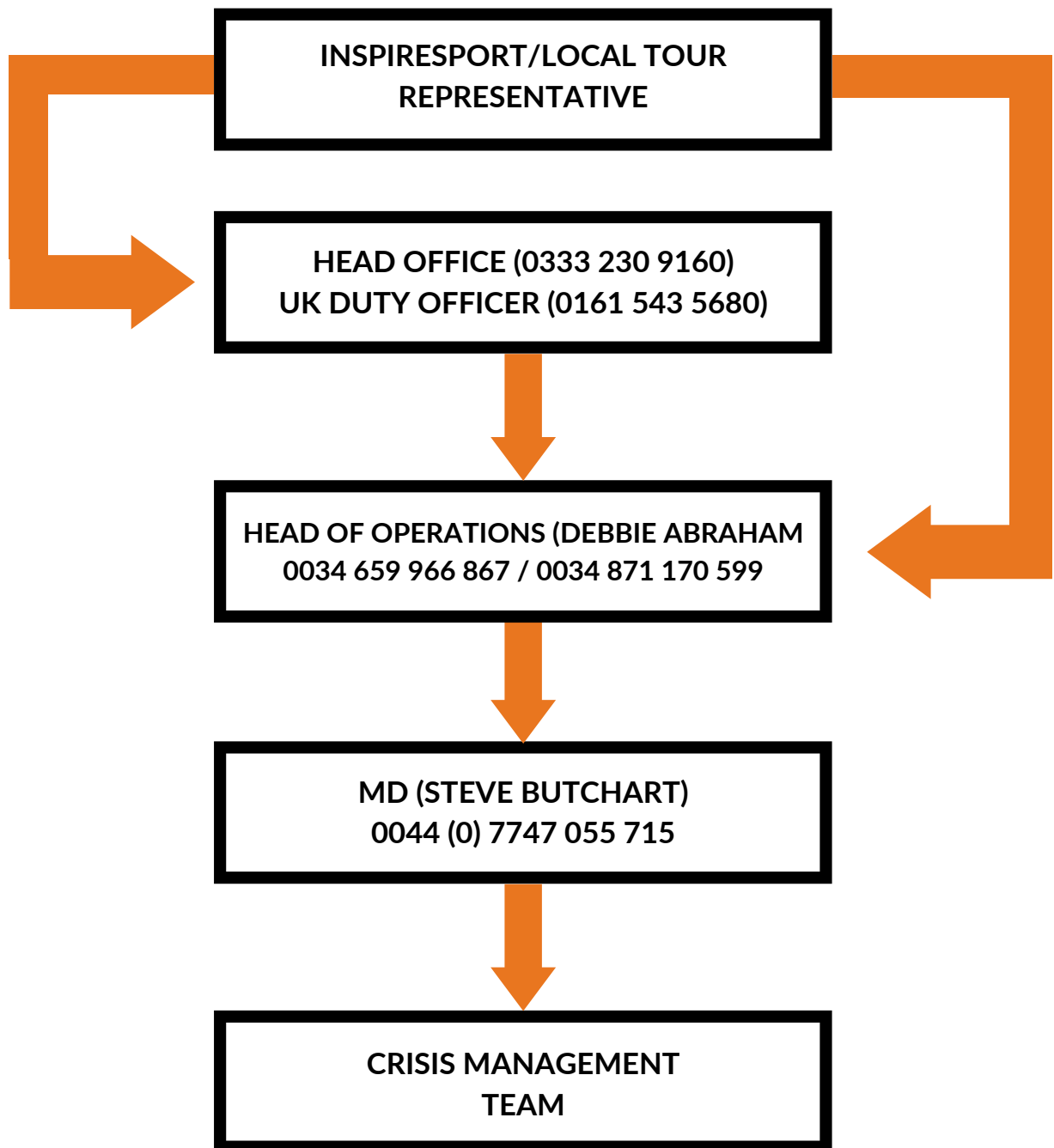
13.2.3 Tour/Group Representatives also carry an additional "Check List" whilst with the groups to note any changes/possible concerns relating to any tour aspects that differ to their last visit to the site/facility/pitch/attraction etc.

13.2.4 inspiresport will keep a record of all accidents, incidents and near misses of which it becomes aware or which are brought to its attention. All reports will be reviewed and an investigation undertaken if appropriate.

13.2.5 Members of staff are encouraged to discuss incidents arising at the fortnightly internal staff meeting in order that lessons can be learned where appropriate.

13.2.6 An annual review of all accidents and incidents considered as serious will be undertaken by the Company directors and measures put in place to remedy and improve procedures where deemed appropriate.

EMERGENCY PROCEDURE



14. Additional Information Policy

14.1 It is a requirement of the inspiresport Safety Management System that all groups travelling provide their account manager with an additional information form (see page 32), this is to be received from the group no later than 2 months prior to travel.

14.2 The document will contain the following information and will be actioned on as stated

14.2.1 Dietary Issues

All dietary issues must be communicated to the account manager, this information is passed onto all relevant services of the tour in which food is handled and there is risk of allergens being ingested.

Airlines must be notified of any passengers with allergies at least 96 hours before departure, failure to do this will result in the company not being able to guarantee the absence of allergens in the plane and a waiver will be required by the relevant passengers acknowledging the risk of potential allergens still present.

If the individual is unwilling to sign the waiver they may not be allowed entry onto the aircraft. The in-destination rep will be made aware of any dietary requirements of the group but is not responsible for the monitoring of the participants diet throughout the duration of the tour, this responsibility lies with the individual and their guardian(s).

14.2.2 Medical Issues

All medical issues must be declared to the account manager prior to travelling.

This information is passed onto all relevant services where knowledge of existing medical conditions can assist first aiders in providing appropriate treatment efficiently.

Examples include but aren't limited to; Overseas teams, sport clubs, airlines, adventurous activity providers etc.

The in-destination rep will be made aware of any medical conditions of the group but is not responsible for the monitoring of the participants condition throughout the duration of the tour nor should they be entrusted with any medication(s) that the individual may require, this responsibility lies with the individual and their guardian(s).

14.2.3 Potential risk imposed by stated issues

All information required must be graded by Party Leaders using the below matrix.

| | | Severity of Medical Condition | | |
|--|-----------------|-------------------------------|--------------|--------|
| | | Minor | Intermediate | Major |
| Likelihood of condition affecting individual during tour | Highly unlikely | Low | Low | Medium |
| | Likely | Low | Medium | High |
| | Most likely | Medium | High | High |

After communicating ALL conditions to the appropriate services the following, each condition must be actioned as stated below depending on its risk rating.

Low Risk – No further action required due to the benign nature of the condition.

Medium Risk – Party leader will be contacted to and be offered additional information about destination with specific focus on the medical condition(s).

High Risk – Party leader will be contacted to discuss the nature of the condition(s), Inspiresport will offer additional information about destination with specific focus on the medical condition(s). The condition will be directly communicated to the sport clubs and adventurous activities the group will be visiting on the tour and information on whether the activity is suitable for the individual or not, the result of this will be communicated to the Party Leader for them to make an informed decision.

14.3 Whilst inspiresport will do its best to accommodate for people with specific food allergies, we cannot guarantee when visiting venues that the environment will be completely free from allergens, and due diligence should be taken on behalf of the individual and guardians.

Additional Information

If your Individual Details Forms have determined that pupils or staff travelling have any medical, allergy or dietary issues, then please make note of them on this form and return it to us.

| Name | Dietary Issues | Medical Issues | Potential Risk (Low/Medium/ High) |
|------|----------------|----------------|---|
| | | | |
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15. Travel Insurance, Liability Insurance and Financial Protection

15.1 It is a requirement of the inspiresport Safety Management System that all party members of every group travel with adequate travel insurance cover. A comprehensive travel insurance designed for the needs of our tour groups is offered by inspiresport through AXA Insurance.

15.2 A copy of the Insurance Policy and related documents is saved electronically on the system under Operations Management > Insurance

Hardcopies of current policies and documents are also kept in a folder in the Safety Management Cupboard.

15.3 It is the party leader's responsibility to check the travel insurance cover meets with the requirements of their group and to advise the Health Check Line (or their own insurers) without delay of any factors that may affect the cover, such as pre-existing medical conditions.

15.4 If the Party Leader decides to use the school/LEA's own Insurance cover and not take Insurance through inspiresport and AXA, the Party leader is then required to complete and sign an Insurance Indemnity Form that will be kept within the group's tour folder.

15.5 inspiresport has Tour Operator's Combined Liability Insurance (see appendix) which provides cover of up to £5,000,000.

16. Pre-Tour Safety Information and Inspection Visits

16.1 inspiresport issues all tour parties with a 'Final Tour Pack' prior to travel which includes a final itinerary, tour contact details and additional information specific to the tour.

16.2 inspiresport encourages Group Leader Inspection visits. Full details are available in our brochures/website and promotional material. Official inspiresport staffed inspection trips are offered to our most popular destinations at selected times of year. Where no official inspection visit is scheduled, inspiresport undertakes to offer ad hoc trips instead. These offers apply to group leaders who have already confirmed a booking with inspiresport. Inspection visits are designed to increase group leader awareness of a destination in advance of a tour and to enable risk assessments of accommodation, excursion and visits to be undertaken.