



PGL Code of Practice

March 2020

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Introduction

We are very proud of our excellent satisfaction ratings and safety record. These are due to the enthusiasm, diligence and care of our staff, working to the prescribed systems and procedures that we have developed over the years and continue to refine.

This Code of Practice is a summary of our major systems and procedures. Extensive operational guidelines cover these issues in much greater depth and form the basis of our staff training and centre operations.

It is important for us to maintain such systems and procedures:

- To establish clearly the standards to which centres must operate to meet the company's requirements
- To ensure consistency across the centres we operate whilst allowing for appropriate local variations
- To ensure that we meet the requirements of the law, relevant best practice, customer expectations and brochure promises
- To demonstrate the above to interested parties, including local authorities and governing bodies

We hope that you will find all the details you require in this document, but we'll be pleased to answer any further questions on request. Please refer any queries to the Customer Services Team on 0333 321 2125 in the first instance or visit our website www.pgl.co.uk

PGL Travel Ltd

1. Responsibility; Sharing the Load

"Teachers and other staff in charge of young people have a common law duty to act as any reasonably prudent parent would do in the same circumstances."

At PGL we aim to help party leaders as much as possible to ensure that the whole experience is as successful as possible.

This Code of Practice is intended to help you comply with the requirements of your employing authority and the Department for Education or Education Scotland.

In this regard we provide the following:

- The opportunity for any prospective party leaders, advisers or other interested parties to visit our centres. If you would like to arrange a visit, or you require further information, please contact our Customer Services Team on 0333 321 2125.
- A comprehensive Code of Conduct which we ask visiting groups to adhere to (see Appendix 1).
- A clear, documented definition of responsibilities between PGL staff and the Party Leader, regarding safety, supervision and general welfare (see Appendix 2).
- Adequate and regular opportunities for the party leader to liaise with PGL centre staff.
- A PGL group leader allocated to help with the general organisation of the group; to provide local knowledge and to assist with recreational events during the evenings and between activity sessions.
- Public and Products Liability Insurance cover for £30 million, Employers' Liability cover for £25 million.
- Travel Insurance is included for all UK-based schools and groups. Policy documents are available to download on the PGL website. Insurance cover can be arranged for schools and groups resident overseas at a supplement.

Please note that the party leader is responsible for ensuring that parents are aware of the scope, terms and conditions of the insurance cover and that any pre-existing illnesses / conditions of participants or close relatives are advised to PGL / insurers.



2. Health & Safety

Introduction

Safety is of paramount importance in all the arrangements we make and our published Health and Safety Policy underpins our whole operation. We understand that we have a responsibility for the health and safety of all our staff and guests and we take this responsibility extremely seriously (see www.pgl.co.uk for full details).

All staff are required to read, understand and implement the company policy. At least one member of the management team at each centre will hold a formally recognised health and safety qualification.

PGL complies with all relevant safety regulations such as the Health and Safety at Work Act 1974, the Health and Safety (First Aid) Regulations 1981, the Activity Centres (Young Persons' Safety) Act 1995, the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 and the Management of Health and Safety at Work Regulations 1999.

Risk Assessment

Under the Management of Health and Safety at Work Regulations 1999, employers have a legal duty to assess the risks to health and safety from any aspect of their operations. A risk assessment is nothing more than a careful examination of what, in our work, could cause people harm. The assessment then helps us to decide whether we're taking enough precautions or should do more to prevent harm.

One aim of the Learning Outside the Classroom Quality Badge is to reduce administration of teachers and leaders and therefore a large number of local authorities do not require evidence of the risk assessments for the activities they are not directly responsible for.

Child Protection and Safeguarding Policy

It is our aim to provide protection for the children and young people who receive our services. All the arrangements we make are published in our Child Protection and Safeguarding Policy (see [Safeguarding and Child Protection Policy](#) for full details).

Our staff are provided with training on the procedures they should adopt in the event that they suspect a child or young person may be experiencing, or be at risk of, harm. This policy applies to all staff, including senior managers and anyone working on behalf of PGL.

Fire Precautions

A fire safety policy and fire risk assessment is in place at all premises. These are regularly inspected by the local fire authority to ensure full compliance with the Regulatory Reform (Fire Safety) Order 2005 and the Fire Safety (Scotland) Regulations 2005. The Centre Manager and property team review the fire risk assessment on an annual basis to ensure we continue to comply with requirements for fire precaution notices, extinguishers, alarm systems, log books and staff training etc.

Operating Procedures

We have developed Operating Standards for all activities which outline the qualifications, training, equipment and procedures required to deliver a safe experience. This standard is endorsed by a relevant Technical Expert and reviewed on an annual basis or as and when required due to developments in equipment, best practice or as a result of incidents within the sector.

Catering

PGL's Catering Operation is inspected by the Local Authorities in the UK and France. In addition to this, independent audits are undertaken by our own team of experts and external specialists.

Accident and Incident Procedures

PGL has written accident and emergency procedures and staff are practised and competent in their operation.

We require each visiting school or group to provide us with an out-of-hours contact number to use in an emergency or for relaying important information. The person responding to this contact number (and the visiting party leader) should have a list of contact numbers for the next of kin or party members. Parents should also be aware of the school or group out-of-hours contact number.

First Aid

The Health and Safety (First-Aid) Regulations 1981 require PGL to provide adequate and appropriate equipment, facilities and personnel to ensure everyone receives immediate attention if they are injured or taken ill at work.

In order to achieve this PGL will assess all workplaces and ensure adequate and appropriate provision of:

- Qualified first-aiders *
- Suitable first-aid equipment and facilities
- Management Systems to ensure adherence to this policy
- Information for all employees and visitors to our premises

* All instructors are qualified in first aid and first aiders are available at all times.



3. External Verification

Introduction

PGL offers the widest choice of outdoor adventure activity centres of any UK operator, along with the benefit of half a century of operating experience. PGL's activity centres have been subject to external verification for decades and we have pleasure in providing you with outline details now for your reassurance and use.



Learning Outside the Classroom Quality Badge

All our centres are inspected, approved and awarded the Learning Outside the Classroom Quality Badge.

The Quality Badge is awarded to providers who not only pledge to engage in high quality learning outside the classroom, but can also demonstrate its fulfillment in practice. The Quality Badge initiative ensures that every Learning Outside the Classroom experience with a badged provider is of the highest quality and realises the learning outcomes and enrichment opportunities your group requires.



Adventure Activity Licensing Authority (AALA)

Some of our centres fall within the scope of the AALA regulations which were introduced in 1996. They apply to specific activities taking place in open environment situations. PGL has been inspected and licensed to operate the following:

Little Canada: dragon boating, kayaking, canoeing and sailing

Osmington Bay: abseiling, dragon boating, sailing, raft building, kayaking, and rock climbing

Whilst the scope of licensing itself is limited to certain activities, AALA makes the following extension statement:

“The Guidance to the Licensing Authority from the Health and Safety Commission states that the Licensing Authority should look for “a culture of safety overall”. They do this in part by sampling non-licensable as well as licensable activities. Potential clients can therefore have the same level of assurance about all adventure activities offered by a licensed provider.”



MEMBER

The British Activity Providers Association (BAPA)

The rest of PGL's UK centres do not have AALA licences because their activities are not in scope of the regulations. We realise the value of external verification and so we submit all our centres to voluntary inspection by BAPA. The BAPA Code of Practice lays down standards for accommodation, fire precautions and insurance, as well as best operational practice. It has been positively reviewed by AALA, LOTC.



National Governing Bodies

PGL's canoeing and sailing centres are inspected and approved by British Canoeing and the Royal Yachting Association. PGL's mountain biking centre is inspected and approved by British Cycling.



Training Accreditation

As a leading vocational trainer of activity centre staff, our operation is subject to regular review by awarding organisations such as the Open College Network West Midlands, BIIAB and 1st4sport, and we are subject to inspections from Ofsted.



4. Recruitment, DBS Checks and Training

Our centre managers and seniors have normally worked their way up through the PGL ranks over a period of several years and as a result, have a thorough knowledge of all our standards and procedures.

Approximately 50% of staff are returners: the remaining 50% are recruited annually by our central Recruitment Department. All our experienced recruitment officers make their selections based on a detailed application form and two formal written references from people who know the applicant in a professional capacity. Any qualifications claimed by applicants must be supported by documentary proof of level and currency.

PGL's excellent reputation ensures that we receive a wealth of applications from enthusiastic and competent people. The candidates selected are offered contracts of employment subject to satisfactory enhanced checks from the Disclosure and Barring Service or the Protecting Vulnerable Groups checks in Scotland, the successful completion of pre-employment training, and a favourable performance during their probationary period. All staff are also 'Barred List' checked prior to commencing work.

All new delivery staff receive:

- A comprehensive induction
- Generic and job-specific training with assessment
- Nationally recognised qualifications, where appropriate
- Regular observations, feedback and reviews

5. Staff Competence

The following grids show that PGL complies with recognised industry standards and detail the minimum levels to which we operate. The following definitions apply:

Technical Adviser

This person is either a permanent member of the centre based operational team, a member of the safety and standards team, or an external consultant. They are always someone who is technically qualified to advise on the safe conduct of the activity at the level being undertaken.

Chief Instructor

The person on site with technical oversight of one or more activities, based on their qualifications, knowledge and / or experience.

Lead Instructor

During any session where two or more instructors are present, one instructor is nominated as the lead instructor. The chief instructor on site is responsible for identifying who is leading a particular session and all staff and participants must be aware of this. Lead instructor roles can change from session to session.

Ratios

The ratios shown are for persons directly under instruction. We normally divide into groups of up to fifteen. Where some members of a group are under instruction and others are waiting a turn, we ask accompanying adults to take the role of supervising the waiting guests. When under instruction, visiting adults are included in the ratios.



PGL Staff Competence Matrix - Land Based Activities

Activity	Venue / Restriction	Technical Advisor	Chief Instructor (Activity)	Lead Instructor (Session)	Assistant Instructor	Ratio: Instructors to Guests under Instruction
Abseiling	Man-made Structure UK + France	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:1
Aeroball	On Site	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:4
Air Rifles	Indoor / Outdoor Ranges	NSRA	NSRA Diploma	In-house Trained and Assessed (over 21 yrs)	N / A	1:6
All Aboard	UK + France	MIC Holder	Assessed by MIA	Assessed by MIA	N / A	1:3 or 1:4 Guests belaying others off ground
Archery	On Site Ranges	Archery GB	AGB Instructor	In-house Trained and Assessed	N / A	1:5 (shooting)
ATV's	On Site Tracks	Myerscough College	City and Guilds Operator	In-house Trained and Assessed	N / A	1:2
Beach Studies	Sheltered Beaches / Areas of Coastline	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:15 Minimum 2 Instructors
Bouldering	On Site	MIC Holder	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:15
Buggy Build	On Site	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:15
Burn Walk	Dalguise Centre Grounds	MIC Holder	In-house Trained and Assessed	In-house Trained and Assessed	In-house Assessed by Approved Assessor	1:15 Minimum 2 Instructors
Bushcraft / Survivor	On Site / Off Site Designated Area	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:15
Canyoning	Lou Valagran and Segries	MIC & BC Level 5 Coach	French Operator	French Qualified Canyon Guides	N / A	1:15
Climbing	Man-made Structure UK + France	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:2 Guests belaying others off ground. 1:4 Auto-belay
Climbing	Crags and Cliffs UK	MIC Holder	SPA Holder	SPA Holder	Assessed by MIA	1:1 rope / 1:2 Ropes (SPA)
Fencing	On Site - Indoor and Outdoors	BFA	BFA Teacher Trainer	BFA Teachers Certificate	N / A	1:15
Go-Karting	On Site Tracks	PGL	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:1
Giant Swing	On Site Structure	MIC Holder	Assessed by MIA	Assessed by MIA	N / A	1:3
High Ropes Rail Course	On Site Structure	MIC Holder	Assessed by MIA	Assessed by MIA	N / A	1:15
Problem Solving	On Site Structure	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:15
Jacob's Ladder	On Site Structure	MIC Holder	Assessed by MIA	Assessed by MIA	N / A	1:3 Guests belaying others off ground
Low Level Walks	Off Site Lowland - UK and France	MIC Holder	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:15 Minimum 2 Instructors



Low Ropes	On Site Structure	MIC Holder	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:15
Motor Bikes	Designated On Site Tracks	PGL	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:1
Mountain Bikes	Low Level Approved Routes On and Off Site	BC L3 + MIC, IML	BC L2	BC L1	N / A	1:10 Minimum 2 Instructors Offsite
Night Line / Sensory Trail	On Site	PGL	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:15
Orienteering	On site or BO Level 1 Terrain	BO	BO Teach Orienteering Award	In-house Trained and Assessed	In-house Trained and Assessed	1:15
Quad Biking	On Site Tracks	EASI Level 2 Supervisor	EASI Level 1 Supervisor	EASI Level 1 Supervisor	EASI Level 1 Supervisor	1:1
Slacklines	On and Off Site Temporary Installations	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:15
Street Surfing	On Site	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:15
Stunt Kites	On Site and Sheltered Beaches	PGL	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:15 Minimum 2 Instructors - off site
Trapeze	Man-made Structure UK + France	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:1 Guests belaying others off ground
Traversing Elements	On Site Structure	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:1 Guests belaying others off ground
Tunnel Trail	Man-made Tunnels	PGL	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:12
Sequoia Scramble / Vertical Challenge/Tree Climb	On Site Structure	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:1, 1:2 or 1:3 Guests belaying others off ground
Zip Wire – Gravity Stop	Man-made Structure UK + France	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	2:1
Zip Wire – Running stop	Man-made Structure UK + France	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:1



PGL Staff Competence Matrix - Water Based Activities

Activity	Venue / Restriction	Technical Advisor	Chief Instructor (Activity)	Lead Instructor (Session)	Assistant Instructor	Ratio: Instructors to Guests under Instruction
Bodyboarding	Beam House (surf <1M)	BC Level 5 coach + BSA L2	In-house training with RLSS NWSMP L3- Approved by TA	In-house training with RLSS NWSMP L3	In-house training with RLSS NWSMP L3	1:10 (minimum 2 instructors)
Bodyboarding	Mediterranean (surf <1M)	BC Level 5 coach + BSA L2	In-house training with RLSS NWSMP L3- Approved by TA	In-house training with RLSS NWSMP L3	In-house training with RLSS NWSMP L3	1:10 (minimum 2 instructors)
Canoeing	Segries - Ardèche	BC Level 5 coach	BC Coach, or Level 2 coach + Adv Canoe Leader award - Approved by TA	BC PSI, or Level 1 coach + Moderate Canoe Leader - Approved by TA	1 x BC PSI or L1 coach + Moderate Canoe Leader - Approved by TA, Plus BC PSI or L1 coaches + Canoe award or equivalent & in-house assessment.	1 - 9 minimum 2 Instructors
Canoeing	Château du Tertre Varenne	BC Level 5 coach	BC Coach, or L2 coach + Moderate Canoe Leader - Approved by TA	BC Coach, or L2 coach (CN) Approved by TA	BC PSI or L1 coach	1:10
Canoeing / Kayaking	Little Canada - Woodside Beach	BC Level 5 coach	BC Coach, or Level 2 coach Moderate Sea, Touring or Canoe Leader - Approved by TA	BC Coach, or L2 coach	BC PSI or L1 coach	1 - 8 minimum 2 instructors
Canoeing / Kayaking	Barton Hall / Boreatton Park / Caythorpe Court/ Liddington / Marchants Hill / Windmill Hill / Winmarleigh Hall Tregoyd - Llwyn Filly pond	BC Level 5 coach	BC Coach, or Level 2 coach	BC PSI or L1 coach	BC PSI or L1 coach	1:15 - Canoe 1:12 - Kayak
Dragon Boating	Weymouth harbour / Little Canada - Wootton Creek	RYA PBI with Safety and Dragoon Boat L2 Coach + BC Coach	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1 - 24 (minimum 2 instructor) plus Powerboat safety Cover
Inflatables	Little Canada	RYA SI + PBI	Ski Boat Driver L2	Ski Boat Driver L2	Adult Spotter	1:1 (2:15 in group) Powerboat safety Cover
Inflatables	Mediterranean	RYA SI + PBI	RYA Safety Boat Driver + Ski Boat Driver L2	RYA Safety Boat Driver + Ski Boat Driver L2	Adult Spotter	1:15 Powerboat safety Cover
Knee Boarding	Designated Sheltered Tidal Waters	BWSF	RYA SI	BWSF Driver	Adult Spotter	1:1 (2:12 in Group) Powerboat safety Cover



Raft Building	Barton Hall / Boreatton Park / Liddington / Marchants Hill / Drummonds Dub / Caythorpe / Tregoyd / Winmarleigh / Dalguise / Château du Tertre Mimosa	BC Level 5 coach	BC Coach or L2 coach	PGL WSM, * + In-house training	PGL WSM, * + In-house training	1 - 15 (minimum 1 Instructor)
Raft Building	Osmington - Weymouth Harbour	BC Level 5 coach	BC Coach or L2 coaches 4* SEA, CN, Tour or RYA SI	PGL WSM, * + In-house training	PGL WSM, * + In-house training	1 - 15 (minimum 1 Instructor)
Rock Jumping	Coastal, River and Gorge offsite venues	MIC / BC L5	RYA SI / BC Core Coach or L2 + Moderate water Leader**	RYA SI / BC PSI or L1 + Moderate water Leader**	RYA DI / WI / AI or BC PSI or L1	3:1 (active jumping) Max 3:25 in water
Sailing (Keelboat)	Wootton Creek (Little Canada) Portland harbour (Osmington Bay) PGL Safety Boat (s) in Operation	RYA SI with Keelboat endorsement	RYA Senior Instructor with Keelboat Endorsement	RYA Keelboat or Dinghy Instructor with (Keelboat Endorsement or Seamanship skills in Keel boating)	50% RYA Instructor & 50% RYA Assistant Instructor	1:9 Guests (never over the boats carrying capacity)
Sailing (Multihull)	Mediterranean Coast, PGL Safety Boat (s) in Operation	RYA SI + Multihull Endorsement	RYA Senior Instructor + Multihull Endorsement	RYA Multihull Instructor or Dinghy with Seamanship skills in multihulls	50% RYA Instructor & 50% RYA Assistant Instructor	1:3 Guests
Sailing (single handed)	Mediterranean Coast, Portland Harbour, Wootton Creek (PGL Safety Boat(s) in operation	RYA SI	RYA SI	RYA Instructor	50% RYA Instructor & 50% RYA Assistant Instructor	1:9 (Fun Boat / Picos/ Fever) 1:6 (Toppers / Taz) min 2 staff
Sit on Top kayaking	Osmington - Weymouth Harbour	BC Level 5 coach	Level 3 coach Sea, Cn or Kayak BC Coach or L2 coach + 4-star Cn, Tour or Sea or RYA SI	BC PSI or L1 coach	BC PSI or L1 coach	1 - 10 (2 instructors minimum)
Sit on Top kayaking	Lou Val - Ceze	BC Level 5 coach	BC Coach or L2 coach	BC PSI or L1 coach	BC PSI or L1 coach	1 - 10 (minimum 2 Instructors)
Sit on Top kayaking	Mimosa - Med Coast	BC Level 5 coach	BC Coach, or L2 or RYA SI	BC PSI or L1 coach	BC PSI or L1 coach	1 - 10 (minimum 2 Instructors)
Sit on Top kayaking	Segs and LV - Ardèche	BC Level 5 coach	BC Coach, or L2 coach + MWE & 5 Star	BC PSI or L1 coach + 4-star WWK	BC PSI L1 coach + 3* WWK	1 - 8 (minimum 2 Instructors)
Snorkelling	Mediterranean Coast	BSAC	BSAC Open Water Snorkel Instructor or Spanish Operator	BSAC Open Water Snorkel Instructor or Spanish Operator	In-house Trained and Assessed	1:6 (minimum 2 Instructors) 2:12 3:18
Stand Up Paddleboarding	Mediterranean Coast	BC Level 5 coach	BC L2 + SUP discipline module	BC PSI or L1 / RYA WI + Inhouse Training and assessment	N/A	1-16
Surfing	Westward Ho! (surf, 1m)	Surf England Coach Transfer	SE Level 1 Coach L3	SE Level 1 Coach L3	In-house training with RLSS NWSMP L3	1:10 (minimum 2 instructors)



Swimming	Pool - Segries, Château de Grande Romaine, Barton Hall	RLSS Pool Lifeguard Trainer	RLSS / NARS Pool Lifeguard	RLSS / NARS Pool Lifeguard	RLSS / NARS Pool Lifeguard	(2 staff min) Pool load and maximum bather load dictate specific ratios (not to exceed 25 per Lifeguard)
Swimming	Pools during use for Lifeguard Training	RLSS Pool Lifeguard Trainer	RLSS / NARS Pool Lifeguard	RLSS / NARS Pool Lifeguard	RLSS / NARS Pool Lifeguard	1 trainer to 12 Lifeguards
Swimming	Sea - Westward Ho! (Beam)	RLSS / SLSS Beach Lifeguard Trainer / Assessor	In-house training with RLSS NWSMP L3	In-house training with RLSS NWSMP L3	In-house training with RLSS NWSMP L3	1:16 (minimum 2 instructors)
Swimming	Gorges de L'Herault (Informal Swimming with BA's)	BC Level 5 coach	RYA SI + RLSS NWSMP L3	RYA SI / BC L2 + RLSS NWSMP L3	RLSS NWSMP L3	1:50 (Lifeguard) + 1:10 Adult Spotters (Instructors or Teachers)
Swimming	Mediterranean Coast, Patrolled RYA Venue	RLSS / SLSS Beach Lifeguard Trainer / Assessor	In-house training with RLSS NWSMP L3	In-house training with RLSS NWSMP L3	In-house training with RLSS NWSMP L3	1:16 (minimum 2 instructors)
Swimming	Moving Water - Ardèche	BC Level 5 coach	BC Coach or L2 +4*	BC PSI or L1 +4*	BC PSI or L1 +3*	3:25
Wakeboarding	Designated Sheltered Tidal Waters	RYA SI + BWSW	Ski Boat Driver L2	Ski Boat Driver L2	N / A	1:1 (1:4 in boat)
Water Skiing	Designated Sheltered Tidal Waters	RYA SI + BWSW	Ski Boat Driver L2	Ski Boat Driver L2	In-house Trained and Assessed	1:1 (2:12 in group)



6. Accommodation

We provide a wide range of accommodation across our centres; everything from camp sites to converted farmhouses; purpose - built chalets to mansion houses. In some circumstances the type of accommodation is determined by the choice of centre: in others, where there is a variety of accommodation on offer, we will confirm what has been booked for you.

Wherever possible, within the constraints of accommodation type, we provide the following standards:

- All premises, rooms, equipment and resource provision are suited to the task, adequately maintained and are in accordance with statutory requirements.
- All guest rooms have approved locks fitted to doors. There are night security patrols at centres with tented and caravan accommodation which cannot be locked.
- There are separate male and female sleeping areas and separate bathroom facilities for mixed groups.
- All bedroom and bathroom windows have opaque blinds, curtains or equivalent.
- Sleeping areas are adequately lit and have at least one external window providing adequate ventilation.
- There is adequate space for the storage of luggage and clothes under beds or in cupboards, drawers and shelves.
- Centres are adequately heated.
- Separate sleeping accommodation is provided for party leaders accompanying a group, with easy access to that group's quarters.
- Party leaders have access to their group's accommodation at all times.
- On occasion, we may have approved overnight visitors, such as PGL staff from other locations or contractors who need to use a bedroom adjacent to your group. We will always inform you if this scenario is planned to occur.
- There are washbasins with hot and cold water and mirror for every 10 guests, in close proximity to sleeping areas.
- There is one shower or bath with hot and cold water for every 15 guests and one WC for every 10 people, in close proximity to sleeping areas.
- There are separate catering and dining facilities for the provision of full board arrangements.
- There is provision for drying clothes at all centres.
- There is adequate provision for the safekeeping of valuables.
- Recreational accommodation and facilities are provided at each centre.
- In the event of sickness, we will provide a quiet room for recovery.

7. Security

It is the policy of PGL Travel to take all reasonable steps to ensure the safety and security of all guests and staff at our centres. With reference to security, several precautions and procedures have been put in place as follows:

- All PGL staff are issued with identification badges. All visitors must be issued with a badge or identification sticker and signed in and out in the visitors' log. Residential adult visitors and guests are issued with different coloured badges.
- PGL staff wear company uniform while on duty. This allows them to be instantly recognised in their role.
- Any unrecognised person encountered on site must be directed to the senior staff member at reception and the contact noted in the centre log.
- During the summer season, all individual children must be signed in and out by their parents or guardians.
- Larger centres have security barriers and/or CCTV coverage at entrances.

8. Inclusivity and Additional Needs

PGL welcomes all guests, regardless of perceived limitations, to take part in the PGL holiday experience. There are some practical limits to what we can cater for in a typical centre and group environment. These are defined by:

Accommodation

Where a centre has accessible rooms and domestic facilities we will accept guests with all forms of additional physical needs, but will expect them to bring appropriate carers and specialist equipment like hoists and specialist porta-loos etc.

Activities

Where a guest is able to be accommodated, we can offer some activities, but the range of what we can offer is based on the guests' and carers' ability. At PGL we are continually working to enable all guests to enjoy the many benefits of our courses, tours and holidays. If a participant has additional requirements, we will be pleased to discuss these with you. In order that we can make a fair assessment of service provision and identify appropriate resources in relation to access, programming, successful participation in health and safety, we need you to provide us with full details as soon as possible.



9. Food Allergy Policy

Food Allergy Policy PGL is committed to reducing the risk to guests, staff and visitors with regard to the provision of food and the consumption of allergens in food. Our policy will be published on the PGL website and will be reviewed annually. Our Catering Department is unable to guarantee a completely allergen free environment. However, we will aim to minimise the risk of exposure, encourage self-responsibility and plan for effective response to possible emergencies.

Objectives of the Policy:

- To promote food allergen awareness to staff, guests and visitors at PGL.
- To provide clear guidance to all catering staff on their responsibilities for the provision of food to anyone who may have a food allergy, food intolerance or other food related medical need.
- To ensure that relevant food allergy training and food hygiene training are provided for all catering staff.
- To ensure appropriate information and support is available for catering staff and customer.

10. Transport

All transport arrangements will be audited by our professionally qualified transport manager to ensure they meet the following minimum requirements before use by any group:

Coaches

- Will be no more than eight years old*
- Will conform to R66 rollover protection regulations
- Will conform to all Department for Transport requirements
- Must have seat belts fitted to all seats

**except for local journeys and excursions where coaches may be older but still conform to safety guidelines.*

Coach Operators

- Must hold a Company's Operator Licence
- Will have a current vehicle list
- Will have full vehicle insurance cover and full public liability cover
- Must subscribe to a 24-hour breakdown assistance provider covering Europe
- Must provide a 24-hour contact number
- Will conform to EU drivers' hours, laws and regulations, to monitor and keep tachograph records
- Must have a system in place to DBS check all drivers

Ferry Operators

All operators are required to comply with all national and international safety regulations.

All ferries are regulated nationally and PGL is therefore unable to implement any additional measures. However, the PGL transport manager will hold regular meetings with each of the companies which PGL contracts for transport. Apart from the normal commercial discussions which take place, such meetings will also cover topics such as on-board safety and security, and codes of conduct for groups on board.

The quality of service provided by transport operators is continually monitored by PGL through its party leader questionnaires and any relevant comments made are passed back to the operators for their comment and action.



11. Excursions and Visitor Attractions

Where PGL programmes include excursions to visitor attractions, we will monitor the visits in line with the latest School Travel Forum guidance. All visits will be categorised in accordance with the official STF guidelines and will be assessed accordingly. The majority of visits are regularly open to the general public and it can be expected that there will be low risk and that all H&S regulations will be in place. This risk will be managed by monitoring all PGL reports and guest feedback.

Where visits are categorised as having potential risks, all reasonable steps will be taken to obtain evidence that all the necessary documentation is in place and that the visit operators have implemented any appropriate control measures.

Please note that risk assessments for individual groups can only be carried out by the party leader who is familiar with the detailed needs of the individual members of the party. The document "Demystifying Risk Assessment" available on the STF website www.schooltravelforum.com clarifies this issue.

Appendix 1

Code of Conduct - Centre Rules

As one of our booking conditions, party leaders agree to maintain the discipline and supervision of their party. The following points further amplify our requirements and we would be grateful if you could ensure that your party members comply.

- We ask party members to show consideration for the other parties they meet, as well as PGL staff, coach drivers and neighbouring local residents.
- It is also important that they show respect for property – coaches, centre fabric and equipment, and all other property. Costs for intentional damage will normally be passed on to the party responsible.
- Party members should be aware of the curfew on centre and restrict noise to a minimum during curfew hours.
- No smoking is permitted in the public areas of PGL centres or on PGL coaches. It is strictly prohibited in all accommodation units, especially in tents. Smoking is only allowed in designated areas.
- Party leaders should not allow any under-age possession or consumption of alcohol at PGL centres.
- Party members must not behave in an anti-social fashion, e.g. use offensive or insulting language, threatening behaviour or bullying.
- Theft and other illegal activities will be reported to the police.
- Young people must not leave the centre unless accompanied by a supervising adult.
- Party members must follow the country code.
- PGL reserves the right to send any party member(s) home for illegal activities, or consistent or gross misconduct. In such cases the cost will be totally borne by the individual or party.
- Party Leaders must not allow children to access PGL Activities or other 'out of bounds' areas on centre unless specifically invited by a member of PGL staff.



Appendix 2

Definition of Responsibilities for Supervision of Visiting Groups

The Party Leader

The party leader is in loco parents at all times and has ultimate sanction to withdraw children at any time from any programme.

There should always be at least one adult from the visiting party available on centre outside sessions when young people are in residence, who is contactable at all times.

Party leaders are responsible for deciding educational objectives. PGL will advise how it can help to meet these. Party leaders are responsible for the ongoing monitoring of guests' progress against these objectives.

The party leader's authority is delegated to PGL instructors during activity sessions. The PGL instructors have the right to withdraw an activity for safety or operational reasons.

- **On-Site Activities** - We recommend that a supervising adult is present with each group during activities. Some Local Authorities/Associations insist on this, so please check with your relevant stakeholders.
- **Off-Site Activities** - There must be at least one supervising adult from your school/group present for all off-site activities, excursions and fieldwork.
- **Evening Activity/Entertainment** - PGL will lead evening entertainment, but the party leader is responsible for ensuring that at least one adult is present during all the evening entertainment/activity sessions to assist with the supervision of children.
- **Where any element of the itinerary is not led by PGL staff**, the party leader remains responsible for safety, first aid and welfare of the the party members.

To avoid any confusion, we seek to ensure a clear handover of responsibility for party members from party leader to our staff and vice versa at appropriate points of the day.

The party leader must make themselves aware of the centre fire procedure and relevant assembly points, emergency exit routes from accommodation and fire action notices. During the site tour we will expect the accompanying adults to walk the group to their designated meeting point. PGL staff may not be present when the fire alarm goes off and the group needs to understand the procedure to be followed.

PGL covers first aid on all centres; any other medications required must be supplied and administered by the Party Leader.

The party leader is responsible for deciding whether a party member should be referred to a doctor or hospital, with the assistance of our first-aid qualified staff. In some cases, we may be able to assist with transport arrangements; if not, we will arrange for a taxi. Payment for taxis is the responsibility of the party leader.

The party leader is responsible for notifying parents of any visit to a doctor, dentist, hospital visit, or other incident affecting a member of their group, if appropriate. He/she must therefore hold a list of contact numbers of next of kin or have 24-hour access to this information.

PGL group leaders provide support to the party leader outside of session times, subject to Working Time Regulations. The party leaders escorting the group retain responsibility for their group's welfare and supervision.

Accompanying adults must wear a visitor's wristband (provided by PGL on arrival) at all times on centre and the party leader must ensure any guests visiting the group for the day sign in at reception and wear the appropriate ID badge.

The party leader should inform us of any housekeeping and maintenance issues within the accommodation.