

# Leatherhead Community Association

The Institute, 67 High Street, Leatherhead, Surrey, KT22 8AH  
Telephone: 01372 360508 Email: [www.lca1@leatherheadca.org.uk](mailto:www.lca1@leatherheadca.org.uk)  
[www.leatherheadca.org.uk](http://www.leatherheadca.org.uk)



## VISITS AND TOURS POLICY

**Approved by Council: February 2022**

**Next Review: February 2024**

The LCA very much appreciates the imagination, dedication and hard work of visits and tours organisers and this policy is formulated to ensure their responsibilities are clearly understood.

### Costing LCA Events

It can be a challenge to find a break-even point when establishing the cost per person. It cannot be an exact science but it is hoped the following notes will be helpful.

Except when a policy decision has been taken to subsidise a visit or event, the aim is that each should be self-funded. The cost of a place should be based on a reasonable judgement of how many members will be interested. Some visits may prove less popular than anticipated resulting in a deficit, others may be fully sold and result in a surplus; it is hoped this would balance out over a year.

When establishing the overall cost, telephone calls, printing, photocopying, postage etc should be included. These should be added to all the expenses of the visit, ie transport, entrance fees, guides, included refreshments and gratuities (if appropriate) and divided by a minimum number to find a sum that is acceptable for the event/visit.

The custom is for the organiser to have a free place to recognise the responsibility on the day and the possibility that an advance visit may have been made for a preliminary survey. It is important that **all** expenses incurred by the LCA organiser are claimed and reimbursed; no volunteer should be out-of-pocket.

### Assessing the Risks

The policy is not to discriminate or exclude but participants' involvement in tours and holidays has to be at the discretion of the Leaders of Visits; health conditions, limited mobility etc will be taken into account when offering places. On appropriate occasions, participant's companions (carers) may be required on excursions.

Where a decision has to be taken to refuse a place, the organiser will explain diplomatically why that decision has been taken. In many cases people are aware of their conditions and will understand why it is too big a responsibility to include them on a trip that involves complex arrangements, *which would result in a surfeit of responsibility for the leader(s)*

When carrying out a risk assessment;

1. Identify any hazard with the potential to cause someone harm or ill health; use observation or experience.
2. Identify those at risk – members, non-members, those with specific mobility problems.
3. Identify existing control measures.
4. Evaluate the risk – is it acceptable, tolerable, unacceptable.
5. Decide/Implement control measures.
6. Record assessment.
7. Monitor and review.
8. Inform Trustees of any problems after the event to determine if procedures should be revised.

Some possibilities to consider are:

- a. Potential problems with transport.
- b. Problems with venue.
- c. Need to give advice re weather conditions, long periods of standing, challenging walking conditions.
- d. Any participants with diagnosed medical conditions or special dietary requirements.
- e. Financial failure of coach or tour operator.
- f. Procedure for dealing with emergencies, eg accident, sickness
- g. Late cancellations.
- h. Injury to member or third party through perceived negligence of organiser.
- i. Unavailability of Visits/Tours organiser.

## **ORGANISING AN LCA TOUR**

It is recommended that you plan the tour several months in advance of the anticipated departure to confirm the itinerary, travel and hotels required. You should approach a reputable tour operator.

### **Accommodation**

It is a good idea to seek advance interest in the proposed destination and have an idea of the approximate allocation of twin and single rooms required; availability of a number of single rooms may be an issue. If special diets are necessary, advance knowledge of this is required by suppliers.

### **Dates**

Check dates with Administrator to avoid clashes with other events or activities.

### **En Route Visits**

If a UK tour involves long coach journeys to and from the chosen destination, visits en route stopping at places of interest, often with a special guided tour, can be included. National Trust properties can be appropriate.

### **Local Pick-up and Drop-off Points**

It is more convenient for a coach to collect passengers at previously agreed local locations. More than one pick-up point can be included, but this adds to the time required prior to departure. A pick-up point should be chosen where a coach can easily access it, and parking facilities should be taken into account. Coach transfers to and from airports can be arranged for overseas tours.

### **Welcome and Farewell Dinners**

If the tour is not on a half-board basis, a welcome and farewell dinner is usually appreciated.

### **Tour Staffing**

The amount of support required during a tour is at the discretion of the organiser. There a number of options available.

*Local Tour Manager* – This will be a guide/tour manager, local to the area or country visited, with expert local knowledge. For overseas tours they will meet the group at the airport of arrival or at the station in the case of Eurostar. They will be with the group for the duration of the tour. The Local Tour Manager will 'manage' the tour, ensure the itinerary is operated successfully and look after the passengers' individual welfare. They should be aware of any special needs of the group.

*Local Guide* – These guides will join the group for specific excursions. Their knowledge is often more focused. In many countries you are legally obliged to use local guides to accompany groups around certain sites. This may be in addition to the Tour Manager.

*Accompanying Tour Manager* – This will be a tour manager organised by the travel company; s/he will be with the group for the entire tour from UK departure. The Tour Manager will be responsible for the tour, ensuring the itinerary is operated successfully and look after the passengers' individual welfare. They should be aware of any special needs of the group and will carry the Emergency contact numbers for individuals in case of need.

*LCA Tour Manager* – This role involves the management of the tour by a volunteer and may include the payment of entrances, gratuities etc, during the course of the tour.

### **Payments**

All payments should be made through the tour operator, not the LCA accounts. Every passenger should arrange his/her own personal travel insurance cover. Your tour operator may offer comprehensive insurance.

Members of the group should check they are in possession of a valid passport and visa as applicable.

### **Organiser's Responsibility**

Twenty-Four Hour Emergency Back-up. Ensure that your chosen tour operator can be contacted at any time in the event of an emergency occurring when on tour. All the necessary arrangements should then be handled by the tour operator.

It is suggested that every participant provides the tour organiser with contact details for a person, for example a family member, who can be contacted in case of an emergency.

In view of the implications in terms of the possible liability of organisers under EU regulations, it is essential to observe and use the following text. The text highlights the potential problems that may arise from non-observance of these EU regulations.

The Package Travel and Linked Travel Arrangements Regulations 2018, based on an EU directive, provide consumers protection for the operation of tours over 24 hours (unless overnight accommodation). Any tour that consists of two of the component parts of transportation, accommodation and other tourist services, should be operated by a tour operator which is fully bonded or has insurance or other trust arrangements.

*If you personally arrange package holidays or tours for the LCA more than occasionally, under this legislation you will be primarily liable for the actions and omissions of both yourself and all the suppliers of the component parts of the holidays you arrange. Liability may be with the LCA or with the individual himself or herself, depending on the way in which the tour has been arranged and payments made and received.*

*For example: all travel problems ranging from bankruptcy of the coach operator to unsafe accommodation will be your personal responsibility, even if caused by the hotel.*

**It is therefore essential that LCA tours be arranged with a reliable company which is bonded and that the company collects payments from members."**

There are defences to this liability, but these are extremely limited and will only apply in certain circumstances.