



PGL Code of Practice

April 2015

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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 0844 371 1100 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 0844 371 1100.
- 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 £20 million, Employers' Liability cover for £25 million and Tour Operators' Liability Insurance cover for £10 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 1995 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.

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 Safeguarding Policy (see www.pgl.co.uk for full details).

Our staff are provided with guidance 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.

We will endeavour to safeguard children and young people by:

- Valuing them, listening to them and respecting them
- Adopting child protection guidelines through procedures and a code of conduct for staff and volunteers
- Recruiting staff safely, ensuring all necessary checks are made
- Sharing information about child protection and good practice with children, parents, Party Leaders and staff
- Sharing information about concerns with agencies who need to know, and involving parents and children appropriately
- Providing effective management for staff through supervision, support and training.

Fire Precautions

A fire safety policy is in place and the premises are covered by a risk assessment. A copy is submitted to the local fire authority to ensure full compliance with the Regulatory Reform (Fire Safety) Order 2006 and The Fire Safety (Scotland) Regulations 2006.

The Centre Manager and property team review the fire risk assessment on an annual basis. We comply with requirements for fire precaution notices, extinguishers, alarm systems, log books and staff training.

Minimum Operating Standards

We have developed a Minimum Operating Standard for all activities which outlines 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, France and Spain. In addition to this, independent audits are undertaken by our own team of experts and external specialists.

Accident and Incident Procedures

All centres have 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 manning 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



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 UK 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 in the "great outdoors". PGL has been inspected and licensed to operate the following:

Dalguise: kayaking, raft building, climbing, abseiling, hill walking

Boreatton Park: abseiling on the cliff

Drummond's Dub: canoeing, dragon boating and raft building for Hillcrest

Lower Wye Area: canoeing for Hillcrest

Little Canada: dragon boating, raft building, kayaking, canoeing and sailing

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

Loch Ranza: abseiling, gorge scrambling, hill walking, and off-road cycling

Tregoyd House: canoeing, climbing and abseiling

Whilst the scope of licensing itself is limited, 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."

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 or they take place in the safe environment of our centre grounds. Even here, though, we realise the value of external verification and so we submit them 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 and accepted as appropriate by the Wales Tourist Board.

National Governing Bodies

PGL's canoeing and sailing centres are inspected and approved by the British Canoe Union and the Royal Yachting Association. PGL's mountain biking centres are 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 bodies, such as the Open College Network, Edexcel and 1st4sport. Specific health, safety and quality checks are also carried out by 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 recruitment officers have extensive experience at a senior level on centre and 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 'List 99' checked prior to commencing work.

All new contact staff will complete PGL's Foundation Programme. This 9-12 month programme conforms with relevant national occupational standards and includes qualifications from the Qualifications and Credit Framework (QCF).

The programme includes:

A 10-day training and selection course at one of PGL's training centres.

A full sector, company and centre induction at their centre of employment.

Comprehensive, job-specific training and assessment followed by 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 twelve, though in some circumstances activity groups may number 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 i/c Activity	Lead Instructor I/c 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
Abseiling	Boreatton Park Cliff	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:1
Abseiling	Crags and Cliffs UK + France	MIC Holder	SPA Holder	SPA Holder or Licensed French Operator	N / A	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 old)	N / A	1:6
All Aboard	UK + France	MIC Holder	Assessed by MIA	Assessed by MIA	N / A	1:1 or 1:4 Guest Belaying 4 others off ground
Archery	On Site Ranges	GNAS	GNAS Leader Award/AGB Instructor	In-house Trained and Assessed	N / A	1:4 (shooting)
ATV's	On Site Tracks	EASI Level 2 Supervisor	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:1
Team Games / Ball Sports	On Site Fields / Sports Halls	PGL	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:24
Beach Studies	Sheltered Beaches / Areas of Coastline	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:12 (Minimum 2 Instructors)
Loch Ranza Beach Studies	Remote Beaches / Areas of Coastline on Arran	MIC Holder	ML Summer	ML Trained +In-house Trained and Assessed	Competent Adult	1:15 (Minimum 2 includes competent adult)
BMX	On site Tracks	BC L2 BMX + MTB National Trainer	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:12 (max 6 bikes)
Bouldering Wall	On Site	MIC Holder	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:12
Burn Walk	Dalguise Centre Grounds	MIC Holder	In-house Assessed by Approved Tech Advisor	In-house Assessed by Approved Assessor	In-house Assessed by Approved Assessor	1:12 Minimum 2 Instructors
Bushcraft / Survivor	On Site / Off Site Designated Area	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:12
Challenge Course	On Site PGL Specific Course	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:12
Climbing	Man-made Structure UK + France	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:1 or 1:4 Guest Belaying 4 others off ground
Climbing	Crags and Cliffs UK	MIC Holder	SPA Holder	SPA Holder	Assessed by MIA	1:1 rope / 1:2 Ropes (SPA)
Climbing	Crags and Cliffs France	MIC Holder	SPA Holder	SPA Holder or Licensed French Operator	Assessed by MIA	1:1 rope / 1:2 Ropes (SPA)
Fan Descender (Powerfan)	Marchants Hill	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:2
Fencing	On Site - Indoor and Outdoors	BFA	BFA Teacher Trainer	BFA Teachers Certificate	N / A	1:12



Go Karting	On Site Tracks	PGL	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:1
Gorge Walking	Loch Ranza	M.I.C holder / BCU L4	Summer M.L.	ML Trained +In-house Trained and Assessed	ML Trained +In-house Trained and Assessed	1:8 plus person on the bank
Giant Swing	On Site Structure	MIC Holder	Assessed by MIA	Assessed by MIA	N / A	1:2
High Ropes Rail Course	On Site Structure	MIC Holder	Assessed by MIA	Assessed by MIA	N / A	1:12
Problem Solving	On Site Structure	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:12
Jacob's Ladder	On Site Structure	MIC Holder	Assessed by MIA	Assessed by MIA	N / A	1:1 or 1:4 Guest Belaying 4 others off ground
KMX Karting	On Centre Tracks	PGL	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:12 (6 Karts)
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	1:12 (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	1:12
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 On and Off Site Tracks	BC L2 +MIC , IML	BC L2	BC L1	N / A	1:8 (minimum 2 Instructors Offsite)
Moorland Walking	Approved Routes under 600m	MIC Holder	ML Summer	In-house Trained and Assessed	In-house Trained and Assessed	1:12 (Minimum 2 Instructors)
Mountain Walking	Approved Routes over 600m	MIC Holder	ML Summer	ML Summer	In-house Trained and Assessed	2:12 (minimum 2 Instructors)
Loch Ranza Mountain walking	Approved Routes on Arran under 600 metres +Remote Beaches / Areas of Coastline	MIC Holder	ML Trained	ML Trained	Competent Adult	1:15 plus another adult
Night Line / Sensory Trail	On Site	PGL	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:12
Orienteering	On site or BOF Level 1 Terrain	BOF	BOF Level 1	In-house Trained and Assessed	In-house Trained and Assessed	1:12
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	1:12
Street Surfing	On Site	PGL	In-house Trained and Assessed	In-house Trained and Assessed	N / A	1:12
Stunt Kites	On Site and Sheltered Beaches	PGL	In-house Trained and Assessed	In-house Trained and Assessed	In-house Trained and Assessed	1:12 (Minimum 2 Instructors - off site)



Trapeze	Man-made Structure UK + France	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:1
Traversing Elements	On Site Structure	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:1
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	On Site Structure	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	1:1 or 1:3 Guest Belaying 3 others off ground
Zip Wire	Man-made Structure UK + France	MIC Holder	Assessed by MIA	Assessed by MIA	Assessed by MIA	2:1

PGL Staff Competence Matrix - Water Based Activities

Activity	Venue / Restriction	Technical Advisor	Chief Instructor i/c Activity	Lead Instructor I/c Session	Assistant Instructor	Ratio: Instructors to Guests under Instruction
Bodyboarding	Beam House, Whitecliff Bay (surf <1m)	BCU Level 5 coach + BSA L2	In-house training	In-house training	In-house training	1:16 (minimum 2 instructors)
Bodyboarding	Mediterranean (surf <1M)	BCU Level 5 coach + BSA L2	RLSS Beach Lifeguard + In- house training	RLSS Beach Lifeguard + In-house training	In-house trained and assessed	1:50 (lifeguard), 1:10 (adult spotters)
Canoeing	La Fosca Mediterranean Coast	BCU Level 5 coach	Level 2 coach + 4 star Cn, Tour or Sea or RYA SI	Level 2 coach	L1 coach	1 - 8 (minimum 2 Instructors)
Canoeing	Loch Ranza	BCU Level 5 coach	Level 2 coach + 4 star Cn, Tour or Sea or RYA SI	L1 coach	L1 coach	1 - 8 (minimum 2 Instructors)
Canoeing	Segries and Lou Valagran - Ardèche	BCU Level 5 coach	Level 2 coach + 3 Star Assessor Canoe & 5 Star	Level 2 coach + 4 star canoe	1 x L2 coach + 4* star canoe+ 4 days SST	1 - 8 (minimum 2 Instructors)
Canoeing	Château du Tertre Varenne	BCU Level 5 coach	Level 2 coach + 4 star Canoe	L2 coach (CN)	L1 coach	1:12
Canoeing / Kayaking	Little Canada - Woodside Beach	BCU Level 5 coach	Level 2 coach 4*Sea/ Cn or Tour	L2 coach	L1 coach	1 - 8 (minimum 2 instructors)
Canoeing / Kayaking	Dalguise - Loch/ River Tay	BCU Level 5 coach	Level 2 coach	L 2 coach	L1 coach	1 - 8 (2 instructors minimum)
Canoeing / Kayaking	Château du Tertre - Mayenne	BCU Level 5 coach	Level 2 coach +3* CN, Tour or sea	L1 coach + 3 * Cn or tour or sea	L1 coach	1 - 8 (minimum 2 Instructors)
Canoeing / Kayaking	Hillcrest / Tregoyd - River Wye (grade 1)	BCU Level 5 coach	Level 2 coach + 4 star Canoe	Level 2 coach + 4 star	L1 coach	1 - 8 (minimum 2 Instructors)

Canoeing / Kayaking	Barton Hall / Boreatton Park / Caythorpe Court / Drummonds Dub / Liddington / Marchants Hill / Windmill Hill / Winmarleigh Hall	BCU Level 5 coach	Level 2 coach	L1 coach	L1 coach	1:12
Canoeing / Kayaking	Tregoyd - Llwyn Filly pond	BCU Level 5 coach	Level 2 coach + 4* CN, WWK or Tour	L1 coach	L1 coach	1:12
Dragon Boating	Drummonds Dub / Weymouth Harbour	BCU Level 4 coach + BDA Helm	BDA Centre Level 2 coach + Either RYA SI or BCU Level 2	BDA Level 1	BDA Level 1	1 - 12 (minimum 2 Instructor)
Dragon Boating	Little Canada - Wootton Creek	BCU Level 4 coach + BDA Helm	BDA Centre Level 2 coach + Either RYA SI or BCU Level 2	BDA Level 1	BDA Level 1	1 - 24 (minimum 2 Instructor)
Inflatables	Little Canada	BWSF	BWSF	BWSF Driver	N / A	1:1 (2:12 in group)
Inflatables	Mediterranean	RYA SI +PBI	RYA Safety Boat Driver	RYA Safety Boat Driver	Adult Spotter	1:12
Knee Boarding	Designated Sheltered Tidal Waters	BWSF	RYA SI	BWSF Driver	Adult Spotter	1:1 (2:12 in Group)
Raft Building	Barton Hall / Boreatton Park / Liddington / Marchants Hill / Drummonds Dub / Caythorpe / Little Canada / Loch Ranza / Tregoyd / Winmarleigh / Château du Tertre / Lou Valagran / Mimosa /	BCU Level 5 coach	Level 2 coach	2* + In-house training	2* + In-house training	1 - 12 (minimum 1 Instructor)
Raft Building	Dalguise	BCU Level 5 coach	Level 2 coach	In-house Training	In-house Training	1 - 12 (minimum 1 Instructor)
Raft Building	Little Canada - Wootton Creek	BCU Level 5 coach	Level 2 coach 4* SEA, CN, Tour or RYA SI	2* + In-house training	2* + In-house training	1 - 12 (minimum 1 Instructor)
Raft Building	Osmington - Weymouth Harbour	BCU Level 5 coach	Level 2 coach 4* SEA, CN, Tour or RYA SI	2* + In-house training	2* + In-house training	1 - 12 (minimum 1 Instructor)
Rock Jumping	Coastal, River and Gorge offsite venues	MIC / BCU L5	RYA SI / BCU L2 +4*	RYA SI / BCU L2 +4*	RYA DI / WI / AI or BCU 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	RYA Senior Instructor	RYA Keelboat Instructor (Dinghy Instructor with Keelboat Endorsement)	50% RYA Instructor & 50% RYA Assistant Instructor	1:8 Guests
Sailing (Multihull)	Mediterranean Coast, PGL Safety Boat (s) in Operation	RYA SI + Multihull Endorsement	RYA Senior Instructor + Multihull Endorsement	RYA Multihull Instructor	50% RYA Instructor & 50% RYA Assistant Instructor	1:4 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	BCU Level 5 coach	Level 3 coach Sea, Cn or Kayak	L1 coach	L1 coach	1 - 8 (2 instructors minimum)
Sit On Top kayaking	La Fosca Med Coast	BCU Level 5 coach	Level 2 coach + 4 star Cn, Tour or Sea or RYA SI	Level 2 coach	L1 coach	1 - 8 (minimum 2 Instructors)
Sit On Top kayaking	Lou Val - Ceze	BCU Level 5 coach	Level 2 coach	L1 coach	L1 coach	1 - 8 (minimum 2 Instructors)
Sit On Top kayaking	Mimosa - Med Coast	BCU Level 5 coach	Level 2 coach or RYA SI	L1 coach	L1 coach	1 - 8 (minimum 2 Instructors)
Sit On Top kayaking	Segs and LV - Ardèche	BCU Level 5 coach	Level 2 coach + MWE & 5 Star	Level 2 coach + 4 star WWK	L1 coach + 3* WWK	1 - 8 (minimum 2 Instructors)
Snorkelling	Mediterranean Coast	BSAC	BSAC Open Water Snorkel Instructor	BSAC Open Water Snorkel Instructor	In-house Trained and Assessed	1;8 (minimum 2 Instructors)
Surfing	Westward Ho! (surf, 1m)	BCU L5 +BSA L2	RLSS Beach Lifeguard	RLSS Beach Lifeguard	RLSS Beach Lifeguard	1:10 (Minimum 2)
Swimming	Pool - Boreatton Park, Segries, Château de Grande Romaine, Barton Hall, Little Canada,	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 - Whitecliff Bay, Westward Ho! (Beam)	RLSS / SLSS Beach Lifeguard Trainer / Assessor	RLSS Beach Lifeguard	RLSS Beach Lifeguard	In-house Trained and Assessed	1:16 (minimum 2 Instructors)
Swimming	Moving Water - Gorges de L'Herault (Informal Swimming with BA's)	BCU Level 5 coach	RYA SI + RLSS Beach Lifeguard	RYA SI / BCU L2 + RLSS Beach Lifeguard	RYA DI / WI / AI or BCU L1	1:50 (Lifeguard) + 1:10 Adult Spotters (Instructors or Teachers)
Swimming	Mediterranean Coast, Patrolled RYA Venue	RLSS / SLSS Beach Lifeguard Trainer / Assessor	RLSS Beach Lifeguard	RLSS Beach Lifeguard	Adult Spotters	1:50 (Lifeguard) 1;10 Adult Spotters (Instructors or Teachers)
Swimming	Moving Water - Ardèche	BCU Level 5 coach	BCU L2 +4*	BCU L2 +4*	BCU L1 +3*	3:25
Wakeboarding	Designated Sheltered Tidal Waters	BWSF	BWSF	BWSF Driver	N / A	1:1 (1:4 in boat)
Water Skiing	Designated Sheltered Tidal Waters	BWSF	BWSF	BWSF Driver	In-house Trained and Assessed	1:1 (2:12 in group)
Windsurfing	Mediterranean Coast + Lac du Salagou PGL Safety boat (s) in Operation	RYA Windsurf SI	RYA Windsurf SI	RYA Start Windsurfing L1 (Non Planing) Instructor	In-house Trained and Assessed or RYA assistant Instructor	1:6



6. Accommodation

We provide a wide range of accommodation across our centres; everything from campsites 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.
- Any shared or connected rooms designated for a specific group are reserved exclusively for the use of that group.
- 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 for low season use.
- 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.
- 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:

At PGL controlled and managed centres:

- 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.
- PGL staff wear company uniform while on duty. This allows them to be instantly recognised in their role.
- Any stranger 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.
- At our centres where accommodation cannot be secured, such as campsites and caravan parks, night security staff patrol the centre grounds throughout the night.
- Larger centres have security barriers and/or CCTV coverage at entrances.

At Partner centres:

Some of our summer programmes are run from partner centres. PGL leases bed and accommodation provision from others and operates to PGL standards of activity.

PGL carefully selects its partner centres after considering:

- Location – proximity to local residents
- Designated areas for PGL use
- Impact on site from other users
- Provision of security staff
- Security of accommodation units

Different sites have slightly different procedures; however, our management of security takes this into consideration and we will not compromise on safety. Examples of our measures include:

- PGL staff and our partner's staff wear uniform while on duty. This allows them to be instantly recognised.
- Children are accompanied and supervised at all times during the day, and secure at night.
- All accommodation is locked at night and logged in the fire log as checked. This prevents access from the outside whilst allowing easy exit by individuals within. The door for each unit is accessible using a key if required by party leaders and PGL staff.
- During the night there are security and duty staff available.
- CCTV coverage at some sites.



8. 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 ten years old
- Will conform to R66 rollover protection regulations
- Will conform to all Department of Transport requirements
- Must have seat belts fitted to all seats

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.

9. 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. In order that we can make a fair assessment of service provision and identify appropriate resources in relation to access, programming, successful participation and health and safety, we need you to provide us with full details as soon as possible. Further details are available on the PGL website.

10. Excursions and Visitor Attractions

Where PGL programmes include excursions to visitor attractions, we will use our best endeavours to monitor the visits in line with the latest School Travel Forum recommendations. 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 visitors 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 underage 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.
- Guests 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.

Appendix 2

Definition of Responsibilities for Supervision of Visiting Groups

The Party Leader

The party leader is in loco parentis 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. At small centres (maximum 50) accommodating only one party, it may be possible to make alternative arrangements with the centre manager for limited periods.

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 some sessions, party leaders are required to assist with supervision of the children. We would welcome the presence of a party leader with each activity group. Some LA's insist on this, so please check with your authority.

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 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. The cost of this will be passed on to the school or group.

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.

The party leader and accompanying adults are responsible for ensuring that their group adheres to the Code of Conduct.

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 groups' welfare and supervision.

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