

# Safety Management System for Universities & Colleges (SMS/UC) 2010

## Contents

Introduction

1. Health & Safety Policy Statement
2. Implementation and Review of the Safety Management System
3. Accommodation
4. Transport
5. Services secured by Agents and Ground Handling Companies
6. Emergency Procedures, Incident Reporting & Near Misses
7. Sports Venues & Tournaments
8. Excursions, Visits & Social venues
9. Staff Training & SportsParty reps
10. Accidents, Injuries & Paramedics
11. Travel Insurance, Liability Insurance & Financial protection
12. 'Before You Go Safety Guide' and Inspection Visits

Appendix



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## Introduction

Established in 1992, Sports Travel International Ltd. (STI) is a specialist sports tour operator organising sports tours, activity holidays, ski trips, festivals, events and tournaments for universities, schools, colleges and clubs. STI is the organiser of the SportsParty festivals in Lloret de Mar and Dublin, some of the most popular, longstanding and respected sports events available to British students.

There are presently no formal safety management guidelines regulating university sports tours and festivals in the same way as exist already for school trips. However, given our profile and experience in the market, we have implemented a full safety management policy similar to our schools SMS but with a number of important differences, reflecting the particular nature of university sports travel.

### 1. Health and Safety Policy Statement

Our 'University & College Safety Management System' (SMS/UC) ensures that all reasonable measures are taken to assure our clients of a high level of safety and professionalism throughout a tour, provided that our clients themselves act responsibly and with due care and attention at all times. At Sports Travel International (STI) – the organisers of 'SportsParty' in Lloret de Mar - we are committed to providing a safe and secure environment for our clients and staff alike. We shall achieve this by:

- 1.1** Maintaining a written Health and Safety Policy which is consistent with advice contained within the HSE document (HSG65).
- 1.2** Maintaining and promoting a positive health and safety culture amongst staff, clients and suppliers alike.
- 1.3** Ensuring our products and services comply where applicable with the current local, national and/or international standards
- 1.4** Planning and setting standards which meet the needs and expectations of our clients which are both measurable and realistic
- 1.5** Reviewing our performance internally on a regular basis and by undergoing a comprehensive annual audit by qualified external consultants
- 1.6** Ensuring that our management team and members of staff receive suitable and regular internal and external training to improve their knowledge, competence and professionalism

The monitoring and review of our systems are ongoing with a formal review taken on an annual basis.

Ashley Gowing  
Managing Director  
Sports Travel International Ltd.

July 2009

## 2. Implementation and Review of the Safety Management System

### 2.1 Implementation

- 2.1.1 The Safety Management System has been developed by Sports Travel International Ltd. (**STI**) under the guidance of external consultants, for the implementation of the company's Safety Management System policy and amended for Universities and Colleges (**SMS/UC**) to cover the student events offered under the '**SportsParty**' brand.
- 2.1.2 The directors will ensure managers have the knowledge and competence to implement the policy and that training is provided where appropriate.
- 2.1.3 The directors will ensure that all members of staff are made aware of the basic requirements of the SMS/UC.
- 2.1.4 The directors will monitor the SMS/UC and examine areas where improvements to the system and activities can be made.
- 2.1.5 All members of staff are made aware of the need to report any weakness or failures in the SMS/UC to their manager.
- 2.1.6 All staff are made aware of their responsibilities to the SMS/UC and given adequate training and support to undertake these successfully.
- 2.1.7 Managers are required to report on a regular basis to the directors regarding the implementation of the SMS/UC including both success and weakness requiring attention and review.

### 2.2 Review

- 2.2.1 STI's safety management standards will be independently assessed and verified by an approved external Health and Safety consultant on an annual basis.
- 2.2.2 Any accidents, incidents or near misses brought to our attention will be recorded and reviewed (see section on Accidents, Incidents and Near Misses).
- 2.2.3 A formal review of the SMS/UC is held by the directors on an annual basis.

## 3. Accommodation

- 3.1 STI will ensure that an accommodation contract is signed when an accommodation is contracted directly, confirming that the accommodation 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.
- 3.2 For all accommodation centres secured by agents or ground handlers, STI 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.
- 3.3 STI will request and endeavour to obtain a copy of the current fire certificate or equivalent local documentation.
- 3.4 STI will request and endeavour to obtain a copy of the current liability insurance policy.
- 3.5 STI will request and endeavour to obtain a copy of the current hygiene certificate or equivalent local documentation.

### **SMS/UC Standard accommodation audits**

- 3.6 The SMS/UC standard accommodation audit form aims to audit aspects of fire safety, hygiene and general accommodation facilities.
- 3.7 The SMS/UC standard accommodation audit form may be completed by an STI director or senior staff. Alternatively it may be completed by an approved agent or accommodation centre manager on a self-declaration basis.
- 3.8 The results will be assessed by a suitably qualified STI manager or director
- 3.9 All the accommodation centres we feature for SportsParty will be subject to a standard audit prior to use for the first time and thereafter at a maximum interval of three years.

### **SMS/UC Inspection of accommodation audits**

- 3.10 We will endeavour to undertake a more in-depth 'audit inspection', which is carried out on location by an auditor qualified in this capacity or by an experienced STI manager, for any accommodation to be used at SportsParty on a regular basis (in 2 or more consecutive years) or for tours (when used more than 5 times in a calendar year) and thereafter every 3 years.

### **Monitoring of accommodation audits**

- 3.11 Following the completion of accommodation audits, these will be recorded in one of the following categories, details of which can be supplied to group leaders on request:
  - **conforms**; no areas of improvement have been identified. The management will be commended and encouraged to maintain their standards.
  - **minor non-conformities**; the centre conforms to local standards and has the necessary certificates and insurance but areas of improvement have been identified. Any recommended improvements will be discussed with the accommodation owners/managers. A subsequent review of the results will be made and recorded.
  - **unsafe**; the accommodation centre is considered unsafe for STI groups, even if it conforms with local standards. This accommodation will be removed from our programme and will not be re-instated until the defects have been rectified and the establishment re-audited to a standard that either conforms or has minor non-conformities in accordance with the definitions above.

## **4. Transport**

### **4.1 Airlines:**

- 4.1.1 Sports Travel International Ltd. holds an Air Travel Organisers Licence (5675) as granted by the Civil Aviation Authority, which regulates all air transportation from and into the UK.
- 4.1.2 The C.A.A. operates to very strict safety criteria and no additional practical measures can be undertaken by STI in this respect.
- 4.1.3 Flights originating in other jurisdictions are governed by the laws and regulations of the country in question.

### **4.2 Ferries (and Eurotunnel)**

- 4.2.1 All the ferry companies (and Eurotunnel) that we use are regulated nationally. We do have regular meetings with the major ferry companies booked by us and we are updated about changes to safety procedures.
- 4.2.2 The operators comply with independently set safety standards and no additional practical measures can be undertaken by STI in this respect.

### **4.3 Public Transportation**

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

### **4.4 Railways**

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

## **4.5 UK coaches**

- 4.5.1 STI 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.
- 4.5.2 All companies shall complete a Coach Contract in which they confirm that they 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 STI.
- 4.5.3 We endeavour to obtain and keep on record prior to first use and thereafter on an annual basis, copies of motor insurance, liability insurance and the operator's licence.
- 4.5.4 Each coach company contracted by STI is responsible for establishing that their drivers do not have a material criminal record or detrimental employment history and have received appropriate clearance from the CRB or Scottish Criminal Records Office.
- 4.5.5 For coach operators that STI treat as or anticipate being 'frequent use' (used for more than 5 coaches to our festivals in a calendar year) a physical audit will also take place once every 3 years. The inspection undertaken by a STI manager will be in accordance with STI's coach audit form and a copy maintained on file.
- 4.5.6 If a coach operator is used on an occasional basis (5 times a year or less), as a minimum requirement, STI will request the coach operator to complete and return an audit form on a self-declaration basis and forward copies of the operating licence, motor vehicle insurance and public liability insurance.
- 4.5.7 All STI itineraries are compiled taking into account the current UK and EU legislation governing drivers' hours.
- 4.5.8 All UK coaches will be fitted with seatbelts.
- 4.5.9 If it is necessary to supply a replacement coach in the event of a vehicle breakdown in an overseas country, seatbelts may not be fitted due to the different legislation in other countries.
- 4.5.10 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 are asked to confirm that they have 24-hour emergency breakdown cover in place in the event of mechanical problems.
- 4.5.11 While STI try to use coaches from our 'frequent use' list, this is not always possible due to any of the following, but not limited to; very busy periods, where the location or availability would be best suited by another company, the re-scheduling of bookings, mechanical failure, breakdown, driver illness, customer request or in the case of any other unforeseen circumstances where STI reserves the right to make another booking.

## **4.6 Non-UK coaches**

- 4.6.1 STI will endeavour to hire coaches from well established and reliable companies who shall complete a Coach Contract for Non-UK Coach Operators, in which they confirm that they 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 STI.
- 4.6.2 We will endeavour to obtain and keep on record prior to first use and thereafter on an annual basis, copies of motor insurance, liability insurance and the operator's licence.
- 4.6.3 For coach operators that STI treat as 'frequent use' (used more than 10 times a year for tours and transfers) we will inspect them once every 3 years, in accordance with the STI Non-UK Coach Company Audit form.
- 4.6.4 If a coach operator is used on an occasional basis (10 times or less a year), STI will request the coach operator to complete an audit on a self-declaration basis and forward copies of the operating licence, motor vehicle insurance and public liability insurance.

## 5. Services secured by Agents and Ground Handling Companies

### 5.1 Accommodation

- 5.1.1 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 get a hygiene certificate or the local equivalent.
- 5.1.2 We will endeavour to undertake a more in-depth 'audit inspection', which is carried out on location by an auditor qualified in this capacity or by an experienced STI manager, for any accommodation to be used at one of our own featured festivals on a regular basis (in 2 or more consecutive years) or for tours (when used more than 5 times in a calendar year) and thereafter every 3 years, as if this were contracted directly and records maintained accordingly.

### 5.2 Non-British coaches

- 5.2.1 All Agents and Ground Handlers providing non-UK coaches shall sign a contract in which they confirm that the companies they select 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 STI.

### 5.3 Other services

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

## 6. Emergency Procedures, Incident Reporting & Near Misses

### 6.1 Emergency procedures

- 6.1.1 STI will maintain and update the 'Emergency Procedure Guidelines', which clearly define the role that all staff may need to carry out in the event of a serious incident involving STI clients on tour or at one of our festivals.
- 6.1.2 SportsParty reps including the Festival Management team (Head Reps) are contactable on location 24 hours a day and emergency numbers are supplied to all reps and Group Leaders for the duration of all festivals.
- 6.1.3 One of the STI management team at Head Office in the UK shall be appointed as Duty Officer on a roster basis to ensure that a senior member of STI staff is contactable in an emergency 24 hours a day.
- 6.1.4 All Group Leaders, coach companies and agents will be advised how to contact the Duty Officer should the need arise during any of our tours and festivals.
- 6.1.5 The Duty Officer will be supplied with details on all groups on tour at that time as well as have access to emergency contact numbers for suppliers.

### 6.2 Incident Reporting and Near Misses

- 6.2.1 STI will encourage clients to report any safety related issues immediately. This will enable STI to investigate their concerns and to ensure that any necessary action is taken straight away. To facilitate this, STI will provide an 'Accident/Incident Report Form' to all Group Leaders and 'SportsParty' Reps prior to travel.
- 6.2.2 SportsParty reps and a senior member of the Festival Management team are available in person on a daily basis at the nominated festival HQ, or contactable by phone.
- 6.2.3 STI will keep a record of all incidents of which it becomes aware or which are brought to its attention. All reports will be reviewed and an investigation undertaken if appropriate, in conjunction with the Festival Management team, at the end of every festival we organise.
- 6.2.4 An annual review of all accidents and incidents considered as serious will additionally be undertaken by the STI directors.

## 7. Sports venues and Tournaments

### 7.1 Sports venues

- 7.1.1 In each resort/festival destination, we will establish and maintain a list of frequently used sports venues. This will include all sports venues we anticipate using on more than 5 occasions on tour events or festivals in each calendar year or at one of our own featured festivals on a regular annual basis (in 2 or more consecutive years). These will be subject to a 'sports venue audit' in accordance with the STI sports audit form.
- 7.1.2 STI shall use these sports venues for SportsParty (and other tours) whenever possible, practical and appropriate, but many circumstances determine the use of other 'non-frequently' used venues. Due to the large number of miscellaneous venues used, many on a one-off or infrequent basis, STI will not inspect these or carry out a 'sports venue audit', although they are typically recommended to us by our local agents abroad.

### 7.2 Sports fixtures, tournaments and festivals

- 7.2.1 Students should be responsible for having any personal medication to hand and have the general fitness and physical maturity to meet the demands of the activity.
- 7.2.2 Group leaders will be advised of the required 'Code of Conduct' for all participating teams and individuals in pre-tour documentation and at any briefing given prior to the event.
- 7.2.3 In the staging of our own festivals and tournaments, we will endeavour to ensure that:
- care will be taken in the programming and scheduling of matches
  - contingency arrangements will be put in place when practical and possible
- 7.2.4 Each team is required by us to have a basic first aid kit with them at each festival venue.
- 7.2.5 STI will endeavour to ensure that at each main SportsParty tournament venue where there are 2 sports fields or more, that we supply or contract the following:
- an ambulance, driver and first aider(s)/paramedic(s) for the major contact sports events (football, rugby and hockey) subject to the numbers participating.
- 7.2.6 At other sports events and venues we feature at SportsParty, we will endeavour to supply or contract a first aider(s)/paramedic(s) subject to the numbers participating.
- 7.2.7 STI festival managers, tournament managers and group leaders are provided with details on how to respond in the event of an injury or emergency situation (see also section 10).

## 8. Excursions, visits and social venues

### 8.1 Excursions and visits

- 8.1.1 STI will endeavour to ensure that all visits and excursions that are featured in our promotional material whether sold by us or not are considered safe for group activity, subject to our clients conducting themselves in a responsible manner with every due care and attention at all times and adhere to local rules, regulations and safety guidelines.
- 8.1.2 Wherever possible we will ensure that the providers have evaluated health and safety to a satisfactory degree but clients should be aware that we are not the providers of these activities or optional extras and that, when purchased from the suppliers directly are entirely at the clients' own risk and without recourse to STI in any way.
- 8.1.3 We will endeavour to advise group leaders of any potential additional risks which the provider wishes to bring to the attention of groups, before making the excursion or visit.

### 8.2 Social venues

- 8.2.1 STI will require a 'standard venue audit' to be completed on a self-declaration basis by the managers of all the bars and nightclubs we feature for SportsParty students.
- 8.2.2 The audit form requires venue managers to confirm that they have a current fire certificate or the local equivalent, the appropriate insurance cover and operating licence or local equivalent. STI requests copies and maintains copies on file whenever possible.
- 8.2.3 We will endeavour to undertake a more in-depth 'venue audit inspection', which is carried out on location by an experienced STI manager, for any bar or nightclub venue that is to be recommended at any of our featured festivals on a regular basis (in 2 or more consecutive years) when this is practicable to do.

## 9. Staff Training & SportsParty Reps

### 9.1 General Staff Training

- 9.1.1 STI will ensure that STI 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.
- 9.1.2 Members of staff are encouraged to participate in additional training provided by independent suppliers which are offered by STI when appropriate.
- 9.1.3 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.
- 9.1.4 Only senior members of the management team are selected as Duty Officers and will receive appropriate training before carrying out this role in order to fulfil the responsibility.

### 9.2 Auditor Training

- 9.2.1 Senior staff whose role it is to oversee and assess accommodation units receive suitable training to undertake audits, by qualified safety consultants. This enables them to analyse the results of a Standard Audit and conduct a more in depth 'Audit Inspection.'
- 9.2.2 New accommodation auditors will be accompanied by an auditor with a minimum of 2 years experience whilst undertaking their first 'Audit Inspections'.

### 9.3 Emergency Procedure Training

- 9.3.1 All members of staff employed by STI on full permanent contracts receive training in the Company's emergency procedures.

### 9.4 SportsParty Rep selection and training

- 9.4.1 All members of the SportsParty rep team are recruited with the enjoyment and wellbeing of our student participants in mind. As well as the formal application procedure, a comprehensive phone interview is also conducted and applicant references kept on file.
- 9.4.2 All members of the SportsParty rep team at every level are given a full set of guidelines on their roles and responsibilities prior to travel.
- 9.4.3 All new members of the SportsParty rep team are given practical training and orientation prior to the arrival of our groups, based on a programme developed by a senior member of an externally appointed travel-specialist training consultancy covering the roles and responsibilities of reps as well as key health and safety matters.
- 9.4.4 All repeating reps and senior staff are given a refresher course, prior to starting duties.
- 9.4.5 Copies of first aid and/or other relevant certificates pertinent to those in the rep team requiring such qualifications are also kept on file.

### 9.5 SportsParty Reps and Support team

- 9.5.1 The large team of self-employed SportsParty reps are vital to the successful management of the event. Roles vary from simple meet and greets to senior sports officiating. All have a direct/indirect responsibility to help with the wellbeing and safety of our students.
- 9.5.2 A number of reps also have a more specific role aimed at providing student support based on their qualification, knowledge and experience. These include senior reps, qualified first aiders, nightclub assistance and translators (where required) that all play an important role in helping to anticipate and prevent accidents and incidents before they occur and to provide support and assistance if they do.
- 9.5.3 Local paramedics may also work at SportsParty festival venues if appropriate.
- 9.5.4 Local accommodation security staff, bar employees and nightclub 'bouncers' are not contracted by STI and are employed by the local venues and accommodation providers themselves.
- 9.5.5 Festival participants must adhere to the 'Guidelines for Participants' code of conduct and are subject to local laws and regulations which are not determined by STI or the SportsParty festivals in any way.

## 10. Accidents, Injuries & Paramedics

### 10.1 Accidents and injuries in the resort

- 10.1.1 STI will ensure that senior reps and the festival management team are available every day at a nominated time at the “SportsParty HQ” to assist with issues pertaining to accidents, injuries and emergencies.
- 10.1.2 SportsParty festival managers are contactable 24 hours a day in case of emergency and reps, support team and group leaders are provided with these numbers.
- 10.1.3 STI provides all festivals reps, group leaders and individual participants with a 24 hour English speaking number to call in respect of medical emergencies.
- 10.1.4 Our reps and support team provide a visible presence in and around our featured nightclub venues and accommodation centres at peak times to offer support and advice as well as assisting in the anticipation and prevention of accidents and incidents.

### 10.2 Accidents and injuries at the sports events

- 10.2.1 Each team is required by us to ensure that they have a basic first aid kit with them at each festival/tournament or match venue, although even basic treatment should only be administered by someone competent and qualified to do so. Information in respect of what group leaders/team captains are expected to bring with them is available in the “Guidelines for Group Leaders” document.
- 10.2.2 STI festival managers, tournament organisers or other reps with first aid qualifications may only attempt to deal with very minor ailments or suggest a course of action at the scene in an emergency situation.
- 10.2.3 The initial assessment and action in respect of accidents and injuries at each main tournament venue for the major contact sports (football, hockey and rugby) will be from the first aider/paramedic on site at the venue. A transfer to the nominated local medical clinic or hospital will be organised should this be advised.
- 10.2.4 The initial assessment and action in respect of accidents and injuries at each of the other tournament venues and for other featured sports will be from the first aiders/paramedics assigned to that particular venue. Should a transfer to the nominated local medical clinic or hospital be advised, then an ambulance will be called by the first aider/paramedic.
- 10.2.5 Incident and accident report forms are completed by the Group Leader and Tournament Manager and the Festival Manager advised without delay and no later than the daily meeting of senior reps, subject to the seriousness of the accident, injury or incident.
- 10.2.6 STI festival managers, tournament managers and group leaders are provided with details on how to respond in the event of an injury and/or an emergency situation.

### 10.3 Local Paramedics and first aiders

- 10.3.1 STI contracts local paramedics to supplement our team, when appropriate.
- 10.3.2 These paramedics, first aiders and ambulance crew, when used, are supplied by a local Medical agency based on the requirements discussed and their recommendations.

## 11. Travel Insurance, Liability Insurance & Financial Protection

### 11.1 Travel Insurance

- 11.1.1 It is a requirement of the STI SMS/UC that all party members of every group travel with adequate travel insurance cover. STI includes tour insurance cover as an integral part of the SportsParty Lloret de Mar festival package for participants. This is an optional extra for those attending the festivals in Dublin. This comprehensive travel insurance is designed to meet the needs of our student groups on tour, subject to the terms and conditions of the policy.

- 11.1.2 It is the party leader's responsibility to check the travel insurance cover meets with the requirements of the group and to advise us without delay of any material matters that may affect the cover, such as pre-existing medical conditions.
- 11.1.3 The "Before You Go Safety Guide" highlights a number of exclusions which may affect cover including but not limited to the consumption of alcohol and acting without due care and attention to protect yourself and your possessions.

## **11.2 Tour Operator's Combined Liability**

- 11.2.1 STI has Tour Operator's Combined Liability Insurance which provides cover of up to £10,000,000.
- 11.2.2 A copy of the cover certificate can be found in the appendix to this document.

## **11.3 Financial protection, reliability and reputation**

- 11.3.1 Tour companies are bound by local and European legislation to ensure that monies paid to us in respect of our tours are fully protected. While our reputation and experience mean that monies paid to us are in very safe hands, we also organise for substantial bonds to be in place as well as maintaining extremely high liquidity to ensure the financial security of our clients and to meet the requirements of the Package Travel, Package Holidays and Package Tours regulations 1992.
- 11.3.2 The flight-inclusive packages organised by us are ATOL protected since we hold an Air Travel Organisers Licence granted by the Civil Aviation Authority (ATOL 5675).
- 11.1.3 The "Before You Go Safety Guide" highlights a number of exclusions which may affect cover including but not limited to the consumption of alcohol and acting without due care and attention to protect yourself and your possessions.
- 11.3.4 STI is a member of The Association of Independent Tour Operators (AiTO). AiTO sets criteria regarding ownership, finance and quality which must be satisfied before new companies are admitted to membership. All members are required to adhere to a Code of Business Practice which encourages high operational standards and conduct.

## **12. 'Before You Go Safety Guide' and Inspection Visits**

- 12.1** STI issues all tour parties with a 'Guidelines for Group Leaders' document prior to travel which incorporates a copy of our 'Before You Go Safety Guide.' This provides essential information specific to the SportsParty festivals and staying safe on tour. It also draws attention to key safety information including the promotion of safety awareness. The goal is for the tour to operate as safely and smoothly as possible.
- 12.2** STI encourages Group Leader Inspection visits. Details are available on request. 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 when practicable.