

# safety management system



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

(updated 1 September 2014)

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## Introduction

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Established in 1992, Sports Travel International Ltd. is a specialist sports tour operator organising sports tours, activity holidays, educational tours, ski trips, festivals, events and tournaments for universities, schools, colleges and clubs. Sports Travel International 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 (for example). 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 and college sports and leisure travel.

# 1. Health and Safety Policy Statement

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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 – the organisers of the SportsParty festivals, ad hoc sports, educational and leisure trips - 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

1<sup>st</sup> September 2014

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

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### 2.1 Implementation

- 2.1.1 The Safety Management System has been developed by Sports Travel International Ltd. 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 and tours 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 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 is held by the directors on an annual basis.

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## 3. Accommodation

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- 3.1 We 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, we 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 We will request and endeavour to obtain a copy of the current fire certificate or equivalent local documentation, current liability insurance policy and hygiene certificate (or equivalent local documentation).

### SMS/UC Standard accommodation audits

- 3.4 The SMS/UC standard accommodation audit form aims to audit aspects of fire safety, hygiene and general accommodation facilities.
- 3.5 The SMS/UC standard accommodation audit form may be completed by a suitably qualified Sports Travel International member of staff with the appropriate experience. Alternatively it may be completed by an approved agent or accommodation centre manager on a self-declaration basis.
- 3.6 The results will be assessed by a suitably qualified Sports Travel International manager or auditor.
- 3.7 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

- 3.8 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 Sports Travel International 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

- 3.9 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:  
**High conformity;** no areas of improvement have been identified. The management will be commended and encouraged to maintain their standards.  
**Acceptable conformity;** the accommodation 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 and a review of the results will be made and recorded.  
**Unacceptable;** the accommodation centre is considered unsafe for our 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

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### 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 Sports Travel International 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 Sports Travel International 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 Sports Travel International 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 Sports Travel International in this respect.

## 4.5 UK coaches

- 4.5.1 Sports Travel International will endeavour to hire coaches from well-established and reliable coach operators.
- 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 Sports Travel International.
- 4.5.3 We endeavour to obtain and keep on record prior to first use and thereafter every 3 years, copies of motor insurance, liability insurance and the operator's licence.
- 4.5.4 Each coach company contracted by Sports Travel International 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 DBS (previously CRB and ISA) or Scottish Criminal Records Office.
- 4.5.5 For coach operators that Sports Travel International 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 by a suitably experienced Sports Travel International manager or auditor in accordance with our 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, we 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 Our 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.
- 4.5.11 While we 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 Sports Travel International reserves the right to make another booking.

## Monitoring of Coach audits

- 4.5.12 Following the completion of a coach audit, the results will be recorded in one of the following categories, details of which can be supplied to group leaders on request:
- High conformity;** Minor or no areas of improvement have been identified. The management will be commended and encouraged to maintain their standards.
- Acceptable conformity;** Room for improvement has been identified, but the defects do not render the supply unsafe. The defects will be brought to the immediate attention of the management at the time of auditing and followed up in writing within 14 days. The deficiencies will be evaluated and a schedule of remedial action will be agreed and monitored..
- Unacceptable;** Sports Travel International will remove the supplier from its programme immediately or as soon as practicably possible and will not consider its reinstatement until evidence is obtained that the defects have been rectified.

## 4.6 Non-UK coaches

- 4.6.1 We 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 Sports Travel International.
- 4.6.2 We will endeavour to obtain and keep on record prior to first use and thereafter every 3 years, copies of motor insurance, liability insurance and the operator's licence.
- 4.6.3 For coach operators that we 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 our 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), we 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

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### 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 Sports Travel International 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, vehicle age and insurance cover to which the coach company must agree prior to usage by Sports Travel International.

### 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 us 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 and near misses

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### 6.1 Emergency procedures

- 6.1.1 We 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 our 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 our 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 Sports Travel International 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 Sports Travel International will encourage clients to report any safety related issues immediately. This will enable us to investigate their concerns and to ensure that any necessary action is taken straight away. To facilitate this, we 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 Sports Travel International 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 directors of Sports Travel International.

## 7. Sports venues and tournaments

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### 7.1 Sports venues

- 7.1.1 In each 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 Sports Travel International audit form.
- 7.1.2 We 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, we will not inspect these or carry out a 'sports venue audit', although they are typically recommended to us by our local agents.

## **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 We 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, subject to the number of teams and participants attending:
  - 1 or more first aider(s)/paramedic(s) with ambulance for the major contact sports events (football, rugby, lacrosse 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 SportsParty 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**

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### **8.1 Excursions and visits**

- 8.1.1 We 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 adhering 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 and that our clients participate at their own risk and without recourse to Sports Travel International 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 any such excursion or visit.

### **8.2 Social venues**

- 8.2.1 Sports Travel International 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. Sports Travel International 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 a suitably experienced Sports Travel International 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 so.

## **9. Staff training and Reps**

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### **9.1 General Staff Training**

- 9.1.1 Sports Travel International will ensure that its 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 us 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 their responsibility.

### **9.2 Auditor Training**

- 9.2.1 Senior staff whose role it is to oversee and assess accommodation units and coach companies 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 Sports Travel International on full permanent contracts receive training in the Company's emergency procedures.

### **9.4 Selection and training of reps and volunteers**

9.4.1 All members of the SportsParty rep team and volunteers 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 prior to any selection.

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 in resort, 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 refresher information, prior to the recommencement of 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, volunteers and support team**

9.5.1 The team of self-employed SportsParty reps and volunteers are vital to the successful management of the event. Roles vary enormously, but all have a direct or 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 also work at SportsParty festival venues as and when appointed.

9.5.4 Local accommodation security staff, bar employees and nightclub employees are not contracted by Sports Travel International and are employed by the local venues and accommodation providers themselves.

9.5.5 Festival participants must adhere to the 'Essential Guidelines' and any Code of Conduct produced either by us, the university or institution, or directly by our suppliers.

9.5.6 All participants are subject to local laws and regulations which are not determined by Sports Travel International or the SportsParty festivals in any way.

## **10. Accidents, injuries and paramedics**

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### **10.1 Accidents and injuries in the resort**

10.1.1 We 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 We provide 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 advance of tour.

10.2.2 SportsParty 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, lacrosse 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 These paramedics, first aiders and ambulance crew, when used, are supplied by a local Medical agency based on the requirements discussed and their recommendations.

- 10.2.6 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.
- 10.2.7 SportsParty 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.

## 11. Travel insurance, liability insurance and financial protection

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### 11.1 Travel Insurance

- 11.1.1 It is a condition of booking that all party members of every group travel with adequate travel insurance cover, although it is not compulsory to purchase this from us. Sports Travel International offers sports tour insurance cover as an optional extra for all the tours and festivals we organise. This comprehensive travel insurance is designed to meet the needs of 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 that any travel insurance cover selected meets with the requirements of the group (if booking on behalf of that group) and of all those individuals travelling within the group on tour.
- 11.1.3 Insurers should be notified without delay of any material matters that may affect the cover, such as pre-existing medical conditions.
- 11.1.4 All individuals have a responsibility to carefully read the policy and inclusions to ensure that any cover meets fully with their requirements, irrespective of whether the travel insurance has been selected for them by a Group Leader on their behalf or purchased individually.
- 11.1.5 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 Sports Travel International has up to date Tour Operator's Combined Liability Insurance in place which provides cover of up to £10,000,000.
- 11.2.2 A copy of the cover certificate can be provided on request.

### 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).
- 11.3.3 The land-based packages organised by us are protected by our ABTA bond. Our ABTA number is Y5420.
- 11.3.4 Sports Travel International Ltd. is a member of The Association of British Travel Agents (ABTA).

## 12. 'Before You Go - A Safety Guide' and inspection visits

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- 12.1 Sports Travel International Ltd. produces a comprehensive document entitled 'An Essential Guide' which is sent to all Group Leaders prior to travel and available as a download for all individual participants from the website. It contains specific details on the festival and destination selected. We recommend that all individual participants read this document thoroughly prior to travel on tour.
- 12.2 Sports Travel International produces a comprehensive document entitled 'Before You Go - A Safety Guide.' This provides essential information specific to the SportsParty festivals, staying safe on tour and the promotion of safety awareness and is sent to all Group Leaders prior to travel and available as a download for all individual participants from the website. The goal is for the tour to operate as safely and smoothly as possible.
- 12.3 Sports Travel International Ltd. 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.