



## Code of Conduct

### Schools visits to Broads Tours

Broads Tours offer special educational 'Discovery Trips' for school parties. We recommend a group size of 20 to 40 people per trip. However parties of up to 60 can be accommodated on our larger passenger boat the Belle of the Broads.

Larger or very small parties may be booked onto a scheduled river trip with members of the public. Every effort will be made to put large school parties onto a boat on their own.

### Prior to visit

Visit leader to contact Broads Tours to discuss requirements on 01603 782207

### Information required:

- Number of students / adults. All schools are expected to bring sufficient adults to maintain appropriate ratios of adults to children.
- Age / Year group
- Curriculum requirements
- Broads Tours will make a provisional booking over the telephone and then send a booking form in the post to the visit leader, or one can be downloaded from our website <http://www.broadstours.co.uk/pdfs/broadstoursbookingform.pdf>
- To confirm the booking the form should be completed and returned to Broads Tours with a deposit of £30.
- Final numbers and the balance will be due 7 days before the trip.
- Broads Tours will invoice schools that visit us on a regular basis after the trip.

### On Arrival

- Broads Tours is a working boatyard with areas of unfenced water. There is a fleet of hire craft, self-drive day launches and passenger trip boats. Commercial vehicles and plant operate around the site.
- Customer toilets are situated near to the coach park and the boat boarding points.
- There will be members of the public using the public car park / coach park / toilets and the boating facilities.
- It is therefore essential that all school parties are sufficiently supervised whilst moving around the boatyard. Running and shouting are not appropriate behaviours.
- On arrival the visit leader should report to Broads Tours reception to confirm numbers.
- It is recommended that the rest of the group remain on the coach.
- The leader will then re-join the group and the whole group will proceed to the designated passenger trip boat boarding point.

- Broads Tours staff will assist with boarding and will count the passengers. The numbers will be radioed to the office. Numbers should tally with those given previously by the group leader. The office will then give clearance for the boat to depart.
- The skipper will give a safety briefing. This is required by the Maritime and Coastguard Agency. It is essential that all students and adults listen carefully to this briefing.
- If passengers need to move around the boat whilst cruising they should do so with care (no running). All passengers should remain in their seats whilst manoeuvring in confined spaces and when mooring.
- On the outward journey the skipper and crew member will give a commentary relating to the curriculum being studied. All students are expected to listen respectfully and where appropriate join in with discussions.

**Hoveton Great Broad Nature Trail** – The Nature Trail is 1 km in length and consists of a board walk that is two railway sleepers wide, there are two bridges with handrails over narrow stretches of water

- On some Discovery Trips the boat will be moored up at Hoveton Great Broad Nature Trail where the group will disembark and take part in a tour of the Nature Trail led by the Natural England Warden. The crew will assist the passengers to disembark. Hoveton Great Broad Nature Trail has areas of unfenced water, reedbed, narrow boardwalk, and carr (wet) woodland.
- Running and shouting are not appropriate behaviours when walking around the nature trail.
- Students should be sufficiently supervised by school staff and volunteers whilst walking around the Trail and give their full attention to the talk by the Natural England Warden.
- Pond dipping can be arranged for younger children, this activity will be led by Natural England staff / volunteers. It is essential that school staff / school volunteers supervise the children.
- After completing all activities at the Nature Trail the group will return to the boat and again be counted as they are assisted to board.

#### **Return Journey to Broads Tours boatyard**

- The boat will then make the return journey to Wroxham. The crew member may continue to give a commentary, organise a quiz or allow the children free time to view the scenery from either deck. It is essential that the children are supervised by school staff / school volunteers.
- On arrival back at the boatyard all passengers will be asked to remain seated whilst manoeuvring and mooring up.
- When the boat is moored the group will be advised that it is safe to disembark.
- All passengers will then be assisted to disembark.
- The students and adults will return to their coach being mindful of other coaches manoeuvring in the coach park and other members of the public.