

# Broads Tours

## Code of Conduct

### Schools visits to Broads Tours

Broads Tours offer special educational 'Discovery Trips' for school parties of 20-60 students per trip.

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. Alternatively a form can be downloaded from our website [https://www.broadstours.co.uk/wp-content/uploads/2019/03/Broads-Tours-group-booking-form\\_2019\\_v3-web.pdf](https://www.broadstours.co.uk/wp-content/uploads/2019/03/Broads-Tours-group-booking-form_2019_v3-web.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 14 days before the trip.
- Broads Tours will invoice schools that visit us on a regular basis after the trip – for schools with a credit account a deposit will not be required.

### 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 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.
- The leader will then rejoin the group and the whole group will proceed to the designated passenger trip boat.
- 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 and 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.
- Toilets are available on board the vessel.

### **Hoveton Great Broad Nature Trail – Managed by Natural England**

- On some Discovery Trips the boat will be moored at Hoveton Great Broad Nature Trail and take part in a tour of the trail led by the Warden and Broads Tours staff. The crew will assist the passengers to disembark. Hoveton Great Broad Nature Trail has areas of unfenced water, reedbed, boardwalk and woodland.
- Again running and shouting are not appropriate behaviours when walking around the trail.
- Students should be sufficiently supervised whilst walking around the trail and give their full attention to the talk by the Natural England Warden/volunteers and Broads Tours staff.
- The group will return to the boat and again be counted as they board.
- The boat will then make the return journey to Wroxham. The crew member will continue to give a commentary and may organise a quiz for the students.
- All passengers will be assisted to disembark.
- The students and adults will then return to their coach.
- Please note: there are no toilets available at the nature trail, but can be found on board the boat.