

## University Travel Pre-Tour Safety Guide



# Getting Started

## Purpose

The purpose of this Pre-Tour Safety Guide is to equip you, the group leader with the knowledge and information required to help you minimise your group's exposure to potential accidents and incidents on tour. Once you have read and understood this document please circulate it around other senior/influential members of your group.

## Supervisory Staff Places and Free Place Ratio

ILOVETOUR offers a generous ratio of free supervisory staff/group leader places for uni groups. We do this to incentivise university groups to designate individuals as tour 'reps' which in turn makes the group much easier as a whole to manage, this also makes it much easier for the dissemination of information/messages. All individuals allocated as 'leaders' or tour captains/reps must accept responsibility for the well-being of students including matters relating to safety and discipline. Union permanent staff travelling with multiple university teams are usually eligible for supplementary free places also for the same reason. (However this is to be agreed with your Tour Manager at the time of booking.

Groups of 100 Passengers or more should provide a designated duty officer/rep who should remain sober and be contactable on the number provided to the event organisers by the group leader prior to travel.

## Pre-Tour Meetings

It is important to meet regularly with key group leaders accompanying the tour to establish policy, share duties and to communicate this policy to the students participating on the tour. Aspects of safety and behaviour should certainly be raised at such meetings and students should be advised of their individual responsibility for collective safety.

## Documentation

We recommend that a complete set of tour documents is left with your designated home emergency contact. This home contact should also have access to next of kin/home contact information for those travelling. This will facilitate speedy assistance in the event of an emergency. Any last minute changes should be communicated to your contact. You must also notify ILOVETOUR of your emergency contacts details in the space provided on your booking form, or on the online booking portal.

## Risk Assessment

There are many ways to record risk assessments and you should follow your own universities' or SASA's (the Student Activities Safety Association- [www.studentsafety.co.uk](http://www.studentsafety.co.uk)) guidelines and formats.

For more information on how to conduct a risk assessment- either contact SASA or an example can be found in the ILOVETOUR Safety Management Policy. We are members of SASA and have composed our SMS policy and this pre-tour safety guide with their assistance along with the guidance of TUI Travel Health and Safety.



## Fire Safety in Accommodation

It is important to recognise that standards and regulations on fire and safety differ greatly throughout Europe and the rest of the world.

As a minimum, all our properties will conform to local regulations. Where we use properties on a regular basis additional recommendations may be made. Our Inspection Standard for general safety and fire safety in our accommodation has been developed in conjunction with RoSPA and the Fire Protection Association (FPA) and with reference to the EC recommendations (88/666/EEC).

## Induction Talk

As a group leader, on arrival, you will attend a 'welcome meeting' or induction talk. At this meeting we will remind you of fire and safety precautions in the resort as well as emergency measures and staff roles and responsibilities. You will also be given any important safety messages such as local dangers and annoyances that your group should be made aware of. This is an important safety measure and a key responsibility of yours as a group leader, so **please ensure you attend the meeting and pass on the key points to your own group in your own meeting.**

## Fire and Safety Precautions

Leaders should ensure that group members know what to do and where to go in the event of an alarm. Make sure:

- The group is aware of what the alarm will sound like.
- Members know their escape routes.
- Members know where to assemble to be counted.

Instructions for what to do in an emergency should be posted by the hotel in every room, however in some Hotels it is practice to only display such information in corridors and communal areas, here is a typical example:



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# General Safety In Accommodation

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## Smoking

Smoking is not allowed inside any of our hotel rooms. Please ensure your tourists are aware of this.

## Lifts

Sensible use of the lift is recommended. Misuse or overloading of lifts can be dangerous and also expensive in the event that machinery is damaged due to deliberate misuse.

## Balconies/Banisters

We very strongly recommend that Group Leaders, stress to their groups prior to arrival and on arrival at the hotel that **climbing on or over balconies is dangerous and is strictly forbidden**. Tourists must not throw anything off balconies, including water/drinks. Should you or any of your group witness any other guests behaving irresponsibly on their balconies you should report it to any hotel or event staff.

Make sure banisters and rails are sturdy and report any defects to the hotel management immediately. Insist on a room change if you consider there is any danger to the room occupants. Please also bring this to our attention so that we can ensure remedial measures are put in place.

## Hotel Swimming Pools

Many hotel pools do not provide lifeguards.

We advise you not to allow your students to swim without competent supervision or while they are under the influence of alcohol.

Every year students (sometimes under the influence of alcohol, sometimes not) sustain injuries jumping into pools, running around the pool area and cutting themselves on broken glasses and glass bottles discarded by other students.

We recommend students do not remove glasses or glass bottles from the hotel bar area. We also recommend students do not push or pull others into the swimming pool.

## Electrical sockets in bathrooms

Certain hotels still have electric sockets in the bathrooms. We would strongly recommend that you advise your students not to use these under any circumstances. Safety in the evenings and around the resort.

## TourWatch

This is a group of leading sports tour operators who organise sports tours and festivals for British University students.

TourWatch provides a communication forum and promotes the concept of 'Responsible Touring'- simple guidelines endorsed (and enforced) by TourWatch members designed to encourage students on tour to be responsible and accountable for their own actions and the actions of their team-mates and to promote the safest possible touring environment for students, officials and staff participating in University sports festivals.

The purpose of the forum is to collectively identify and hold accountable those university tour groups who:

- 1) Act unreasonably, ignoring warnings and behaving recklessly and irresponsibly on tour, endangering their own safety and that of others.
- 2) Cause deliberate vandalism/damage to accommodation, vehicles or venues.

Tour Watch works on a **"banned from one, banned from all"** policy. Any group that is identified by a TourWatch member as meeting any of the criteria listed above will be put forward for a ban at the annual TourWatch meeting. The duration of any ban imposed will be between one and two years in duration and will include ALL members' festivals. There will be no process for appeal. The ban will extend to the entire club or, in very serious cases, the entire university- not just individuals.

The names list of those banned will be circulated among TourWatch members to prevent banned individuals travelling with/as non-banned clubs/teams.

## The fundamentals of Responsible Touring:

It's tempting, but don't overdo the drink just because you're away having fun. Know your limit and stay in control. If one of your team-mates has overdone it, look after them, do not leave them alone, especially if they become unwell.

- Do not use, purchase or sell any drugs on tour.
- Respect your accommodation and the people who have to work there. Don't cause deliberate damage or vandalise your room or communal areas. If you break or damage something by accident- just pay for it and say sorry!
- On vehicles, use seatbelts where provided, do not stand up and walk around unnecessarily and don't do anything to distract the driver.
- Don't physically or verbally assault anyone or deliberately seek confrontation.
- Respect the rules/code of your sport, play safely and obey the officials
- Remember to observe local laws and customs on decency/partial nudity when you choose your fancy dress.
- Don't use the excuse of "we're on a sports tour" to justify the acceptability of unacceptable behaviour and damage.
- Do not, under any circumstances, use body paint for your costumes. The damage deposits lost as a result of body paint stains on sheets, walls, curtains and towels run into tens of thousands of Euros every year.

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# Transport

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## UK Coaches

ILOVETOUR try to visit all of our major UK coach operators on a 3 yearly cycle, inspecting for the highest possible safety measures and assessing the experience of the operator and their drivers.

All UK originating coaches are fitted with seatbelts. In addition, it is now compulsory for passengers to use seatbelts on coaches both within the UK and also in a growing number of countries within Europe. You are strongly advised to use seat belts where fitted. In some cases, failure to use them can result in on-the-spot fines.

## Drinking Alcohol & Smoking on Coaches

Smoking is not permitted on any of our coaches.

In accordance with EC Directives and Laws, it is illegal to consume alcohol whilst travelling by coach in Europe. Please do not purchase alcohol on the ferry or attempt to bring alcohol inside the coach, even for transit. You will not be permitted to bring alcohol inside your hotel on arrival, so please do not bring any from the UK or purchase any en route for this purpose.

## Points to Remember

- Seatbelts: Please use them; it is law in several countries.
- Luggage: Keep all luggage clear of aisles and exits.
- Rubbish: Provide collection facilities (plastic carrier bags are ideal).
- Standing in the Aisle: Is not permitted whilst the vehicle is moving.
- Do not disturb the driver: Whilst he/she is driving, do as he/she asks at all times.
- Getting off the vehicle: Take care especially on the Continent. The door may open directly onto the road and the traffic will be approaching from an unfamiliar direction
- Headcounts: Always carry out a head count before leaving every stop.
- Sharing: In order to best use coaches teams from different universities often share coaches for the return journey to the resort.
- Try to allow a block of seats should your itinerary/driver indicate your vehicle will be picking up more teams en route.
- Please be considerate of your fellow passengers and members of the public throughout your journey.

Groups who disregard the simple guidelines above, especially in relation to alcohol consumption and misbehaving aboard the coach while it is moving will be off-loaded for their own safety and the safety of other passengers. In the event that you are removed from your vehicle for safety purposes then your transportation and tour shall be terminated with immediate effect and ILOVETOUR shall have no further responsibility for either any onward travel or your return to your point of origin

## Non UK Coaches

Regulations applying to travel on non-UK registered vehicles vary from country to country. SET ensures that coach companies contracted comply with locally enforced regulations.

The above regulations concerning drinking and smoking on board coaches extend to our non-UK coach fleet. You are reminded: It is completely prohibited to drink on locally hired vehicles.

It should be noted that most countries outside the UK may not yet require coaches to be fitted with seatbelts and it may not therefore be possible for us to provide such a facility.

Please note. Most coach drivers in non-English speaking countries will have, at most, very limited knowledge of English.

## Damage to Coaches

Please note, if you damage or soil your coach en route to the resort it is very likely that you will not be allowed to check in to your accommodation or participate in the sports tournaments until your group has cleaned up your area of the coach.

KEEP YOUR COACH TIDY. If you believe a member of your group may have damaged a vehicle in transit to resort, you MUST report it to the driver and most importantly, the senior rep at your hotel.

## Homeward Travel

If you or any members of your team decide to change your homeward travel arrangements from coach to air, you must inform us as soon as possible. Please also note you must return on the same vehicle on which you travelled to the resort.

## Air Travel

Very strict safety criteria apply to all air travel originating within the UK. These are closely monitored by the Civil Aviation Authority. It is essential that all parties observe the safety instructions and demonstrations that are given prior to take off.

Please note that tourists arriving for check-in/boarding found by airline staff to be unacceptably inebriated or abusive/aggressive towards staff and other passengers may be refused.

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# Safety in the evenings and around the resort

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## Alcohol

It's tempting, but don't overdo the drink just because you're away having fun.

Alcohol can make you more aggressive, irrational and fuel tension, especially in hot places where you are likely to become dehydrated.

Know your limit and stay in control. Drink enough water and ensure you take the time to get some sleep when you can!

## **drinkaware.co.uk** for the facts about alcohol

The NHS definition of binge drinking is drinking heavily in a short space of time to get drunk or feel the effects of alcohol.

The amount of alcohol someone needs to drink in a session for it to be classed as 'bingeing' is less clearly defined but the marker used by the NHS and National Office of Statistics is drinking more than double the daily recommended units of alcohol in one session.

The Government guidelines state that men should not regularly drink more than three to four units a day, and women should

not regularly exceed more than two to three units daily.

Binge drinking for men, therefore, is drinking more than eight units of alcohol – or about three pints of strong beer. For women, it's drinking more than six units of alcohol, equivalent to two large glasses of wine.

All tour participants must respect others. We understand that there may be some 'tour banter' however, here at Iloveturn we do not promote anything more than this and any abusive behaviour will not be tolerated.

## Drugs

IloveTurn.co.uk strongly disapproves and recommends against the use, importing, sale or purchasing of any illegal or illicit drugs. This goes doubly for when you are on a sports tour abroad and in unfamiliar surroundings and intoxicated by alcohol.

In large holiday resorts such as Rimini and Salou as well as capital cities such as Amsterdam, illegal drugs may be easily accessible on the street/in night venues.

You are warned not to take advantage of such opportunities and should not engage any locals or fellow tourists in conversation about where/which drugs can be sourced. This will only serve to make you a target for opportunist thieves and criminals.

**Any tourists suspected or found to be selling, distributing or carrying illegal drugs at any of our events will be immediately reported to the local police for arrest and shall take no further part in the festival.**

## Going to Amsterdam?

Despite the decriminalisation of certain drugs in Amsterdam, we strongly recommend against their use or purchase.

Amsterdam has all the dangers of any capital city (plus some extra ones like canals and trams) and tourists should respect this at all times in the interests of their own personal safety.

Please remind members of your group that they should not under any circumstances attempt to bring drugs purchased in Holland back to the UK. Coaches are subject to random searches and anyone found in possession will be off-loaded from the vehicle and most likely arrested.

While out and about in Amsterdam, students should be careful to look out for trams, taxis and bikes which pose a real threat to personal safety. Students should NOT at any time jump into or swim in Amsterdam's canals. They are not clean or safe!

Please note: it is recommended you carry some form of ID when out in Amsterdam, as police may demand it.

## 'Spiking' Drinks

Make sure you don't leave your drink unattended. If you need to go somewhere without your drink, make sure you get someone you trust to watch it until you get back. Don't accept drinks from people you don't know.

Illicit drugs such as Ecstasy, LSD, Fantasy, Ketamine and other party drugs are known to be used. People appear high or revved up when they have been affected by a party drug. GHB is particularly nasty because it can cause serious breathing problems. People cannot sleep it off. They need to get medical assistance immediately. If you think you have consumed a drink that has been spiked, alert someone you trust like a friend. If you are out alone or can't reach your friends, alert a member of the student assistance.

## Personal Security

Try to stay in groups of at least 3 or 4, avoiding being left alone, especially when you are unfamiliar with the resort/city and it is late at night. Do not walk home alone and do not let members of your group walk home alone, especially if they are incapacitated and vulnerable. At night, avoid poorly lit or remote areas of the resort such as the beach or back streets.

If local people or other tourists are harassing you, alert members of the Student Assistance Team or inform the local police. Never let anyone into your hotel room or apartment unless you know him or her well and you're sure you can trust them.

Don't wear expensive looking jewellery or carry too much money with you when you're out and about, use your hotel room safe or safety deposit box to keep valuables secure. Every year dozens of mobile phones are lost or stolen in resort. Look after your personal property and if it is lost or stolen, alert a member of the Student Assistance Team and make a police report. You'll need this for your insurance claim.

Never, ever hitch a ride with strangers, especially if you are alone.

In recent years, thefts have been reported from hotel rooms (both locked and unlocked). In most cases, the culprits have either been opportunists entering unlocked rooms or students entering rooms by falsely claiming to be the rightful occupants of a room to get the key. Our staff and hotel partners are on the look-out for this. Assist us by cooperating if asked for ID and by not leaving doors unlocked or valuables on display. We also require students to check their rooms upon arrival to ensure that all doors and locks are in full working condition.

## Sexual/Indecent Assaults

In previous years there were a number of reported incidents involving groups of (normally) male students taking boisterous/jokey behaviour too far and indecently physically assaulting female students. Please think about the consequences of your actions. Both ILOVETOUR and the local police force take any reports of sexual assault very seriously indeed. Last year, three male students were arrested, detained and charged for this behaviour; missing their return travel arrangements and the remainder of the tour.

## Wristbands

Ensure all members of your group wear their identifying wristband at all times. Failure to wear the wristband will result in tourists being refused entry to festival clubs, bars, evening and sports transfers as well as accommodation

## Traffic

Tourists are reminded that the traffic in the majority of our resorts drive on the right hand side of the road and therefore extra care should be taken when moving around the resort. Please also take this into consideration when boarding and disembarking coaches in resort as you will often be stepping out into the traffic and not onto a curb.

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## Insurance

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Those groups who have opted to take insurance through Ilovetour.co.uk will be covered by Endsleigh Insurance Services Limited. A copy of the policy document will have been sent to each group leader, please make sure that you have read carefully paying attention to limitations and exclusions that apply and inform your group of these. If you would like more information you should contact us.

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## The Student Assistance Team:

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The Student Assistance team are recruited and employed by ILOVETOUR to promote a positive health and safety culture on tour, amongst tourists and staff.

Their period of duty is from 1900 to 0500 each evening. The easiest way to locate a member of the Student Assistance Team is to go to one of the festival's official evening venues/pubs/bars. They can be recognised by their uniforms and will be known to the door/bar staff of the venue.

The Student Assistance team is your first port of call for help during the evenings and their primary roles are as follows:

- 1) To increase safety awareness by:
  - dispensing common-sense advice to students engaged in potentially dangerous behaviour,
  - providing care/protection or sourcing appropriately qualified care/protection for vulnerable or intoxicated individuals,
- 2) To maintain a visible presence to:
  - ensure students know where they can find help and to reinforce the notion to any would be troublemakers or criminals that a system of supervision and policing is in place,
- 3) To respond quickly, rationally and positively to any situations which may arise by:
  - dispensing basic first-aid to casualties and assisting/calling the local emergency services as necessary,
  - advising and assisting door/bar staff in local venues where necessary
  - liaising with the local Police where necessary
- 4) Make all reasonable efforts to reduce the number of and the seriousness of, injuries and incidents sustained by tourists by:
  - reporting everything to the Student Assistance Coordinator and therefore the Festival Director on a daily basis ensuring all casualties, incidents and near misses are followed up and any serious incidents are properly investigated.

Please note:

The role of the student assistance team is NOT to be confused with that of a traditional security team. All evening venues in resorts manage their own 'bouncers', door staff and security whose discretion regarding entry to venues/behaviour/dress etc. you must heed.

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## Emergency Contacts

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In the event of a serious incident whilst on tour, your first point of contact will be the local emergency services followed by any senior reps or Student Assistance staff present at the scene.

However, it is essential to communicate speedily with contacts that have been involved with your tour arrangements.

These include:

- Your nominated emergency contact in the UK
- ILOVETOUR- via a SENIOR Rep or member of the Student Assistance Team.
- The ILOVETOUR emergency medical service, AXA International Assistance (in the event of a medical emergency – see over)

### Nominated University Contact

Select a home contact who will be available at most times whilst you are on tour, especially on travelling days when you are most likely to need to make contact (eg. due to a travel delay). This can be a university contact or even a parent.

### 24 hour Emergency Contact

ILOVETOUR operates a 24- hour duty officer service for group leaders.

All staff are trained to operate to established emergency procedures in case of any major incident. These procedures set out channels of communications, duties and responsibilities, enabling quick and efficient assistance to be provided.

### Emergency Numbers in Resort

#### Spain

Ambulance/Emergency Services: 112

Police 091 (National) 092 (Local)

#### Italy:

Ambulance 118

Police 113

#### Holland:

Police, fire brigade, ambulance: 112

Police non emergency: 0900 8844

#### Cyprus:

Police, fire brigade, ambulance: 199

Agia Napa Local Police: +357 23 721 553

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# Emergency Assistance Contacts

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## ILOVETOUR OFFICE

Tel +44 (0)208 939 5238 9AM to 5.30 PM Monday to Friday

### Out of Hours

- 1) Contact the relevant emergency services if necessary.
- 2) Contact the local emergency assistance number provided in your Group Leader Pack and published in your hotel reception.
- 3) If for some reason you cannot reach the local Emergency Duty Officer then please contact the UK Duty Officer emergency number: +44 (0)1582 644100

Our Duty Officer will return your call. The information you will be asked for will include:

- Caller's name and group name
- Contact telephone number
- Location
- Brief reason for the call

**Under no circumstances should the emergency numbers be released to parents or students as this may result in our incident management team being diverted from helping you.**

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# Endsleigh Emergency Medical Assistance

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In the event of serious illness or injury, you may need the help of the Endsleigh Insurance emergency medical service. This service is included in your insurance cover.

**IN THE EVENT OF AN EMERGENCY CALL:\***

AXA Assistance on **+44 (0) 845 271 4472**  
or **+44 (0) 203 060 9671**

**\* You must have Endsleigh Insurance cover to use this service.**

### Example AXA Assistance

In case of a repatriation if you have fallen ill, AXA Assistance will take care of everything. AXA Assistance also makes it possible for you to travel back home prematurely, for example to attend the funeral of a deceased close relative.

AXA gives you peace of mind, because you can get assistance 24 hours a day, seven days a week, in your own language, by making just one telephone call.

You should advise them that you are insured under the SET Sports Tours Travel Group scheme through Endsleigh Travel Insurance Services Ltd. and have the following information ready to advise:

1. Name of University
2. Name and Contact Number of Group Leader
3. Name and age of patient
4. Location of hospital and doctor's telephone number
5. The medical problem
6. The festival you are on

## Following your call, AXA will undertake the following:

1. Contact treating doctor/medical centre for details of illness/injury.
2. Guarantee hospital/medical costs where necessary.
3. Establish the necessity for repatriation. This will be on the recommendation of the treating doctor, not the patient or their family.
4. Arrange repatriation as specified by the doctor. AXA will arrange ambulances/flights/nurses etc as necessary.
5. Where repatriation has been organised, the group leader will be contacted by AXA e for him/her to pass any relevant details on to the rest of the group. Occasionally, the ambulance company may contact the group leader for directions or the location of the hospital or accommodation.
6. In the event of a death, AXA will require the details of the next of kin, where the deceased is, cause of death and contact number for relatives.

AXA will permit a relative to travel out to an ill or injured person there if this is deemed to be medically necessary. It is essential to obtain AXA's agreement prior to travel.

### Health Advice For Travellers

To benefit fully from the reciprocal health agreements that have been established in the European Economic Area, all tourists should get an EHC (European Health Card).

The EHC is plastic and holds no electronic or clinical data. In line with the agreed EU format the card shows name, date of birth and has a personal identification number. Forms are available from Post Offices or on-line from [www.dh.gov.uk/](http://www.dh.gov.uk/) travellers. The form needs to be completed and stamped at a Post Office to be valid.

### Group Members' Medication

Record any particular medical details or medication requirements of all members of the group. These will be necessary to administer medication and will assist in the event of a serious incident. It is essential to bring sufficient supplies of medication to last for the duration of the tour (allowing also for any unforeseen delays). The same brands may not be available locally.

### First Aid Qualification

We recommend for large groups (40 pax plus) that they appoint a qualified first-aider with appropriate first aid kit..

### Finally

**ILOVETOUR is committed to the continual improvement of safety standards worldwide. This is an enormous task and we greatly appreciate the assistance of group leaders.**

### If You Have A Concern:

**Please report anything that causes concern to the appropriate person on the spot (hotelier, coach driver or other supplier) and then advise ILOVETOUR via the client satisfaction questionnaire or an Incident Report form. Accidents should be reported on the Accident Form.**

These simple steps make it easier for us to take the matter up later with the supplier concerned and be proactive in preventing similar problems happening in the future.

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## Get More TRAVEL

If stopped or spoken to by the Port of Dover Police and found to be drunk, drinking alcohol or engaging in anti social behaviour, your bus will be sent home. No tour!

## Get More HEALTHY

STI's can ruin more than your tour. If you do choose to have sex, a condom is the best way to protect yourself against STIs and unplanned pregnancy. It's best to carry one just in case. Free condoms are available from the tour help desk in the main hotels.

## Get More SAFE

You're less likely to get into trouble if you and your mates look out for each other. Plan to go home together and try and make sure at least one of you stays in control and doesn't let anyone wander off on their own.

## Get More WET

Drink plenty of water both during the day and while you are out in the evening. Free drinking water is available from all night venues and medical stations.

## Get More SMART

Eat, and make sure your team-mates eat, before you go out in the evening and before sport. Food slows down the absorption of alcohol in your blood stream to stop you feeling out of control. Take five minutes to check the government's recommended daily allowance of units of alcohol for you and calculate how many units you're likely to drink on tour. You'll be surprised. See our pre-tour safety guide for more information.

## Get More WISE

Watch out for drink spiking. Keep an eye on your drink and never leave it unattended. Be careful if accepting drinks from strangers. If you're concerned about an individual, speak to a member of staff.

## Get **MORE** out of your tour!

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T 0208 939 5238 E [info@ILOVETOUR.co.uk](mailto:info@ILOVETOUR.co.uk) W [www.ILOVETOUR.co.uk](http://www.ILOVETOUR.co.uk)



P&O  
Ferries



[drinkaware.co.uk](http://drinkaware.co.uk)  
for the facts about alcohol

