



Party Leader Guide

Important information and booking procedures to help you organise a successful trip

Contents

- 2 Your Provisional Booking
- 2 Confirming Your Booking
- 3 Next Steps
- 3 Final Preparations
- 4 What To Bring
- 4 On Centre
- 5 Working With Us
- 5 Travel
- 6 Medical And Health Matters
- 6 Insurance
- 6 On Your Return
- 7 Notes

This guide is intended to take you through each stage of the booking process, answer questions and provide you with tips and support.

If you have any queries that are not covered in this guide please do not hesitate to contact a member of our experienced Customer Support Team who will be able to assist you.

Your provisional booking

Thank you for making a provisional booking with us. Your provisional booking is held without obligation for 28 days after booking or to the date shown on your booking contract.

Promoting your trip

You can use our website to show your group and their parents (if under 18) more about the whole PGL experience.

Visit www.pgl.co.uk/venues

Confirming your booking

To confirm your booking please return the following by the date shown on your booking details:

- Your completed Booking Contract.
- First deposits for each paying member. Once paid, first deposits are not refundable; but they are transferable if replacements can be found. Therefore we recommend that you only send deposits for those from whom you have received money. Please let us know if you require an invoice to pay your first deposits and advise us of your group numbers.

Payments to PGL

- Payment can be made by BACS, credit and debit card.
 - Royal Bank of Scotland
 - London City Office
 - PO Box 412
 - 62/63 Threadneedle Street
 - London
 - EC2R 8LA
 - Account Name: PGL Travel Ltd
 - Account Number: 21552286
 - Sort Code: 15 10 00
- Cheques should be made payable to PGL Travel Ltd.
- All invoices will show payments due. If your numbers change, a further invoice will be issued.
- All invoices will show VAT.

Recoverable VAT

It may be possible for some groups to reclaim VAT on those elements of the trip for which VAT is chargeable. To ensure successful recovery of VAT for groups in receipt of Local Authority funding, please consider the following points.

For schools with a separate LA funded bank account, please ensure that all payments including first deposits are made directly from this account. This should enable your school to recover VAT from your LA, who in return can recover sums due from HM Revenue and Customs.

If you do not have an LA funded bank account, it is likely all payments will need to be made directly to your LA. Please contact your LA Finance Officer at the earliest opportunity to discuss procedures for recovering VAT.

Independent schools, academies and other groups registered for VAT purposes should be able to recover the VAT shown on your invoice through the normal channels from HM Revenue and Customs.

Next steps

On receipt of your booking contract and deposits, PGL will send you confirmation of your booking. Please check that the details are correct and advise us of any amendments as soon as possible.

Next Payment

- Please see your booking contract for details of your next payment.

Amendments to your booking

Additions

PGL is always happy to accept additions to your party, subject to availability at the centre. Please check with PGL prior to adding any additional party members and also bear in mind the number of seats on your coach.

Substitution and Cancellation of Party Members

All cancellations must be advised to PGL in writing without delay. Please state the party member's name, age, sex and reason for cancellation. The date of cancellation is calculated on the day of receipt of written advice in our Reservations Department.

Once paid, initial deposits are not refundable; but they are transferable if replacements can be found.

In the event of cancellation by a paying member, initial and any interim deposits may be transferred to a substitute member. If this is not possible then cancellation charges will apply and payment will be retained by us as follows:

More than 56 days before your course: deposit and interim payment.

56-29 days before your course: 60%

28-15 days before your course: 80%

14 days or less before your course: 100%

Please note that any changes you make to your booking after the final invoice has been issued may incur an amendment fee. If the cancellation falls within the terms of the insurance it may be possible to make a claim if you have chosen to take out PGL insurance.

Final preparations

8-12 Weeks Before Travel - What PGL Requires

- Your Final Balance Payment. PGL will invoice you for this amount 12 weeks before travel. This should reach PGL no later than 8 weeks before travel. All payments should be made in good time. We reserve the right to charge interest for late payment. PGL centres will not accommodate groups without full payment.

3-4 Weeks Before Travel

- We will send you a Final Information Pack - confirming your activity programme/itinerary, rooming list and travel documents if applicable.

2 Weeks Before Travel - What PGL Requires

- Names List /activity groups form to be returned no later than 2 weeks prior to departure.

What to bring

Clothing

Please limit luggage to one case/bag per guest and one item of hand luggage for items needed on the journey. Please remember that party members will not have access to their luggage during the journey.

All essential activity and safety equipment is provided, but guests will need personal clothing, footwear and wash bag and towel. Brand new and expensive items should be left at home. Old, casual and easily washable clothes are highly recommended. Jeans are impractical for activities as they provide no warmth when wet and are difficult to dry. A recommended kit list is included in the information about your trip sheets and on our website.

All clothing should be marked with the guest's name. Please note there are no laundry facilities on site so bring sufficient changes of clothes.

What not to bring

Mobile Phones and other Valuables

We strongly recommend that guests do not bring mobile phones or any other valuable items.

Electrical Appliances

Please note that guests are responsible for the safety of any electrical appliances brought to the centre. Our Centre

Bedding

Most guests bring their own sleeping bag/duvet and pillow, however PGL can provide bedding at a supplement (unless this has been included in your price).

Contingency Fund

We recommend that Party Leaders carry a float to cover any unforeseen events.

Pocket Money

As a guide £5 - £10 per day is more than adequate for items such as soft drinks, snacks and souvenirs.

Excursion Payments (Explorer groups and en route visits)

Entry fees usually need to be paid on the day.

Managers reserve the right to ask for appliances not to be used if they appear to be unsafe.

Deodorants

It is advised that guests bring roll-on deodorants rather than aerosol deodorants as these can often set off fire alarms.

On Centre

Health And Safety

Summary versions of our risk assessments and Code of Practice are on the PGL website. Our Code of Practice details our systems and practices relating to all aspects of your trip, including staff training.

Swimming Ability

Please clearly indicate swimming ability. Participants must be water-confident, i.e. they can duck their heads under water, and confidently swim 15 metres wearing a life jacket or buoyancy aid, without signs of panic. For schools, Party Leaders are advised to check that PGL policy conforms to their LA guidelines. Party Leaders will be asked to confirm the swimming ability of each participant, and take full responsibility for guests unable to swim 15 metres. Alternative activities are arranged for non-water confident participants at most centres.

Telephones

Centre phone number to be used in an emergency only.

Letters

We will do our best to pass on any letters but it is vital that the sender states the group name as well as the individual guest's name. All letters should be sent to the centre where the guest is staying and not to PGL's Head Office. We are not able to pass on emails.

Lost Property

It is very difficult, once a group has left centre, to match up lost property items. With this in mind please encourage guests to mark all property with their name. Please contact Head Office on your return if items have been left behind. If we are successful in locating the items they will be returned but postage will be charged to the group.

Fire Drills

The procedure for each centre is different and will be explained on arrival. Your group will be given full instruction on the location of equipment and on fire procedures.

MEALS

Meals are usually served cafeteria style and groups are asked to clear their tables. The centre will have made provision for any dietary requirements notified to us in advance. Details must be supplied to us no later than 2 weeks before travel.

Night Security

Procedures vary depending on the nature of the centre. There will always be access to a PGL member of staff. At PGL owned tented centres, PGL staff patrol the site throughout the night. Indoor accommodation is locked in the evening and cannot be accessed from outside but can be opened from inside in case of emergency.

Accommodation

Accommodation will be allocated four weeks before travel on the basis of the party composition provided by the Party Leader. Our groups are accommodated in single and bunk beds in multi-bedded rooms. A rooming plan will be included in your final information pack.

Adults will be accommodated in single or twin rooms. Adults of the same sex will share twin rooms. Single room accommodation is limited and may be subject to a supplementary charge. Single rooms are only provided free of charge when this is necessary by reason of the composition of the party. Where there is a high ratio of adults in a group, some adults may be accommodated in rooms with bunk beds.

Party Leaders travelling with members of their family should be prepared to share a family room. Cots are not available and Party Leaders should provide their own travel cots.

Working with us

A PGL Group Leader will be allocated to your group for the duration of your stay. They will greet you on arrival and will be your main contact throughout your stay, liaising with you and your group, the centre management and instructional and catering staff to ensure your visit runs as smoothly as possible.

Your Group Leader can assist with finding rooms and settling in, taking the group on a site tour, meal times, and ensuring everyone knows when and where to meet each day.

The Party Leader's Role on Centre

- If the group has anyone under 18, the Party Leader is 'in loco parentis' and responsible for the group at all times. At least one responsible adult from the visiting group should be present at all times. Where activity sessions for one group take place at a variety of different locations, a responsible adult should be present at each venue.
- The Party Leader's authority is delegated to PGL instructors during formal daytime activity sessions only; however Party Leaders have the ultimate sanction to withdraw party members at any time from any activity sessions.
- Evening Entertainment (if the group has anyone under 18) - For entertainments on-site, at least one accompanying adult per group must be present during the session to maintain supervision of the group and act in 'loco-parentis'. For entertainments off-site, at least two accompanying adults must be present per group. In either case the minimum number should be in accord with that stipulated by the group's own guidelines or those of their Local Authority.
- The Party Leader and accompanying adults are responsible for ensuring that their group adheres to the PGL Code of Conduct and have consideration for all others at the centre.
- If the group has anyone under 18, the Party Leader is responsible for notifying parents of any doctor, dentist or hospital visit, or any other incident affecting a member of their group, if appropriate.
- PGL covers first aid on all centres. Any other medication required must be supplied and administered by the Party Leader or the individual (if over 18).
- PGL reserves the right to send any party member home for persistent or gross misconduct. In such cases the cost will be totally borne by the party concerned.

Your Young People's Role and Responsibilities

- General conduct should be considerate to other guests. Excessive noise, abusive language or displays of intimacy are examples of inconsiderate behaviour.
- Jewellery should be removed for activity sessions.
- The centre buildings, equipment, installations and coaches should be treated with due care. Costs for damage will be charged to those responsible.
- If under 18, guests must not leave the centre unless accompanied by a supervising adult.
- Guests must not enter accommodation occupied by other groups, or areas designated private or restricted.
- Smoking is banned in all accommodation and public areas. There are designated smoking areas and if under 18, guests must have their Party Leader's permission to smoke.
- The personal possession and consumption of any alcoholic drinks (including beer, wine and cider) is not permitted on centre by guests under 18 years. Guests over 18 are only permitted with prior agreement of the Centre Manager and Party Leader. Party Leaders are advised to inform party members and their parents (if under 18) prior to departure.

Working with You

If there is a problem during your stay, we want to be the first to hear about it. In the first instance, please speak to your Group Leader or the Duty Manager so that we can try to rectify the problem on the spot.

In the unlikely event that the matter remains unresolved, please put your complaint in writing to us as soon as possible. This gives us the best chance of investigating whilst events are still fresh in people's minds. Please note that we can only correspond with the Party Leader – any individual complaints must be communicated through the contracted party.

Travel

Travel is not included in the basic cost of your chosen course, however, we can provide a quotation, and most groups choose to arrange their travel through us. For groups travelling to the Isle of Wight, we can arrange for the group to take coaches, cars and mini buses across on the ferry if necessary.

Medical and Health Matters

Any medical, physical, cultural, dietary or behavioural needs which our centre staff need to be aware of should be detailed before arrival. It is essential that you inform PGL well in advance if a party member suffers from any condition that needs special attention or which may prevent them from taking part in any activity. This will enable us to make any necessary arrangements if possible.

Most guests are used to controlling their own condition. However if there are guests who are not able to do this (e.g. Epileptics) then it is the Party Leader's responsibility to know what is necessary to ensure the health and well being of their party.

Insurance

PGL can provide a comprehensive insurance policy for your group, quotes are available on request. You must ensure all party members have valid and relevant insurance cover and if you do choose to take your own insurance cover please ensure you complete and return the Insurance Indemnity form with details of your insurance provider.

On your return

Rebooking

We hope you will have a fantastic time and that you will be keen to travel with us again in the future. Many schools and groups make bookings at least 18 months in advance, so if you have preferred dates and centre(s) that you would like to reserve, please do not hesitate to contact us, either by telephone or email.

Notes



PGL Travel Ltd. Alton Court, Penyard Lane, Ross-on-Wye, Herefordshire HR9 5GL

0844 576 0254 www.pgl.co.uk adventure.uk@pgl.co.uk

Registered in England No 1191534

