T: +44 [0]1737 214 214
travel@discover-education.co.uk
discover-education.co.uk

Discover the World Ltd
2nd Floor, One Dorking Office Park,
Station Road, Dorking, Surrey RH4
1HJ

Code of Conduct

By booking your trip with us, you are agreeing to follow our code of conduct. This ensures the most successful and safe trip for all.

Your group: Your responsibility

All guides, drivers, accommodation staff and activity providers have their own roles to fulfil which include ensuring your group are safe and can enjoy their trip. The conduct and behaviour of your group is the sole responsibility of you and your accompanying staff.

- **Treat everyone with respect**
- **Listen to guide and instructors: follow instructions**
- **Do not litter**
- **Do not eat on coaches**
- **Treat accommodations with care and respect**
- **No slamming doors, running or shouting**
- **Ensure quiet times are adhered to and supervise students in the evening**
- **Ensure two members of staff are alcohol free**
- **The group should be dressed appropriately at all times**
- **Follow timings on itinerary or from guide / tour leader**
- **Show respect to the people and environments that you are visiting**

Our suppliers reserve the right to charge school groups for any damage to their property or if unreasonable cleaning is required. We encourage you to check coaches and check rooms on arrival and departure to avoid any implication of responsibility at a later date. Report any defects promptly to the accommodation reception / coach driver or guide.

Please review the advice in our Health and Safety Guidance documentation that you will have received from us. These contain key information for your destination and activities relating to Health and Safety. It is your responsibility to complete full risk assessments based on the specific requirements of your school and group. Details of our safety and safeguarding policies can be found here.

On the following page, see a summary of key responsibilities to help ensure groups are kept safe.

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Expectations for keeping groups safe

STUDENTS

- Follow the instructions of the guide / tour leader and activity providers
- Respect and listen to the guide / tour leader and activity providers
- Treat property and other people with respect
- Do not litter
- Ensure quiet times are followed
- Do not slam doors
- Dress appropriately

GUIDES- TOUR LEADERS

- Follow professional and safeguarding guidelines
- Liaise with the group leader and driver
- Try to keep to timings on itinerary
- Contact DTWE with any significant issues that cannot be promptly rectified locally

TEACHERS

- Complete own Risk Assessments using our Health and Safety Guidance
- Liaise with your guide / tour leader and coach driver
- Follow the instructions of the guide / tour leader
- Supervise your group in terms of behaviour
- Ensure quiet times are followed
- Ensure at least 2 members of your team are always alcohol free
- Ensure your group are dressed appropriately
- Try to keep to the timings set out in your itinerary
- Contact DTWE with any significant issues that cannot be promptly rectified locally
- Ensure coaches & hotels are clean & treated with respect

DTWE

- Maintain effective safety management and safeguarding policies and guidance
- Provide destination-specific Health & Safety Guidance
- Provide activity-specific Health and Safety Guidance for adventurous activities
- Provide comprehensive itineraries with all elements of the trip meeting School Travel Form and Learning Outside the Classroom Quality Badge requirements
- 24 hour emergency phone line
- Full support for teachers and guides / tour leaders
- Safeguarding training for guides / tour leaders, plus DTWE staff