

Great Days Day Trip Guide Handbook

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1. Code of Conduct

1.1. Punctuality

Please make sure you are punctual to meet your group. It is good practice to be a little early just in case the coach arrives early.

1.2. Appearance

Please make sure your appearance is professional yet informal. Please display your Greatdays badge prominently so your group can identify you.

1.3. Alcohol and Drugs

Greatdays Tour Guides must not report for duty whilst under the influence of drink or drugs in any way. Alcohol or drugs must not be consumed during the working day.

1.4. Language and behaviour

Greatdays Tour Guides must not use rude language, offensive or violent behaviour to any passengers, drivers or suppliers that they are in contact with whilst working for Greatdays.

1.5. Confidentiality

Greatdays Tour Guides are reminded to respect all confidential contact information that they receive in order to contact group leaders. Once the tour has finished, we would ask that all contact information is securely disposed of. There is no need to retain any contact information, all necessary details will be forwarded to you in the event of a repeat booking.

2. Working with Greatdays, recommended practices

2.1. Communication with Greatdays Staff

In the first instance, Greatdays will email you with enquiries for availability to lead tours. Please reply by email to enable us to keep a record of the transaction. If you confirm anything verbally, we will always need a follow up email for the file. When we contact you, please try and respond with 24 hours. Greatdays policy is to offer availability to clients within 48 hours. If we do not hear from you, you risk losing the tour to another tour guide.

2.2. Taking Bookings

Once you have confirmed your availability, we will ask you to pencil the booking in your diary, pending confirmation. Greatdays will monitor the progress of all bookings and pass on all information immediately relating to cancellations or confirmations. The clients may take some time to confirm due to the structure of their group and their meeting schedule. If you are offered other work please contact us to see if we have any updated information. We will always work with you to avoid missing any work opportunities.

2.3. Booking Confirmations

Once a group has confirmed a booking with a deposit, we will let you know that the trip is likely to run. Nothing is absolute until final numbers are given.

2.4. Advising Availability

Please advise any dates that you are unavailable to work as soon as possible to enable us to update the diary. Most day trip bookings come in between January and March so it is good practice to inform us before then of any leave you have planned for the rest of the year.

2.5. Invoices

- We have attached a blank Guide Invoice for your reference.
- Please send your invoice to us at your earliest convenience after the tour has run. It is your responsibility to submit all requests for payment. We will endeavour to pay all invoices within 2 weeks of submission. If you have not received payment, please contact the Day Trips department who will chase the payment for you.

2.6. Feedback

We welcome any feedback you can give us about the trips that you will host. There is space for notes on the invoice, please make sure you note them down or contact the Day Trips Department directly with important updates.

3. Preparation before Travel

3.1. Researching your route

- Greatdays Tour Guides should undertake research before the travel date to familiarise themselves with the route that the coach will travel to complete the itinerary.
- Be familiar with the pickup point and where you plan to leave your car for the day. This may vary depending on the direction the coach is coming from. It is your responsibility to nominate a convenient location, the coach should not have to go too far out of their way to collect you.
- Any planned road closures/road works and diversions should be noted and the necessary adjustments made to minimise any delays.
- Make sure routes are easily passable by coaches with space for the driver to manoeuvre. Look out for low bridges, narrow roads and tight bends. Most coaches are 13m long but can go up to 15m, and standard height is 3.4m but can be higher if it has air conditioning units on top. Maximum width is 2.6m but beware of large wing mirrors.
- Know the points of interest you intend to mention en route. Find out as much as you can (the internet is fantastic for this). If you live in the area tap into local knowledge, and always be ready to listen to the clients. They sometimes have more knowledge than you.
- Know the disabled access to the sites to be visited.

3.2. Locating comfort stops

- It is very important to have an idea of where the coach could stop for a comfort break throughout the day, particularly if the first stop does not include a booked coffee stop. The group will expect you to manage this.
- Be prepared for the group to need a comfort break as soon as they arrive, they may have had a long journey.
- Make time allowances for comfort breaks, they can impact on the timings of the itinerary. Do not assume that villages or towns have public conveniences that are both open and well maintained for Ladies and Gents.
- It is preferable to choose a location with accessible toilets.

3.3. Locating Coach Parking

- It is important that you know where the coach can park at every stopping point on the itinerary, and where the coach can drop off if it is not the same location.
- Always look for a convenient drop off point which minimises the distance the group need to walk to their destination.
- Always stop the coach in a legal place for dropping off and picking up. This should be whenever possible on the side of the road where the door is. When this is not possible, draw attention of the group to the danger of traffic.

3.4. Pick up Points and Times

- As outlined above, you can specify a pick up time and location that is (within reason) convenient to yourself. Please try to keep to the same ones for consistency.
- Time your pick up so that the coach can reach the first stop on the itinerary for the stated time. (usually 30mins before)
- Ring the coach company to check the meeting point and time and give your mobile phone number so the driver can contact you. They may be late, break down or just get lost.

3.5. Communication with the group leader

We will provide you with the contact details for the person who will be leading the group on the day. Please make contact with the group leader a few days before hand to introduce yourself and discuss any specific requirements the group has. Please communicate with the group leader on the day if you are delayed getting to the pickup point.

4. Managing the Itinerary

4.1. Managing Delays

The group leader will have your contact number in the event that the group is delayed due to traffic or road diversions. You may be required to adapt the timings of the set itinerary in accordance with the delay. Please make sure the group leader is fully aware of any changes you plan to make in advance.

4.2. Liaising with the attractions and lunch stops

It is the responsibility of the Greatdays Tour Guide to communicate any delays to the attractions and more importantly the restaurant or hotel providing lunch. It is good practice to call each stop on the tour 15 minutes before arrival to advise them the group is on the way. If possible, make contact with them before the date of travel to introduce yourself as the escort for the group. The contact information for each one will be on the payment vouchers which we will provide with the itinerary confirmation.

4.3. Keeping Count of your group

It is important to do a head count on and off the coach each time you stop to avoid leaving any passengers behind!

5. Hosting the Group

5.1. Working with the driver and group organiser

- When you get on the coach, introduce yourself to the driver and the group organiser, then ask the driver to wait while you walk down the coach making friendly chat. This is so the clients know who you are and what you look like. Remember those at the back cannot see you when you sit down.
- Establish at the start whether any of the group has a disability, which is likely to affect their ability to participate fully.
- Next check the on board microphone (make sure it works) and sound level – this is important.
- Work with the driver, they will rely on you for directions. Give plenty of warning of turns, narrow sections or bridges etc. and refer to them when it comes to driving matters.
- Work with the group leader, if they have any special requests or concerns, do your best to accommodate and reassure them.

5.2. Providing local information during the tour

- Most groups are content to hear a few interesting facts about points of interest along the route with some stories or myths and legends to amuse and entertain the group. Above all try to be interesting and entertaining.
- Try to organise what you are going to say in order, in a file, or on cards.
- Ideally learn it (you will eventually) – but whatever don't just read it off the card and don't try to cram in every last detail.

- It doesn't matter if you forget bits – leave it and move on. The majority are not interested in too much detail. They want to be entertained as much as anything. Those that want more will ask when you stop so have that bit of extra information to hand.
- If you don't know, say so and make sure you find out for next time. You will eventually build up a wide knowledge.

6. Incident Reporting

6.1. How to report an incident

If an incident occurs during the day, please report it as soon as possible to the Greatdays staff in the office. The office is staffed Monday to Friday 9am to 5.30pm. If it occurs outside office hours (ie on a Saturday or Sunday) use the day trips emergency phone. In most cases you will be able to resolve the issue and continue with the trip but it is essential that Greatdays are aware of any issues in case there are later consequences to the company. If the incident is of a medical nature, call the appropriate service unless it goes against the wishes of the person involved. If an ambulance needs to be called, the group needs to wait until the patient has been taken away safely before continuing with the itinerary.

6.2. How to record an incident

We have attached a blank incident form for your convenience. Please print the form and sign it, then send it to the Day Trips Department as a record of the incident for the file. Should there be any ongoing repercussions from the incident, we may need to refer to this record.

7. Contact information for Greatdays

Postal Address	Greatdays Travel Group Chapel House 1 Borough Road Altrincham Cheshire WA15 9RA
Day Trips Department	Office hours telephone 0161 928 2001 Out of hours number (emergencies only) 07825 252488 Email: daytrips@greatdays.co.uk
Manager	Jenny Kirkwood
Day Trips Coordinator	Louise Annesley
Finance Department	0161 928 9966
Website	www.greatdays.co.uk

8. Handy tips and hints from the Greatdays guiding team

“Ensure your mobile is fully charged, you have a full water bottle, suitable outerwear and footwear, the tour itinerary and vouchers!”
John, Lancashire

“Whenever practical have sufficient copies of local maps of the area or towns being visited (usually available from local Tourist Information Centres)”
John, Lancashire

“If there is nothing of particular interest at some point it is acceptable to remain silent. Resist the urge to fill the space with inconsequential chat.”
David, Yorkshire

“Some public loos now charge so if stopping in a town such as this it may be useful to have a small bag of 10p and 20p coins in case anyone is stuck for change.”
Carole, Wales

“You can never be over-prepared. If it's your first tour, do a recce of the area and check **everything** in advance. Once the day is underway, stay professional and alert but ENJOY it with your guests. If you appear relaxed, they will be too”
Sue, Manchester

“If visiting a church or cathedral, always check the day before in regards to any event or service that might be taking place. Sometimes for example, a funeral is planned at short notice or it might be an annual event like Maundy Thursday. “
Roger, Midlands

“I always keep all phone numbers needed for that day, in one place on a small sheet of paper or in a book i carry around with me”
Roger, Midlands

“My handy tip would be that your coach driver may not know the area so make sure you have a postcode for the Sat Nav to find the coach park, and make sure you know at least one accessible rest room. “
Cheryl, Southwest

“On walking tours make the group aware of any obstructions or specific dangers along the route. Whenever possible, ensure that the group cross the road at a pedestrian crossing. If there isn't one, ensure that each person within the group is aware of the traffic and takes precautions when crossing.”
Nick, Southwest

Incident Report Template

Name and role of person completing this form:
Signature of person completing this form:
Date:
Telephone Number:

Incident

Date and time of incident:
Name/s of person/s involved in the incident:
Description of incident:

Witnesses (include contact details):

Reporting of the incident to the association

Incident Reported to:	Date:
How (this form, in person, email, phone):	

Description of follow up actions to be taken:
--

Guide Name: _____

Address: _____

Tel: _____

- INVOICE -

Greatdays Travel Group
Chapel House
1 Borough Road
Altrincham
WA15 9RA

Date:

Guide Invoice

Trip Date	Name of Trip/UDDT ref	Amount	Notes
TOTAL			

Please make payment to:-

Name: _____

Bank/Building Society: _____

Sort Code: _____

Account number: _____