



Palestine Pilgrimage

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Safety Management Policy

Palestine Pilgrimage is committed to providing a safe & secure environment for our clients and staff. Our Safety Management Policy takes all reasonable steps to ensure that this is achieved. As a Tour Operator providing pilgrimages to the Holy Land for student groups, we have developed this safety management policy with our partners in the Holy Land and have received advice and guidance from relevant recognised bodies; this policy complies in full with the DFE guidance on school visits.

Palestine Pilgrimage maintains a focus on safety and professionalism at all times.

This is achieved by: -

- Ensuring suppliers of each component of a tour fully comply with national or local government regulations in regard to hygiene, fire, and other safety standards.
- Providing detailed instructions to all our suppliers of accommodation and transport, describing what is expected of them.

The review and updating of this policy is ongoing and carried out in conjunction with advice from relevant recognised bodies.

1. Staff Training

Palestine Pilgrimage staff receive regular training in all areas for which they are responsible, enabling them to assess all components of a tour to ensure a safe and enjoyable trip. The company has in place a comprehensive emergency procedure to cope with the remote possibility of a serious incident occurring on one of our pilgrimages.

2. Accommodation

2.1 Accommodation Contract and Certification

For each accommodation centre used in our trips, Palestine Pilgrimage will ensure there is a signed accommodation contract or agent agreement confirming that the accommodation conforms to local and national fire, safety and hygiene standards and liability insurance cover for the duration of the contract. Wherever possible, copies of the relevant documents will be obtained.

Confirmation that the contract conditions are still being met will be obtained every three years.

3. Transport

3.1 Air

Palestine Pilgrimage holds an Air Travel Organisers License (ATOL) no. 10262. The Civil Aviation Authority regulates all air transport to and from the UK. This body operates to very strict safety criteria. It is therefore not possible for Palestine Pilgrimage to audit airlines.

3.2.Coach

3.2.1 Itineraries For Tours (Drivers Hours Regulations)

Itineraries are developed to ensure that the requirements of EU drivers' hours' legislation are adhered to. Consequently no additional excursions, other than those previously agreed are permitted.

3.2.2 Breakdown

Should a breakdown occur whilst on tour it will be the coach driver's responsibility to ensure the clients are not endangered in any way and the itinerary is disrupted in the minimum way.

3.2.3 Overseas Coach Companies

Palestine Pilgrimages will work with only reputable coach operators all of whom will sign a Coach contract in which they will confirm that they comply with all national, local, trade and other laws, regulations, rules and codes of practice. Overseas coach operators that are contracted directly will be asked to supply a copy of their operating licence, motor vehicle and public liability insurance. Seatbelts are not a legal requirement in some overseas destinations and thus cannot be guaranteed.

3.3 Public Transport

All public transport is regulated nationally. It is therefore not possible for Palestine Pilgrimage to audit public transport.

4. Excursions and Visits

Palestine Pilgrimage will take reasonable steps to ensure that, where visits and excursions are included in a final itinerary, the risks have been evaluated and monitored.

Information will be provided to group leaders so they are able to make informed decisions for their own group.

5. Risk Assessments

Palestine Pilgrimage is pleased to offer to every group a completed risk assessment which may be helpful when completing any school specific documentation.

Party Leaders will be asked to ensure that any visit or activity, which they select, is appropriate to the age, abilities and size of their group. Party Leaders will be responsible for ensuring that the students are fully supervised at all times and that any instructions or safety briefings are followed. Where any safety equipment is provided; this must be worn at all times.

Further guidance can be obtained from the DFE and LAs on all aspects of school trips and outside activities including planning, risk assessment, organisation and supervision.

6. Protection and Safeguarding of Children and Vulnerable Adults

It is the responsibility of the parish/youth group/school to ensure that any accompanying teachers or other adults have CRB clearance. CRB regulations are UK specific and it is unlikely that locally employed guides will undergo such checks. Whilst outside the United Kingdom it is the responsibility of the Group leader to ensure suitable supervision and procedures are in place to minimise risk.

7. Accidents and Incidents

Palestine Pilgrimage will encourage clients to report any safety related issues immediately. This will enable Palestine Pilgrimage to investigate their concerns and to ensure that any necessary action is taken straight away. Palestine Pilgrimage will keep a record of all incidents of which it becomes aware or which are brought to its attention. All reports will be reviewed and where appropriate, an investigation will be undertaken.

8. Insurance

8.1 Travel Insurance

It is a requirement under this policy that every group that departs has taken adequate travel insurance. As only you are fully aware of all your particular needs and other factors which may affect your insurance cover (for example, pre-existing medical conditions of party members), it is the party leader's responsibility to carefully check the travel insurance you are proposing to purchase. You will have to supply Palestine Pilgrimage with a copy of your insurance certificate.

We are of course more than happy to assist you with any queries you may have where we can (if in doubt, you should speak to the insurance company direct).

8.2 Tour Operators Combined Liability Insurance

Palestine Pilgrimage is insured with Kerry of London limited and our liability is up to £2,500,000. A copy of our policy can be obtained upon request.

9. Pre-tour Safety Information

From the time of booking every Party Leader is issued with essential information specific to their tour and is intended to draw attention to key safety points and ensure that the tour operates safely and as smoothly as possible.

10. Emergency Assistance

Every group will be supplied with local contact numbers for our Holy Land Agents (Gemm Travel) and also with a 24 hour contact number for Palestine Pilgrimage in the United Kingdom.

This document was last updated on the 11th October 2010.

