

First Travel Solutions Limited.

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SAFETY STATEMENT

Statement - First Education and School Travel is committed to providing safe and secure residential trips and tours for its customers. We work with a range of providers who are also committed to delivering their services in a safe and compliant manner. First Education & School Travel takes its duty to protect children, young people and vulnerable adults seriously. All reasonable steps are taken to ensure that any provider delivering services on our behalf will have robust risk assessments, safeguarding and appropriate health & safety policies in place to ensure that all guests are kept safe and secure whilst on their visits.

Accommodation - our accommodation partners have their own detailed Health & Safety and Safeguarding processes in place to ensure that all guests are accommodated in safe and secure surroundings. Hostels and Outdoor Centres are supremely vigilant and have procedures in place to ensure that only guests or other invited visitors are on-site. All bedrooms are lockable and all city venues have Electronic Key Card systems to add further security.

Travel - we only use fully licensed, appropriately insured, roadworthy and DfT compliant vehicles and operators. Driver hours are monitored to ensure legal compliance. NOTE: Group leaders should carry out their own procedures and risk assessments to ensure that participants are headcounted correctly as they board and alight vehicles. It is also the responsibility of the group leader to ensure that pupils wear seat belts at all times and that behaviour is appropriate and not in any way distracting to the driver.

Meals - all meal services provided meet Food Standards Agency guidelines in health & hygiene.

Activities - all outdoor activities are fully risk assessed, any tours or visits to attractions are also risk assessed by each appropriate organisation.

Security – all UK visitor attractions are aware of the need to be vigilant in respect of security for their visitors. We ask our school group customers to follow the advice of each attraction visited and to always keep their belongings with them. Speak to a member of the attraction staff if you have any queries or concerns.

We do our utmost to monitor the ongoing situations with regards to the safety and security of our customers whether this may be in relation to adverse weather, travel upheaval and any other factors that may in any way affect the smooth running of our trips.

We are committed to ensuring that our customers are always kept informed of any situation, and we will react appropriately if the need arises. We are contactable 24 hours a day in case of emergencies.

GDPR - Handling your data with care:

In line with the new GDPR guidelines we are committed to managing your data respectfully and in accordance with the law. We will always take into account your preferences and we will never pass your data on to other organisations. You can opt out at any time via the unsubscribe link available on all of our email communications. We only ask for information that we feel relates directly to your booking and that we believe is key in ensuring we provide you with a high quality, safe, and secure service. Any person specific data provided by you to us will be securely erased once your booking has been delivered.