

North Staffordshire National Trust Association

CHECK LIST FOR OUTINGS

Booking Procedure

- 1 Ensure that you are aware of the limitation on numbers to be accepted.
- 2 Check correctness of all cheques received.
- 3 Allocate a front seat for yourself.
- 4 Fill in the acknowledgement form showing the event to which the booking refers and indicate seat numbers.
- 5 Forward cheques to the Treasurer after the event unless payment to the venue in advance is required. Please write the event title on the reverse of each cheque.
- 6 Compile a waiting list if necessary. Retain the cheques of the first 10 people (first enquiring whether the member concerned wishes to be placed on the list). When the waiting list exceeds 10 in number, return the excess cheques accompanied by a note informing these members that their names have been retained on the list.
- 7 In the event of a cancellation which is then filled from the waiting list, if you still have the cheque confirm with the member cancelling that they agree to it being destroyed. If the Treasurer has banked the cheque email him and ask that he reimburse the member who has cancelled together with the amount of refund due and the member's address. Inform the member that there will be a deduction of £2.00 per cheque cancellation fee. Should there be no waiting list then a refund is not allowed.
- 8 Inform Cynthia Dumbelton (01782 641765) of the number booked at least 10 days beforehand so that she can confirm the size of the coach required with the coach company.
- 9 Complete a risk assessment form and send to Programme Co-ordinator.

On the Day

- 1 Take any correspondence relevant to the outing.
- 2 Take your route plans and notes on action to be taken at the destination etc.
- 3 Take the necessary cheque(s) for entrance fees and other expenses, plus the driver's gratuity in cash. NB. Obtain receipts (if applicable) showing net cost, name of venue, date and our full name.
- 4 Be FIRST at the coach (coaches normally arrive 15-20 minutes prior to departure). Leave on time. Be aware of the coach company's telephone number (Hollinshead's is 01782 512209) and carry a mobile phone to contact the company in the event of non-arrival of transport.
- 5 Phone venue 10 minutes before arrival to say you are nearly there.
- 6 On arrival at destination either give members any procedural information and departure time or ask members to remain seated in the coach whilst you leave to make enquiries.
- 7 Ask a member to do a report for the newsletter. Hand them the form giving forwarding details.
- 8 When members alight the coach ensure driver or another person helps people off the coach.
- 9 Be clear and precise with instructions and information, using the microphone if possible. Do not attempt to speak against the engine noise. Inform the group that the Archivist would appreciate photographs for the Associations archives.
- 10 If necessary, arrange with the driver for access to the coach whilst parked.
- 11 Claim personal expenses in writing or by email from the Treasurer.
- 12 After the event write and thank the venue

In Case of Accident

- 1 Obtain the help of emergency services and inform the contact committee member. Complete incident form and send to Programme Co-ordinator.