

# North Staffordshire National Trust Association

## Organising a COACH TRIP

### BEFORE THE TRIP

- (1) When a coach outing is agreed, obtain a coach price from Cynthia Dumbelton (01782 641765) and determine the minimum number of people required for the trip to be viable. The price per member is calculated by adding the cost of the coach and the cost of entering any venues, then dividing by 40 (our basic price for running a coach trip). Add a £2 per person donation to the NSNTA and also 70p per person for the driver's gratuity.
- (2) Write a brief account for the Newsletter of where we are going and add a photo if possible. Include the price per member and a £2 higher price for non-members of the NSNTA. If applicants are not NT members, applicants may need to pay additionally for their own entrance fees if it is the case that we are entering NT property. Give a closing date for applications if circumstances dictate necessary, and state if there is a limit on numbers. Make it clear if cheques are going to be cashed ahead of the date of the trip, which is not our usual practice.
- (3) Obtain sufficient leaflets either to send out to applicants with their confirmation of booking slips or to give out on the day of the trip.
- (4) Complete a Risk Assessment Form and send to the Programme Coordinator.

### BOOKING ADMINISTRATION

- (1) Ensure you are aware of the limitation on numbers to be accepted.
- (2) When applications arrive, keep in date order of receipt and make a list. Check the correctness of the application forms – that they include emergency phone number and that all cheques received are correctly completed, then write the event title on the reverse of each cheque.
- (3) Allocate coach seat numbers, with left-hand front seat(s) reserved for yourself.
- (4) Wait until the minimum number of applications required has been received before sending out any confirmation-of-booking slips. Include in the envelopes, any relevant information, instructions, maps, menus etc, unless these are to be handed out on the day.
- (5) Forward cheques to the Treasurer if they are to be cashed in advance of the trip. We normally wait until after the trip is over before presenting the cheques.
- (6) Obtain your required blank cheques from the Treasurer so that you can pay venues on the day and obtain a cheque/cash for the driver's gratuity.

(7) Compile a waiting list if applications exceed the limit on numbers. Retain the cheques of the first 10 people on the waiting list, enquiring first whether the member concerned wishes to be placed on the list. Note – members have priority over non-members for places on the trip. When the waiting list exceeds 10 in number, return the excess cheques accompanied by a note informing these members that, if they so wish, their names can be retained on the list.

(8) In the event of a member cancelling their booking – if their place can be filled by someone on the waiting list and if you still have the cheque from the member cancelling, confirm with them that they agree to it being destroyed. If the Treasurer has banked the cheque, ask him to reimburse the member who has cancelled, giving the member's address and details. Inform the member that their cheque has been banked but that they will be reimbursed.

If the place cannot be filled then reimbursement will be at the discretion of the Committee.

(9) Inform Cynthia Dumbelton of the number booked at least 10 days before the trip so that she can confirm the size of coach required with the coach company.

(10) Inform John Spriggs (01782 791360) if the trip is nearly or completely full so that he can post this information on the website.

## **ON THE DAY OF THE TRIP**

(1) Pack the following in your bag:

- Your mobile phone – switched on to receive calls from people running late etc, or people having problems during the outing.
- Coach seating plan to tick off names when people arrive.
- Booking forms with people's emergency contact details on.
- Phone numbers of the coach company, (Hollinsheads 01782 512209) and the places to be visited. (Ideally put them in your phone.)
- Correspondence/information relevant to the trip.
- Route plans and notes on action to be taken at destination.
- Blank cheques from the Treasurer to pay entrance fees, other expenses etc, and a cheque/cash for the driver's gratuity. Put the cheques/cash in envelopes with a NSNTA compliment slip.
- A printed "Event incident form".
- A printed "Newsletter report write-up instructions" sheet.

(2) Be the first at the coach. (Coaches normally arrive 15-20 minutes prior to departure.) If the coach does not appear, phone the coach company. (Hollinsheads 01782 512209.) Tick off people's names as they board the coach. Try to leave on time.

(3) Welcome the group using the microphone. Talk through the agenda for the day. Say where we are going and how long it will take. Repeat the information about coffee & biscuits on arrival, where the toilets are, and any stops on the way, etc. mention that Kay Williams, the Archivist, would appreciate photos for the Association's archives, as would the Newsletter Editor (John Spriggs) for the Newsletter and website. Introduce the driver by name and ask him to give the safety instructions.

(4) Enlist a member to help you. For example, to help people alight from the coach, or act as back-marker if walking is involved during the day.

- (5) Hand to a willing volunteer, the “Newsletter report write-up instructions” sheet and thank them.
- (6) Phone the venue 10 minutes before arrival to say you are nearly there. Ask them to come to meet the coach if appropriate. Have a cheque ready to give them and obtain a receipt if possible, showing net cost, name of venue, date and our full name.
- (7) On arrival at the destination either give members any procedural information or ask members to remain seated in the coach whilst you leave to make enquiries. Be clear and precise with instructions and information, using the microphone if possible. Do not attempt to speak against the noise of the engine.
- (8) Inform members when they are due back on the coach, and where it will be.
- (9) Before departing the coach, remind everyone of risks – steep steps, uneven surfaces, etc.
- (10) Ensure the driver or another person helps people off the coach.
- (11) If necessary, arrange with the driver for access to the coach whilst parked.
- (12) On the homeward journey, using the microphone, thank the driver and ensure he received his envelope enclosing his tip.

### **IN CASE OF ACCIDENT**

- (1) Obtain the help of emergency services and inform a Committee member.
- (2) Complete the Incident Form.

### **AFTER THE TRIP**

- (1) Send a copy of the Incident Form, if used, to the Programme Coordinator.
- (2) Inform the Programme Coordinator and John Spriggs of the name of the person writing the report for the Newsletter.
- (3) Write and thank the venue(s) visited.
- (4) Hand over the members' cheques to the Treasurer, and let him know the £sums written on any blank cheques used.
- (5) Claim personal expenses from the Treasurer.

# 55 Seater Executive Coach Seating Plan

55	54	53	52	51
50	49		48	47
46	45		44	43
42	41		40	39
38	37		36	35
34	33		32	31
30	29		28	27
<b>TOILET</b>			26	25
24	23		22	21
20	19		18	17
16	15		14	13
12	11		10	9
8	7		6	5
4	3		2	1
<b>DRIVER</b>				