



## North Staffordshire National Trust Association

### **CHECK LIST FOR OUTINGS**

#### **BEFORE THE TRIP**

1. When it is agreed you should run a trip, obtain a coach price from Cynthia Dumbelton (01782 641765), divide this by 40 (our basic price for running a coach trip), add the cost of the venue/s, coach driver's gratuity (70p per person) and appropriate donation to the NSNTA - £2 for coach trips and car trips. (Add £2 for non-members.)
2. When doing research, obtain sufficient leaflets either to send with confirmation or to give out on the day of the outing. Alternatively request leaflets to be sent to you by post for later distribution.
3. Consider the wording to go in the newsletter. Write a brief account of where you are going and include a photo if possible. Include the cost per person. Make it interesting to whet the appetite of members. If appropriate give a closing date. Inform John Spriggs when the trip is nearly full for the website. Various documents\* can be printed off from the website.

#### **BOOKING ADMINISTRATION**

1. When applications arrive, keep in date order and make a list. Wait until the minimum number have been received before sending acceptance slips.
2. Ensure that you are aware of the limitation on numbers to be accepted.
3. Check correctness of all cheques received and write the event title on the reverse of each cheque.
4. For coach trips, using the coach seating plan, allocate seat numbers with left-hand front seat/s for yourself.
5. Fill in the acknowledgement form showing the event to which the booking refers and indicate seat numbers. Include menus etc if relevant.
6. Forward cheques to the Treasurer after the event unless requested otherwise. Obtain blank cheques from Treasurer to pay venues on the day.
7. 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, if they wish, their names can be retained on the list.
8. In the event of a cancellation which is then filled, 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 (see newsletter) and ask that he reimburses the member who has cancelled, giving him 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 organiser or programme co-ordinator.
9. Inform Cynthia of the number booked at least 10 days beforehand so that she can confirm the size of the coach required with the coach company.
10. Complete a risk assessment\* form and send to Programme Co-ordinator.

#### **AFTER THE TRIP**

1. Claim personal expenses in writing or by email from the Treasurer.
2. Hand members' cheques over to the Treasurer and finance breakdown.
3. After the event write and thank the venue.



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### **YOUR CHECK LIST ON THE DAY BEFORE LEAVING HOME**

1. Take seating plan to tick off names when people arrive.
2. Take booking forms with you for information.
3. Make a note of the 'phone numbers of the coach company, Hollinsheads 01782 512209, the places to be visited (ideally put them in your 'phone).
4. Take any correspondence relevant to the outing.
5. Take your route plans and notes on action to be taken at the destination.
6. Take a form with instructions on how to do a write-up for the newsletter.\*
7. Take the necessary cheque(s) for entrance fees and other expenses, plus the driver's gratuity in cash. Put the cheques and the driver's tip in envelopes with a NT compliments slip.
8. Take incident form \*– **and don't forget your mobile phone!!!**

### **ON THE DAY**

1. 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 and carry a mobile phone to contact the company in the event of non-arrival of transport.
2. Allocate a member to help you, perhaps to help people alight from the coach, or act as a back marker if walking is involved during the day.
3. Welcome the group using the microphone and 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, any stops on the way if that is on the plan. Introduce the driver by name and ask him to give the safety instructions.
4. Phone the venue ten minutes before arrival to say you are nearly there. Ask them to come to meet us if appropriate. Have a cheque ready to give them and obtain a receipt (if applicable/possible) showing net cost, name of venue, date and our full name.
5. On arrival at the 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.
6. Inform members when they are due back on the coach.
7. Ask a member to do a report for the newsletter (if possible choose someone suitable whom you know is especially interested in the venue). Hand them the form\* giving forwarding details.
8. Be clear and precise with instructions and information, using the microphone if possible. Do not attempt to speak against the engine noise.
9. Inform the group that the Archivist, Kay Williams, would appreciate photographs for the Association's archives. As would the newsletter editor.
10. Whenever departing the coach, remind everyone of risks – steep steps, uneven surfaces, etc.
11. When members alight the coach, ensure driver or another person helps people off the coach.
12. If necessary, arrange with the driver for access to the coach whilst parked.

### **IN CASE OF ACCIDENT**

Obtain the help of emergency services and inform a committee member. Complete the Incident form\* and send to the Programme Co-ordinator.