

# YOUR TOUR IN *safe hands*



With more than 350 years combined experience in the school travel industry the team here at WST are proud of our safety conscious environment and proactively review and improve our safety procedures.

We hold all the trade body licences including **ATOL, ABTA, STF and LotC** so you can be confident that your trip is safe in our hands.

Our chairman David Craven was instrumental in setting up the School Travel Forum (STF) to raise standards in educational visits – it is now recognised as the safety & quality standard mark you can trust. As a full member we adhere to a rigorous Code of Practice and Safety Management Standards that meet the requirements of DFE guidelines.

## As a School Travel Forum member we adhere to the following:

- All UK coach companies must complete a safety audit prior to use
- All UK coach companies which have five or more groups are subject to an on-site audit, with audits renewed every 3 years
- All UK coach companies must sign and return a contract
- Coaches should be no more than five years old (STF guidance states 8 years)
- We endeavour to give all coach drivers single rooms when they are part of a two man crew
- All accommodation used by WST will have undergone a safety audit prior to its first use and thereafter every 3 years
- Specialist staff who are fully trained auditors

2015 was a particularly challenging time for the travel industry. In July, around a quarter of all our groups on tour were affected by the ferry strikes at Calais. Thanks to our highly efficient staff and excellent support system, we were able to ensure all of our customers travelled on their planned tour and were safe at all times.

**Our latest audit was in February 2016 with Argent. Yet again for the sixth year running we have had NO RECOMMENDATIONS to help improve the way we control our safety management and quality provision.**

## What happens if I have a problem on tour?

Very few of our tours have problems because every effort is made and checks put in place to ensure your tour plan is flawless. At WST our team of experienced tour consultants will be on hand during office hours to support you whilst on tour (08:00 – 17:30 hrs) AND outside of office hours, we have 24 hour emergency response cover for issues that need to be addressed urgently.



**WWW.WSTTRAVEL.COM CALL OUR SPECIALIST TEAM ON 01253 441900**