



Adaptable ✦ Travel

✦ *Safety* ✦

✦ **Management** ✦

✦ *System* ✦



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Last Updated

09th September 2026

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✦ 1 Introduction

This document details Adaptable Travel's ongoing commitment to the management of safety on all of our tours and defines the safety systems currently in place within our business.

Our Safety Management System has been constructed to ensure our group leaders and staff act with due care and diligence towards all aspects of safety. Utilising these arrangements and processes we can provide the necessary framework around which good performance can be established and maintained which will support the development of a safety culture.

Under 'The Package Travel, Package Holidays & Package Tour Regulations 1992' we are required to provide sufficient evidence of the security of money paid over and for the repatriation of the consumer in the event of insolvency. Our arrangements have been organised to meet the requirements of these regulations. The Adaptable Travel Group is licensed with the Civil Aviation Authority (ATOL 6870). Book with Confidence. We are a member of ABTA which means you have the benefit of ABTA's assistance and Code of Conduct. We provide financial protection for your money when you buy a package holiday. If you buy other travel arrangements such as accommodation, only this protection doesn't apply.

Adaptable Travel Group has public liability insurance of up to £10,000,000 arranged by Aon Cork Bays & Fisher.

✦ 2 Health & Safety Policy Mission Statement

The Directors, Management and Staff of Adaptable Travel are committed to ensuring that all regulations are complied with as far as reasonably possible to provide our clients with the highest possible safety standards throughout their tour. We will achieve our mission by:

- Providing the resources both financial and manpower to implement the safety policy.
- Establishing and maintaining an ongoing health & safety policy file.
- Ensuring our products and services comply where applicable with the current local/national standards as a minimum requirement.
- Monitoring safety requirements and practices applicable to the provision of educational tours.
- Reviewing and updating our safety policy on an annual basis.
- Ongoing training enabling staff to competently apply the safety policy.
- Establishing effective systems of communication with our suppliers and clients.

The improvement and monitoring of safety standards is the responsibility of all employees. All staff are encouraged to raise any matters of concern to the immediate attention of the relevant manager.



✦ 3 Identification of Responsibilities

3.1 IDENTIFICATION OF RESPONSIBILITIES

Policy making will be the responsibility of the Board of Directors who will ensure:

- Continued development of the SMS.
- Relevant and competent staff are appointed to implement the SMS.
- Adequate resources are available to implement the SMS.

Planning will be the responsibility of the Board of Directors who will:

- Ensure the relevant staff receive the appropriate training in order to implement the SMS.
- Monitor the performance of the SMS.
- Keep up to date with safety requirements applicable to the provision of tours.

Implementation will be the responsibility of the relevant operations manager and administrators who will:

- Apply the SMS in their everyday working practices.
- Report any weaknesses or failures in the SMS to the appropriate line manager.

3.2 REVIEW OF THE SMS

Adaptable Travel will maintain regular contact with relevant organisations to ensure we are aware of any developments in safety in order to improve the SMS.

The SMS will be reviewed on a minimum of an annual basis by the Directors who will oversee the ongoing management of the system.

Relevant Adaptable personnel will receive training in the objectives of the SMS and will be actively encouraged to contribute to the annual review.

All SMS details and records of SMS training will be held in one central file maintained by the relevant personnel.

All SMS records will be available for reference use of all company employees.

Any accidents, incidents or near misses brought to our attention will be recorded. All reports will be reviewed and, where required investigated.

✦ 4 Accommodation

4.1 ACCOMMODATION CONTRACTED DIRECTLY

Every hotel, hostel or centre contracted directly will be contacted by the Adaptable Group and our accommodation audit will be completed to ensure the accommodation conforms to local and national fire safety and hygiene standards.





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The Adaptable Group will hold on record in the relevant SMS file a signed audit from the hotel, hostel or centre owner or manager confirming they have a current fire certificate or local equivalent and a current insurance certificate. Where applicable the supplier will also confirm they have a current hygiene certificate or local equivalent.

4.2 ACCOMMODATION BOOKED THROUGH AN AGENT

Adaptable Travel will ensure we have an agents contract confirming that all hotels provided have a current fire certificate or local equivalent, current insurance policy and where applicable a hygiene certificate or local equivalent.

In addition, the relevant agent will contact every hotel, hostel or centre and our accommodation audit will be completed and signed. Adaptable Travel will hold on record in the relevant SMS file a signed audit from the hotel, hostel or centre owner or manager confirming they have a current fire certificate or local equivalent and a current insurance certificate. Where applicable the supplier will also confirm they have a current hygiene certificate or local equivalent.

We will continue to advise and educate our agents on the necessity of high safety standards in all hotels offered. We will also continue to update all contracted agents with any new health and safety issues and initiatives that may arise as they happen.

4.3 ACCOMMODATION REQUESTED BY A CLIENT

All accommodation requested by a client which is not known to the Adaptable Group will be contacted before any bookings are confirmed.

In addition, the relevant agent will contact every hotel, hostel or centre and our accommodation audit will be completed and signed. Adaptable Travel will hold on record in the relevant SMS file a signed audit from the hotel, hostel or centre owner or manager confirming they have a current fire certificate or local equivalent and a current insurance certificate. Where applicable the supplier will also confirm they have a current hygiene certificate or local equivalent.

4.4 MANAGEMENT OF ACCOMMODATION AUDITS

A rating will be awarded to all accommodation audits; the possible ratings are as follows:

PASS

Conforms with all local and national requirements and safety is good. No improvements are required at the time of inspection.

FAIL

Regardless of conformance with local and national requirements, this rating means the accommodation is below the required standards in terms of health and safety and as a result the accommodation will not be used by the Adaptable Group.

If any complaints are received in terms of health and safety the relevant agent or hotel owner/manager will be contacted to ensure the issue is rectified. Depending on the severity of the issue an additional audit may take place to ensure the Adaptable Group are happy to continue offering the accommodation.



4.5 REGULARITY OF ACCOMMODATION AUDITS

An audit will be completed every 3 years (as a minimum), additional audits will take place with greater frequency whenever an Adaptable Group Director/relevant manager is in the relevant city/resort, or if any complaints are received relating to health and safety.

✦ 5 Transport

5.1 UK COACH COMPANIES

Every UK coach company will be contacted by the Adaptable Group to ensure they complete comply with all the relevant local and national codes of practice and all other relevant laws.

All UK coach companies used will confirm in writing that they have the relevant motor and liability insurance and an operator's license.

All UK coach companies will be fitted with seatbelts.

Where a coach driver's role meets the regulated activity criteria (regular or repeated contact with the same group of children), the safeguarding due diligence requirements set out in the Safeguarding Policy also apply.

The Adaptable Group will hold on record in the relevant SMS file a signed audit from the coach company owner or manager.

5.2 NON-UK COACH COMPANIES

All non-UK coaches will be contacted to ensure all coach companies used comply with the relevant local and national codes of practice.

All agents providing non-UK coaches will confirm in writing that all companies used have the relevant motor and liability insurance and operator's license.

Please note that seat belts are not a legal requirement for non-UK coaches.

5.3 COACH COMPANIES REQUESTED BY A CLIENT

All coach companies requested by a client and unknown to Adaptable Travel will be contacted before any bookings are made.

They will be contacted by the relevant operations manager to confirm they have current motor and liability insurance and operator's license. Only after these checks have been made will a booking be confirmed.

5.4 REGULARITY OF COACH AUDITS

All UK coach companies will be audited every 3 years (as a minimum) and all non-UK coach companies will be checked every 3 years (as a minimum) via the relevant agent. Additional audits will take place with greater





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frequency if any complaints are received relating to health and safety.

5.5 AIRLINES

All airlines comply with independently set safety standards which, because of their technical nature are not possible to audit.

5.6 RAIL TRANSPORTATION (INCLUDING EUROSTAR)

Rail transportation companies comply with independently set safety standards which, because of their technical nature are not possible to audit.

5.7 FERRIES & EUROTUNNEL

All ferry companies (including cross channel operators) comply with independently set safety standards which, because of their technical nature are not possible to audit.

5.8 PUBLIC TRANSPORT

The regulations governing public transport are determined by the relevant local or national authority.

✦ 6 Visits & Excursions

6.1 MANAGEMENT OF VISITS AND EXCURSIONS

All visits and excursions offered by Adaptable Travel are categorised into one of three different levels of risk. Any excursions involving water immersion have their own specific category. Where an excursion involves a supplier employee directly leading, teaching, or supervising the group, the safeguarding due diligence requirements set out in the Safeguarding Policy apply in addition to the risk categorisation below.

6.2 LOW RISK

Locations, attractions, buildings or sites (not involving water immersion) that are regularly open to the public and students are more involved with looking rather than doing. For example, museums, galleries, churches, visitor attractions and shops.

For all Low Risk excursions, Adaptable Travel will monitor customer feedback and any accident or near miss incident reports.

6.3 MODERATE RISK

Locations, attractions or sites (not involving water immersion) where there may be potential risks relating to the environment, process or activity. For example, rural guided walks, potentially hazardous working spaces without specific visitor facilities or where students may be involved in an unfamiliar activity.



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For all Moderate Risk excursions, Adaptable Travel will conduct an In-house Moderate Risk Assessment and hold on record in the relevant SMS file. In addition, The Adaptable Group will monitor customer feedback and any accident or near miss incident reports.

6.4 ELEVATED RISK

Higher risk activities, venues or events that involve an element of activity requiring specialist instruction or training and may involve equipment. For example, outdoor and adventurous activities, riding and caving.

For all Elevated Risk excursions, Adaptable Travel will use a specialist third party company who will produce a custom risk assessment relevant to the exact activity and location. In addition, Adaptable Travel will monitor customer feedback and any accident or near miss incident reports.

6.5 WATER IMMERSION

Attractions and venues that specifically feature water immersion. For example, swimming pools, water parks and spas.

For all Water Immersion excursions, Adaptable Travel will contact the provider and collect a completed Water Immersion questionnaire and hold on record in the relevant SMS file. In addition, Adaptable Travel will monitor customer feedback and any accident or near miss incident reports.

6.6 REGULARITY OF QUESTIONNAIRES

Questionnaires for relevant excursions will be collected every three years as a minimum. Additional questionnaires will be requested with greater frequency if any complaints are received relating to health and safety.

If we become aware that a visit or excursion is considered unsafe in any way, that visit/excursion will be removed from our optional excursion lists. The visit/excursion in question would only be reinstated once the problems had been rectified.

✦ 7 Safeguarding

7.1 SAFEGUARDING POLICY

Adaptable Travel's safeguarding approach, including our operating model, recruitment and vetting procedure, and Supplier and Third-Party Due Diligence Procedure, is set out in full in the Adaptable Travel Safeguarding Policy, reviewed annually. This SMS should be read alongside that policy.

✦ 8 Pre-Tour Information

8.1 ITINERARIES

All itineraries are constructed by Adaptable operations administrators who all have a basic understanding of drivers' hours regulations.



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All itineraries are checked by an Adaptable operations manager.

In cases where an itinerary includes a high ratio of excursions, we may ask the coach company to check the details prior to sending a client copy to ensure the tour can be completed successfully.

All itineraries are sent to clients in advance (at least 2 weeks).

8.2 INSPECTION VISITS

Adaptable Travel understands that taking a group of students somewhere for the first time can be daunting. In addition, you may have mandatory health and safety criteria within your school or LEA that require firsthand knowledge of the destination. That is why we aim to make it possible for you to visit the destination of your school trip before you take your students.

We can include 2 nights' accommodation at your booked destination on a B&B basis in a twin room on request.

✦ 9 Tour Evaluation Form

Adaptable Travel will provide all clients with a Tour Evaluation Form which can be completed and returned. All Tour Evaluation Forms are reviewed by a company director. Any areas of concern regarding health and safety are investigated immediately and the appropriate action is taken.

✦ 10 Emergency Procedures

10.1 SERIOUS INCIDENTS

Adaptable Travel has developed and constructed an emergency procedure guide which clearly defines the roles that all staff could carry out in the event of a serious incident. This document will be made available to clients on request.

The emergency procedure guide is reviewed on an annual basis by the company directors and senior managers.

10.2 24 HOUR ASSISTANCE

Adaptable Travel operate a 24-hour emergency contact line that is available for all group leaders throughout the duration of their tour. The service is staffed by a team of trained full-time staff. In addition, a senior manager or director will also be available on a 24-hour basis.

Any staff on duty will have full details of the tours they are providing assistance for including emergency contact details of all the relevant suppliers.



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The 24-hour assistance number is detailed on all itineraries and is made available to all suppliers as well as clients.

✦ 11 Training

11.1 ACCOMMODATION & TRANSPORT TRAINING

All staff (part time and full time) will attend an annual training session (minimum of 1 full day) covering all aspects of accommodation and transport used by the Adaptable Group.

11.2 SMS AWARENESS TRAINING

All staff (part time and full time) will attend an annual training session covering our Safety Management System. This training aims to ensure all staff are fully aware of Adaptable Travel's ongoing commitment to the management of safety. In addition, all staff will be kept informed of any new developments in this area.

11.3 EMERGENCY PROCEDURE TRAINING

All staff will receive emergency procedure training on an annual basis.

11.4 DUTY OFFICER TRAINING

All staff selected as Duty Officers will receive full and appropriate training prior to appointment to the role. In addition, all relevant staff will attend an annual refresher training session.

✦ 12 Organisation

12.1 ADAPTABLE TRAVEL ORGANISATION STRUCTURE

On our website team page, you can see who is responsible for what within the team. Further information can be found at: <https://www.adaptabletravel.co.uk/adaptable-people>