Elevated Risk Visits & Excursions

All visits and excursions offered by Adaptable Travel as part of tour packages are categorised into one of four levels of risk, low, moderate, elevated or water immersion. This page covers visits we've classed as elevated risk, and what you need to do on the day

Elevated Risk Definition

Higher risk activities, venues or events that involve students carrying out a technical activity requiring specialist instruction or training, and which may involve specialist equipment used directly by the student to take part.

Criteria

- Requires students to carry out the activity themselves using a specialist technique or skill, under specialist instruction or training, and may involve specialist equipment used directly by the student.
- It is not a controlled environment, and risks are specific to the activity, equipment or location.
- Students are directly taking part in the activity, not just observing.
- General health and safety law may not fully cover the specific risks of the activity.
- The provider must hold relevant qualifications, insurance and a specific risk assessment for the activity.

Elevated-Risk Examples

- Zip-lining and canopy tours
- Surfing lessons (which will also need a water immersion risk assessment)

Please note this is not an exhaustive list of examples.

Elevated Risk Visit and Excursion Management

- We complete an Elevated Risk Assessment for each activity to confirm licences, health and safety procedures and relevant qualifications of staff/guides.
- We monitor customer and staff feedback on every elevated-risk venue we offer.
- We monitor accident, incident and near-miss reports and act on any pattern we see.

What you need to do on the day

Risk	Control measure
Venue hazards	Read any visitor information displayed at the venue and brief your group accordingly.
Activity-specific risks	Read the completed Elevated Risk Assessment sheet for this visit and brief your group on it before you start. You will find this in your TourTrust folder.
Unfamiliar environment or activity	Familiarise yourself with the location, process or activity before students take part.
Fire or emergency evacuation	Familiarise yourself with the emergency exit routes and procedures on arrival.
Group becoming separated	Agree a safe place to meet as a group in case of an emergency.
Behaviour	Apply your school or establishment's code of conduct throughout the visit.
Instruction and supervision	Make sure students follow the qualified instructor's briefing and instructions at all times, and that group leaders remain present throughout.
Fit of equipment or safety gear	Check helmets, harnesses and/or other safety equipment are properly fitted before the activity starts.
Medical needs and allergies	Share relevant medical information with venue or activity staff before you start.

Reporting an incident on an elevated risk visit

Elevated Risk Visits & Excursions

If anything happens that needs reporting, an accident, injury or near miss, call the 24-hour Duty Officer number on your itinerary as soon as it's safe to do so. They're available any time your group is travelling.

Version history Version: 1.0 | Reviewed: September 2026 | Next review due: September 2027 |
Owner: Katrina Broadbent – Supplier Coordinator | Approved by: Matt Connelly – Sales Director