

# chamboree

## OFF-SITE ACTIVITY POLICY

**Applies to:** All participants, leaders, International Service Team (IST) members, contractors, visitors and external partners.

### 1. Purpose of This Policy

Chamboree includes a single, planned off-site activity: a full event visit to Chester Zoo. Moving large numbers of participants and adults off-site requires robust planning to ensure safe, well-supervised and effectively managed operations, including appropriate transport, communication, welfare, inclusion and contingency arrangements.

This policy sets out the requirements and procedures for Groups, Leaders, IST members and participants during the off-site visit.

This policy sits within the Programme function and applies solely to the officially organised Chamboree visit to Chester Zoo. No other off-site activities are authorised unless separately approved in accordance with this policy and the Activity Safety Policy.

This policy must be read alongside the Activity Safety Policy, Site Safety & Security Policy, Code of Conduct, Safeguarding Policy, and relevant operational plans.

### 2. Objectives of the Off-Site Day

Off-Site activities aim to:

- Provide a safe, educational and enjoyable experience
- Offer variety within the programme
- Promote learning and exploration
- Support conservation learning and engagement in partnership with Chester Zoo
- Maintain clear supervision and safeguarding standards
- Ensure inclusive participation for all attendees.

### 3. Roles and Responsibilities

#### 3.1 Group Leaders

Group Leaders are responsible for:

- Supervising participants at all times
- Conducting regular headcounts
- Maintaining appropriate ratios
- Carrying participant medical and emergency information
- Knowing meeting points and contingency procedures
- Managing behaviour, welfare and safeguarding issues
- Undertaking dynamic risk assessment and maintaining safe supervision whilst moving groups between transport drop-off points, activity locations and designated meeting areas

**Group Leaders retain overall responsibility for supervision, welfare and immediate care at all times.**

#### 3.2 Participants

Participants must:

- Stay with their Group or agreed buddy system
- Follow all instructions from Leaders and staff
- Behave respectfully towards the venue, staff and other visitors
- Follow agreed routes and timings
- Not separate from their Group without permission.
- At all times wear the event neckerchief

#### 3.3 Programme Team (including Off-Site Coordination)

Responsible for:

**Commented [NH1]:** Can we add something related to expectation that group leaders are responsible for their own risk assessment for navigating their group through the zoo. We (Chamboree) will provide the safe loading/unload of coaches and Chester Zoo provide the specifics around the zoo site, group leaders manage the gaps inbetween Zoo policy for everything after coach disembarkation

**Commented [DH1R2]:** Agreed, should we add?:  
- Undertaking dynamic risk assessment and maintaining safe supervision whilst moving groups between transport drop-off points, activity locations and designated meeting areas

- Overall coordination of the off-site visit
- Liaison with Chester Zoo staff
- Managing timings and movement
- Overseeing transport arrangements
- Providing a coordination contact on site.

### **3.4 Safety, Welfare and Medical Support**

Support is provided through a combination of Chamboree coordination and Chester Zoo services:

- Safety Team: provides oversight and supports incident management through the event control structure
- Welfare Team: available to advise and support leaders where required
- Medical Team: provides coordination and support where escalation is required

Leaders are responsible for providing initial first aid and immediate care to their participants. Chester Zoo first aid services provide the primary on-site medical response where incidents require support beyond that provided by leaders.

### **3.5 Chester Zoo Responsibilities**

Chester Zoo is responsible for:

- Site safety and operational procedures
- Animal safety protocols
- Venue-wide emergency procedures
- On-Site first aid provision

**Group supervision remains the responsibility of Chamboree group leaders; zoo staff do not supervise participants.**

## **4. Transport & Movement**

### **4.1 Transport**

Transport will be:

- Provided and coordinated by the Chamboree Transport Team
- Pre-allocated by group
- Delivered through structured departure windows

Groups must:

- Arrive on time
- Remain together
- Conduct headcounts before departure
- Follow all staff instructions

All transport is arranged and controlled by the Chamboree Transport Team. Groups must not use alternative or self-arranged transport unless explicitly authorised.

Final operational decisions regarding transport remain under the authority of the Programme Lead.

### **4.2 Equipment & Preparation**

Participants should bring:

- Food and water
- Weather-appropriate clothing
- Required medication.

### **4.3 Arrival Procedures**

Upon arrival:

- Groups must disembark safely
- Move to designated meeting zones
- Confirm timings and arrangements

## **5. Supervision & Ratios**

### 5.1 Minimum Supervision Requirements

All groups must meet the following minimum supervision standards:

- 1 adult to 12 participants
- A minimum of 2 adult leaders per group.

Leader numbers must scale proportionately with group size (e.g. 2 leaders for up to 12 participants, 3 leaders for 13–24 participants, 4 leaders for 25–36 participants, and so on).

### 5.2 Additional Leaders and Carers

Groups may bring additional leaders above the minimum requirement; however:

- Additional leaders may be subject to additional charges
- All adults must meet event safeguarding and suitability requirements

#### Essential Carers

Participants requiring an essential carer may attend with one, where the individual meets the relevant accessibility criteria defined by Chester Zoo.

In these cases:

- Carers are not counted within standard supervision ratios
- Carers are not subject to additional charges for Chester Zoo entry, a small cost to cover transport may be chargeable and agreed in advance
- Supporting evidence may be required
- The role of the carer must be clearly defined

All arrangements must be agreed with the Programme or Welfare Team in advance.

### 5.3 Movement Within the Zoo

- Groups must remain under sight and sound supervision
- Buddy systems may be used where authorised
- Participants may move in small groups (minimum three) where agreed

### 5.4 Restricted Areas

Participants must not enter:

- Staff-only or restricted areas
- Closed or controlled zones
- Any unsafe or prohibited areas

## 6. Safeguarding

Safeguarding standards apply at all times:

- No adult may be alone with a young person out of sight of others
- Appropriate use of facilities must be maintained
- All concerns must be reported immediately

## 7. Medical, Welfare & Accessibility

### 7.1 Medical Support

- Leaders must carry essential medical information
- Emergency medication must be accessible

Leaders provide initial first aid and care.

Chester Zoo provides primary on-site first aid facilities and emergency response.

Medical incidents must be managed in accordance with the Medical & Health Policy.

### 7.2 Welfare

Support may include:

- Emotional and wellbeing support
- Advice from Welfare Team if required
- Assistance for additional needs.

Commented [NH2]: propose tightening this up..."additional charges for Chester Zoo entry, a small cost to cover transport may be chargeable and agreed in advance"

Commented [DH2R2]: Yep, agree, please tighten

### **7.3 Additional Needs**

Planning must ensure:

- Accessibility requirements are met
- Appropriate supervision is provided
- Suitable routes and arrangements are used.

### **8. Emergencies**

All venue-wide emergencies (including fire, evacuation, invacuation or lockdown) are controlled by Chester Zoo in accordance with their procedures. All groups must follow instructions from zoo staff immediately.

#### **8.1 Lost or Missing Person**

- Inform the Leader immediately
- Contact zoo staff
- Escalate via Chamboree procedures.

#### **8.2 Medical Emergency**

- Contact zoo first aid immediately
- Inform Chamboree coordination contact
- Escalate as required.

#### **8.3 Major Incident**

- Follow zoo instructions
- Follow Chamboree emergency procedures
- Escalate via Programme Lead

#### **8.4 Severe Weather**

- Activities may be adjusted or suspended
- Shelter and movement coordinated jointly

The Programme Lead holds overall authority for incident management and emergency response.

### **9. Catering & Facilities**

- Use designated eating areas
- Follow allergy management procedures
- Maintain hydration
- Dispose of waste appropriately.

### **10. Departure & Return**

Before departure:

- Conduct headcounts
- Confirm readiness
- Board correct transport

On return:

- Groups remain together
- Return safely to subcamp
- Follow site instructions

### **11. Behaviour & Removal**

Participants may be removed if they:

- Endanger themselves or others
- Do not follow instructions
- Breach safeguarding expectations

Consequences may include:

- Removal from the activity

- Early return to site
- Removal from the event

Final decisions will be made by the Programme Lead or Event Leadership Team.

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