



VISITOR POLICY

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

1. Purpose of This Policy

Chamboree welcomes visitors, supporters and partners; however, as a large-scale youth event, safety and safeguarding are paramount.

The purpose of this policy is to:

- Ensure all visitors are appropriately authorised
- Protect the safety and wellbeing of young people
- Maintain secure, controlled access to the site
- Ensure visitors understand and follow event rules
- Provide a consistent process for hosting, supervising and monitoring visitors

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

2. Types of Visitors

Visitors to Chamboree fall into the following categories:

2.1 Registered Day Visitors

Individuals who have pre-booked a visit through the official system (e.g. parents, supporters, Scouting/Guiding members, partners).

2.2 Official Guests / VIPs

Individuals invited by the Event Leadership Team (e.g. civic dignitaries, sponsors, national representatives).

2.3 Contractors / Service Providers

Suppliers carrying out essential services (e.g. catering, waste, maintenance, deliveries).

2.4 Emergency Services

Members of the police, fire, ambulance or medical services responding to an incident.

Visitors do not include leaders, staff, participants or approved volunteers with full event credentials.

3. Safeguarding Principles for Visitors

Chamboree operates under The Scouts' **Yellow Card** and Girlguiding's **A Safe Space**.

Therefore:

- Visitors must never be left unsupervised with young people
- Visitors must not enter young people's sleeping spaces (except emergency services dealing with an incident)
- Visitors must not photograph or record young people unless permitted under the **Photography & Media Policy**
- Visitors must follow all instructions given by staff, volunteers, IST members or Security Teams

Failure to follow safeguarding expectations will result in removal from site.

4. Visitor Access Process

4.1 Pre-Booking Requirement

Except for emergency services, all visitors must pre-book their visit.

Pre-booking allows:

- Identity verification
- Safeguarding checks where required

- Accurate scheduling
- Preparation of passes and escorts

Visitors arriving without booking may be refused entry.

4.2 Arrival & Check-In

All visitors must:

1. Report to the Visitor Check-In Point at the main entrance
2. Present valid photo identification
3. Wear a visitor pass or wristband at all times
4. Receive a safety and conduct briefing
5. Wait for their Host or Escort before entering the site

4.3 Escorts & Supervision

Visitors must be supervised at all times:

- **Day Visitors:** escorted by their Host Leader or staff member
- **VIPs:** accompanied by a designated Host Team
- **Contractors:** supervised by the relevant Operations, Facilities or Logistics Teams
- **Host:** The leader, staff member or team responsible for supervising a visitor during their time on site.

Visitors must not move around the site without their designated Host or Escort.

5. Areas Visitors May Access

Permitted

- Visitor reception & designated visitor areas
- Public demonstration/activity spaces
- Event village / retail (where available)
- Designated hospitality or VIP zones
- Planned tour routes
- Meeting rooms arranged in advance

Not Permitted

- Participant or staff subcamps
- Sleeping or washing areas
- Staff-only operational zones (e.g., Operations Control, Medical, Welfare)
- Activity zones without express permission
- Any restricted-access area

6. Rules for All Visitors

Visitors must:

- Follow the Chamboree Code of Conduct
- Be identifiable at all times via a pass or wristband
- Comply with safety instructions and signage
- Wear appropriate clothing for a youth environment
- Respect privacy, personal boundaries and cultural differences
- Remain with their Host or Escort
- Report any concerns to a staff member immediately
- Follow the Photography & Media Policy
- Follow the Alcohol & Drugs Policy and Smoking & Vaping Policy
- Behave respectfully towards all young people, leaders and staff

Visitors must NOT:

- Wander unaccompanied
- Enter tents, marquees or facilities marked "Staff" or "Participants Only"
- Provide food, gifts or items directly to young people without permission
- Attempt to supervise a young person on behalf of a leader
- Engage in any behaviour that breaches safeguarding expectations

All visitors must follow designated access routes, supervision requirements and site rules during their time on site.

7. Duration of Visits

- Day Visitor access is limited to published visitor hours.
- Evening access is not normally permitted unless approved in advance.
- VIP and official visits follow scheduled itineraries.
- Contractors may be granted extended access if operationally required.

Visitors must leave the site by the time stated on their pass.

8. Catering & Facilities for Visitors

Unless arranged in advance:

- Visitors must use designated visitor catering facilities
- Visitors cannot use staff catering or participant meal services
- Visitors should use designated visitor toilets wherever provided. Use of participant or staff facilities is only permitted where appropriate and authorised
- Accessible facilities will be available where required.

9. Transport, Parking & Movement on Site

- Visitor parking is restricted to designated areas
- No visitor vehicle may enter the site unless authorised (e.g. contractors)
- Shuttle or guided routes may apply depending on site layout
- All movement must follow pedestrian safety guidance and event instructions.

10. Emergency Procedures

If an emergency occurs:

- Visitors must follow staff instructions immediately
- Hosts or Escorts are responsible for guiding visitors to assembly areas
- Visitors must not interfere with emergency operations
- Visitors must not photograph or share information about incidents.

If a visitor becomes unwell, lost or separated:

- Contact the nearest staff member or subcamp
- Visit the Welfare Hub or Information Centre

11. Removal from Site

Chamboree reserves the right to remove a visitor who:

- Breaches safeguarding rules
- Behaves inappropriately
- Ignores staff instructions
- Poses a risk to participants or the event
- Enters prohibited areas
- Violates the Photography, Alcohol or Smoking/Vaping Policies
- Fails to follow the Visitor Policy

Removal will be at the visitor's own expense.

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