

**DOVER-CALAIS YOUTH GROUP TRAVEL CODE
OF CONDUCT (RISK ASSESSMENT) FOR
COACH & GROUPS**

(LAST UPDATED: 16/09/24)



Dear Group Leader,

P&O Ferries' vessels comply fully with all current international and national Maritime Safety Regulations and we operate a comprehensive and audited Safety Management System.

Loading & Embarkation Areas in the Port of Dover

When travelling through the Port of Dover, including all waiting and loading areas, the Travel Centre and the quayside, please be aware that berth areas are subject to normal road traffic regulations and strict road laws are adhered to under Health and Safety Regulations.

We should also advise that the embarkation areas are extremely busy with freight and tourist vehicles manoeuvring to and from our vessels and you are respectfully requested to instruct your party members to follow the designated black and white walkways whenever moving around the portside to access food outlets and other facilities.

Behaviour of Young Persons on board Ship

Hazard Information

Please be aware of the following whilst on board:

- **Bad Weather:** Announcements will be made to advise passengers to stay seated and take extra care when moving around.
- **Wet decks:** Take extra care when using outside decks especially in wet weather.
- **Doors:** Keep hands and fingers clear of hinges and door edges on both external and internal doors.
- **Door sills:** Lots of doors have sills, especially those leading to the vehicle and outside decks. Take care when crossing the sills; step over them; do not stand on them.
- **Stairs:** Take extra care and use the handrails as stairs can be very steep and often become crowded. Please do not push or force your way into congested areas.
- **Young Persons' behaviour:** Boisterous and noisy behaviour is not welcome on board ship; it can be offensive and put others at risk. Please do not behave in any way which inconveniences others.
- **Running:** DO NOT RUN on board the ship at any time, either inside the ship or on the outside decks.
- **Moving vehicles:** Take extra care when leaving the stairways and moving around on the vehicle decks as cars, coaches and lorries may have started moving before you re-join your own vehicle.

- **Access:** DO NOT assemble or form groups in numbers which block alleyways (corridors) or stairway accesses. It is essential that routes around the ship are kept as clear as possible.

We want your group, along with all our passengers, to enjoy their crossing with P&O Ferries and to be safe. We would therefore be grateful for your co-operation on the following points:

1. On boarding, we would ask you to introduce yourself at the Information Desk with the completed form overleaf. (There is no need to bring your whole group to the desk.)
2. It is important that your group is made aware of the safety information detailed below and that the potential dangers of unruly behaviour are explained. When a meeting point or area has been allocated, please ensure that your group keep together there until both the captain's welcome message and important safety announcements have been played.
3. For the safety and well-being of all passengers and staff, we would request that your group be supervised at all times and that the following points are observed: **DO...**
 - Please respect the peace and comfort of other passengers.
 - Please use the waste bins provided and leave the ship as tidy as you found it.

DO NOT...

- Run, roam around or make noise in alleyways.
 - Allow access to the outer decks during night crossings.
 - Touch any safety equipment or enter areas closed off by watertight doors or access the vehicle decks whilst at sea.
 - Play in the lifts, sit on the stairs or block the alleyways.
 - Congregate at the top of stairways to the vehicle decks until called forward for disembarkation.
 - Congregate at the Information Desk as this area needs to be kept clear.
4. Please note that it is our policy to:
 - Not allow anyone under 18 to buy tobacco, cigarettes, wine or spirits, even as gifts. Under 18s are not allowed to buy alcoholic drinks from the bar.
 - Not allow anyone under 18 to play on gaming machines or (where provided) to enter casinos.

- Prosecute all incidents of theft.

We ask that you return to your meeting point/area, as agreed with your group leader, 10 minutes prior to arrival and await further information regarding disembarkation.

Transcript of Safety Message

“Ladies and Gentlemen, this is an important safety announcement.

“Your attention is drawn to the emergency instruction notices which are displayed in the Assembly Stations and in other passenger spaces. These notices include the location of Assembly Stations; that is the areas where passengers should assemble in the event of an emergency; the method of donning a lifejacket and a description of the general alarm signal.

“This signal consists of seven or more short blasts followed by one long blast on the ship’s whistle and followed by a similar signal on the alarm bells. If this signal is sounded you should proceed to the nearest Assembly Station. Assembly Stations are located throughout the public passenger spaces and can be identified by a square green and white sign with arrows pointing inwards to a symbol depicting a family group.

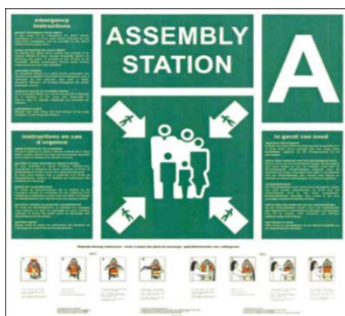
“At an Assembly Station, a crew member will issue you with a lifejacket and instruct you how to wear it. Smaller lifejackets are available for children.

“You should remain calm and follow the instructions of the crew member.”

Thank you for your co-operation and we hope you enjoy your crossing.

P&O Ferries

Assembly Station Sign





OUTWARD

Name of Travel Company _____ Name of Group _____

Party size: Adults 16-18s 11-15s <11s

Group Leaders' Names (and cabin numbers where reserved):

To be handed to the Duty Manager at the Information Desk on Embarkation

RETURN

Name of Travel Company _____ Name of Group _____

Party size: Adults 16-18s 11-15s <11s

Group Leaders' Names (and cabin numbers where reserved):

To be handed to the Duty Manager at the Information Desk on Embarkation

