

GROUP LEADER GUIDE

Welcome, and thank you for joining us this summer. This guide covers everything you need to know to run a successful stay with your group. Please read it carefully before you travel, alongside our Safeguarding and Key Policies, available in the footer of the PLUS website at plus-ed.com.

BEFORE YOU LEAVE

Please make sure you have:

- Collected and reviewed Parental Consent Forms and medical information for every student (your agency will have shared these with you).
- Downloaded the Fact Sheet from your centre's page on our website.
- Gone through the Student Agreement and Code of Conduct with your group (available in the footer of the PLUS website under Student Documents).
- Asked your students to download the PLUS App and the Walking Tour Videos in advance.

THE PLUS APP

The app is a key reference point during the programme. It includes your Group Activity Programme with the daily schedule, Excursion Sheets covering itineraries and key details, and the Walking Tour Videos. Download the app using the links below.

Android: [tiny.url.com/PLUS27ANDROID](https://tinyurl.com/PLUS27ANDROID)

iOS: tinyurl.com/PLUS27IOS

ARRIVALS

If you have booked an airport transfer with us, our Meet & Greet team will be waiting and will direct you to your coach. Step-by-step arrival instructions for each airport are on our website under [Arrivals](#) in the top menu.

Once you are on the coach, please call the Campus Manager to share your expected arrival time. You will find their phone number on our website under [Contacts](#) in the top menu.

LANYARDS

On arrival, you will be given lanyards and ID cards for your group. Please make sure students complete the ID cards accurately, including contact numbers, Group ID, and allergies, and that lanyards are worn at all times. They are important for identification and safety.

THE PROGRAMME

Your Group Activity Programme is set in advance and coordinated through Head Office, so any changes need to go through us rather than the Campus Manager.

Lesson attendance is compulsory, and we ask you to make sure students arrive on time. Students are also expected to participate in scheduled leisure activities. At least one GL per group must be present during the activities. Students must not wander around campus or return to their rooms during leisure activities unless properly supervised by their GL.

EXCURSIONS

Your Group AP shows all scheduled services along with Excursion IDs. Use the IDs to find the relevant Excursion Sheets in the app, which include itineraries and Walking Tour Guides. Paper samples of the Excursion Sheets may also be provided at the centre.

During excursions, punctuality is essential. Check attraction entry times in advance, and ensure your students know all meeting points and timings. Your group must always arrive 15 minutes early for coach departures and attraction entries. To keep the schedule on track for everyone, Activity Leaders are instructed to proceed as planned even if a late group is left behind.

ROOMS

We do our best to accommodate rooming requests submitted in advance, though this is not always possible. On arrival, you will be told which rooms have been allocated to your group, and we ask you to stick to that allocation.

DAMAGES

When you arrive, please take photos of any existing damage in your group's accommodation and let the Campus Manager know in writing straight away. This protects your group from being charged for something that was already there.

If damage occurs during the stay, we will investigate and the cost of repairs will be charged to whoever is responsible, normally before departure. Where the responsible person cannot be identified, the cost may be shared among everyone with access to the affected area.

LOST KEYS

Please remind your students to keep their keys on them at all times and to return them at the end of the stay. Replacing lost keys is charged in cash and varies by centre, up to £100 for a full set, so it is worth making students aware of this from day one.

MEALS

The meal cycle runs from packed lunch on arrival to breakfast on departure. Please let the CM know promptly if you would like to request any changes to the meals shown on your AP, for example packed meals for an additional visit or on departure day.

When packed meals are being collected, please make sure your students take only the meals assigned to your group.

SUPERVISION

GLs are the primary point of care for students throughout their stay and are responsible for supervising them full-time, from breakfast until bedtime, apart from during lessons. Our staff are here to deliver the programme, not to supervise your group, and they are not trained for that role. Students should not be left alone with PLUS staff at any point other than during lessons.

Always carry a list of your students, emergency contact details, parent or guardian contact details, and relevant medical information.

MEDICAL CARE

GLs are responsible for the health and welfare of their students, including first aid, medical assistance, and emergency response. You are also responsible for managing the medical information shared in the parental consent forms, including administering any medication, and for

supervising students with allergies or dietary requirements at every meal to make sure they get the correct food.

PHONE COMMUNICATION

WhatsApp is the main channel for day-to-day communication between the Campus Manager and GLs. If WhatsApp is not working for you, you can call the Campus Manager directly.

Phone use is not permitted during lessons or organised activities. We ask GLs to monitor this and step in where needed, including taking phones away if necessary.

NIGHT SUPERVISION

Please make sure all students are settled in their rooms by 22:30, with lights off by 23:00. After that, students should stay in their rooms until morning, and GLs need to be on call for any emergency involving their group. We ask you to take an active role in keeping things quiet at night, both for your group and for everyone else on campus.

DEPARTURES

If your transfer is booked with us, please confirm the details with the Campus Manager in advance and meet a PLUS representative at least 30 minutes before coach departure.

Before leaving, return all keys to the designated PLUS staff member. Any missing keys need to be paid for in cash before you leave campus, so please have the cash ready.

Thank you for taking the time to read this guide. We hope it helps you feel prepared and confident during your stay with us. The PLUS team wishes you and your group an enjoyable programme and an unforgettable experience.

WELCOME ABOARD!