

Company: Thistle Trekking LTD	Customer Briefing – First meeting	Compiled by: Scarlet Trevett
Date completed: November 2011	All procedures should be reviewed if changes are made to the trip, e.g. the group, transport, ratios etc.	Reviewed: 24.1.2019

All customers need to be aware of the following before they begin their guided walking holiday. This information can be told to them either on the first evening meeting before the walk begins or at the start of the walk if they are not present during the first evening meeting:

- **Route** – Customers must be aware of the basic route we will be following, this can either be done by map or verbal explanation. A day-by-day description should be given including details of the path underfoot as well as the total number of miles walked each day.
- **Guides walking position** – Customers must be told that the guide generally stay at the back of the group during the walk. Therefore, anyone in front of the guide must make sure they stop if they cannot see the guide.
- **Pacing** – All customers must be told that the pace of the walk will match the pace of the slowest person in the group. Therefore people with a quick pace will need to take their time and slow down so they don't go ahead.
- **Staying as a group** – All customer must be told that during the walk they must stay as a group, this means staying in sight of the guide at all times. It should be explaining that while we cannot enforce this, should they choose to walk off in front of the guide then they will be separating themselves from the guided walking group. In doing so they will be responsible for all route choices and emergency situations and will no longer be supported by the guide. If they inform the guide of their intention to go ahead before they leave the guide should recommend a possible stopping point to regroup. This would be an obvious sheltered feature, e.g. pub or B&B.
- **Alcohol** – Customers must be told that during the walking hours they should limit their alcohol consumption.
- **Equipment** – Customers must be given an understanding of what items they are expected to have on them during the day. Mandatory items include, waterproofs, water, a spare warm jumper, hat and gloves, any personal medication they may need during the day.
- **Mobile Phones** – Customers must be told that if they have brought a mobile phone with them they should make sure they keep it with them during the trek (in a waterproof bag) fully charged and switched on.
- **Paper work** - All customers paperwork must be checked and completed, this includes checking medical information, emergency contacts and signing the form.
- **Breaks** – All customers should be informed that often we stop at pubs during the day around lunchtime. Should the customers wish to use the facilities then they should always buy a drink from the pub.

- **Foraging/Drinking from streams** – All customers should be advised not to forage, pick/eat wild food including berries and mushrooms. Also to avoid drinking from rivers/streams unless they have both filtered and purified the water first.
- **Roads** – Customers should be informed that many treks involve some sections of road walking. Many of the roads are small and quiet however, some of the road are very busy with large vehicles. If customers do not wish to walk the road sections for any reason (for example they feel nervous due to the traffic) they should let the trek manager know in advance and where possible they can skip the section in the support van. Customers should also be informed of best practice for walking along a road.