

Company: Thistle Trekking LTD	Group Separation Policy	Compiled by: Scarlet Trevett
Date completed: November 2011	All policies should be reviewed if changes are made to the trip, e.g. the group, transport, ratios etc.	Updated/Reviewed: 24.1.2019

Thistle Trekking LTD guides should never recommend that any member of the group should leave the guide or rest of the group. However, guides are unable to actually stop them from walking on ahead or leaving the group. Therefore, sometimes using remote supervision may be appropriate (as detailed in the remote supervision policy)

If a customer insists they are leaving or walking on ahead the guide must be aware they are now remotely supervising the customer. Therefore, the guide must do the following if they are informed of this decision prior to the customer leaving the group:

- Inform customer that navigation and emergency situations become the customers own responsibility as they are no longer being guided.
- Inform customer of a possible stopping/regrouping point. This must be an obvious sheltered location, for example the next pub. However, the guide must explain it is the responsibility of the customer to find the guide and group. It is not the responsibility of the guide to find the customer.
- Ask customer if they have their phone on them if it is switch on, but explain they may not get any signal.
- Inform trek manager of customer decision ASAP.
- Once the guide and group arrives at the recommended sheltered location, if contact is not made with the customer following the Missing Persons Procedure.

If the customer leaves the group by walking on ahead without informing the guide of their intention to do so the leader must:

- Take note (mentally or written) of the last time they saw the customer.
- Inform the trek manager of the customers actions ASAP
- Upon arriving at the next sheltered location search for the customer, if the customer isn't found there then follow the Missing Persons Procedure.

If the customer who is missing is a child (under 18), the Group Separation Policy should be followed as above, only if the children left the group with the parent or guardian who is accompanying them.

If the customer who is missing is a child (under 18) and they left the group without the parent or guardian who is accompanying then follow Emergency Accident/Incident Procedure.