

Company: Thistle Trekking LTD	<b>Missing Trek Manager on Long Distance Trail</b>	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: 24.1.19

If the trek manager is not at the agreed location when the walking leader arrives with the group, then the following Missing Trek Manager Procedure must be followed.

Action	Outcome	How to Proceed
(Stage 1) Decide if the trek manager is needed.	Trek manager is not needed	Continue with the guided walk until the next agreed location
	Trek manager is needed	Proceed to Stage 2
(Stage 2) Phone trek manager	Trek manager is not reachable	Proceed to Stage 3
	Trek manager is reachable and will be able to get to location in a safe and timely manner	Wait for the agreed time for the trek manager. If they arrive then no further action is needed. If they do not arrive restart stage 2.
	Trek manager is reachable but will not be able to get to location in a safe and timely manner	Proceed to Stage 3
(Stage 3) Inform Scarlet. Make sure group are as sheltered as possible (group sheltered may be needed) and phone local taxis	Taxis are phoned and take group to onward location	Inform support of action.
	Taxis are unreachable	Attempted alternate transport, e.g. bus, coach. If none available proceed to stage 4.
(Stage 4) Wait an appropriate amount of time, checking the group are safe to wait then repeat stage 2/3	Trek manager or taxi takes group to onward location.	No further action
	Trek manager and taxi unreachable and an appropriate amount of time has passed.	Use more major taxi from further away location.