**ON ARRIVAL**

* Coaches and minibuses should arrive at the designated drop-off point on the west side (Promenade) of Imperial Gardens. Car parking will be suspended on this side of Imperial Square, adjacent to the Holst fountain. Your coach should pull in, facing South (up the hill in the direction of Montpellier Gardens), so that you can disembark safely.
* Festival staff will be on hand to meet and greet schools at the drop-off point, and will be wearing Cheltenham Festivals lanyards and orange high visibility jackets.
* The teacher in charge should contact a member of Festival staff who will be on hand to greet each party and assist with disembarkation.
* Festival staff and volunteers will assist teachers to direct children to a safe area to stand and wait for the rest of their party.
* Festival staff and volunteers will lead you to your venue via the designated safest route, and venue staff will help to seat you.
* Arrangements for your departure should be made with your coach driver, who should collect you from the designated drop-off/pick-up zone.

**DURING YOUR VISIT PUPILS SHOULD BE ADVISED**

* To move around the site sensibly.
* Not to leave a venue without prior permission from a teacher.
* Not to enter the bar/café areas without prior permission from a teacher.

**FESTIVAL VENUES**

* All areas accessible to school groups within Festival venues:
	+ Have step-free access
	+ Are designated as non-smoking areas and fitted with fire alarms
	+ Are risk-assessed in relation to the activities carried out and any materials used
	+ Are attended by Festival and venue staff who will respond to your needs and alert you to any unforeseen problems
* The venues are in areas open to the public, so pupils should be supervised by accompanying teachers at all times.

**LOST CHILDREN ASSEMBLY POINT / LOST PROPERTY**

* Please alert a member of staff immediately if one of your pupils is missing.
* Lost children should make their way to the Box Office where they can be reunited with the teacher in charge of their group.
* Any lost property handed in will be kept in the Box Office.

**IN THE EVENT OF AN EVACUATION**

* All Venue Managers are fully briefed on evacuation procedures.
* Should it become necessary to evacuate the venue, this will be made clear to you by staff. You should make your way to the nearest available exit and then to the nearest assembly point. Festival/venue staff and volunteers will be on hand to direct you to the nearest suitable exit and assembly point.
* You will be unable to re-enter the building for any reason until the Venue Manager has given the ‘all-clear’.

**FURTHER INFORMATION**

* There will be a qualified First Aider on duty.
* All accidents and incidents are reported according to Cheltenham Festivals regulations.

**PHOTOGRAPHY AND FILMING**

* Official Cheltenham Festivals’ photographers and film crews may be present at school events to capture engagement. They will always ask your permission and will not name individuals, although schools may be named. We use this material for marketing both during and after events and to demonstrate impact in reports, on our website, and in brochures.