



Issued by the Trustees of Droitwich Waterways (Pamela May) Trust Limited:-
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DROITWICH WATERWAYS (PAMELA MAY) TRUST LIMITED

Registered Charity Number: 1149844 Company Number: 7662700
www.droitwichcanals.co.uk www.pamelamay.co.uk

BOOKINGS AND CREW ROSTERS:

PAMELA MAY BOOKINGS PROCEDURE

Pamela May is operated by volunteers with no office. Details of trips and how to make a booking can be found on the web site www.pamelamay.co.uk or www.droitwichcanals.co.uk and on printed leaflets which have been distributed to community and charity groups, care homes and are available in tourist offices, libraries, pubs etc.

Initial enquiries should be through email at

pamelamaybookings@gmail.com

or telephone **07938571809**,

A Bookings Administrator will telephone back if a voicemail message is left.

Trips normally require a minimum of 14 days notice for the Trust to arrange crews but in certain circumstances the notice period may be less.

Bookings by Trust Members

Trust members who receive an enquiry from a customer can either leave a message as above or telephone directly to the private telephone number of the Bookings Administrator which can be found in the Trust's contact list.

Bookings Administrator

On receipt of an enquiry, the Bookings Administrator will make contact with the customer to discuss details of the trip. This will include:

- Client name and type of organisation.
- The route to be taken.
- The date, time, and duration of the trip.
- The price applicable for that booking and arrangements for payment. This usually comprises of a £25 deposit to secure the booking, and the balance to be paid on the day of the trip. Payment is by cash or cheque, made payable to:

'Droitwich Waterways (Pamela May) Trust Ltd.' Bank details for electronic transfer are available on request.

- The group leaders name and contact details, including a mobile number, expected number of passengers and details of any special needs passengers, wheelchairs and any other information available e.g. birthdays and anniversaries.

The Bookings Administrator will enter details of the trip onto the booking sheet on Dropbox. This will comprise of:-

- Date, day start time and type of trip.
- Name and contact details of the customer
- Number of passengers, including details of wheelchair users.
- Special notes relevant to the trip.

The Bookings Administrator will advise the Crew Control Manager of the trip.

Whenever possible the Bookings Administrator will email the customer detailing the arrangements and giving details for payment. An invoice will be sent when requested.

The Bookings Administrator will bank all monies received for deposits and balances and produce and maintain a record detailing trip date, contact name, and date of money being banked. A summary to be sent to the treasurer at the end of each month.

At certain times, when the Bookings Administrator is on holiday, the mobile telephone and bookings responsibilities will pass to the Crew Control Manager or other delegated person.



CREW CONTROL MANAGER

The Bookings Administrator will share the Dropbox bookings sheet with all crew on a weekly basis in the season. Crew to contact the Crew Control Manager of availability for trips. All trips will require a minimum of three crew for safety reasons.

The Crew Control Manager will allocate crew to the trip with a named skipper and enter their names onto the bookings sheet on Dropbox. All crew have access to the Pamela May folder in Dropbox and can ascertain details of the trip including other information such as special needs.

To avoid confusion and errors, only crew with administration rights can make entries on the booking sheet.

The Skipper should contact the customer one week before the trip to introduce themselves and finalise arrangements including times, pick up points and details about any vulnerable passengers etc.

CREW ROSTERS

Crew rosters are administered by the Crew Control Manager. They will not follow a strict order since volunteers have commitments which make them unavailable to crew the boat at various times. The Crew Control Manager will however attempt to share the crewing commitments as equally as possible throughout the season bearing these constraints in mind.

Crews allocated to trips are taken from the pool of volunteers who have undergone training to qualify them to operate the **Pamela May**. Crew members will, where possible, be made up from the pool of volunteers who meet the requirements stated in Parts 9.0, 10 and 11. or who are intending to become qualified Skippers and who will gain experience towards this from crewing the boat.

A record will be kept by a designated person of the hours given up by volunteers in order to crew the **Pamela May**.