

## **Sutton Coldfield Ramblers**

### **Operation of Coach Waiting List**

The following Guidance Notes have been agreed by the Committee to assist, the Coach Organiser, in administering the Coach Waiting List.

1. The coach has 49 seats and the first four seats will be reserved for the two leaders and their helpers with the next seat reserved for the organiser.
2. The remaining 44 places for the next coach can be booked on the coach, but only people on this coach can sign for a place.
3. The organiser will keep a waiting list of people unable to get on the coach, but wishing for a place on the next coach.
4. Spare places will be offered to people on the waiting list in order on the list. If anyone cannot take up the offer of a place on the next coach they will not lose their position on the list.
5. If anyone wishes to cancel their place on the coach they should do so by Thursday night or they may be liable to pay the fare if the organiser is unable to fill the place from the waiting list.
6. If anyone cancels their place, the replacement must be the next available name on the waiting list and the person cancelling is not allowed to nominate a replacement.
7. If anyone has to cancel their place, even if they pay the fare, they will be placed at the end of the waiting list if they wish to go on the next coach.
8. If anyone travels to the start of a coach walk by car or other means, because they could not get a place on the coach, they will not be allowed to sign for a place on the next coach as if they were on the coach.
9. If anyone, without a booking, turns up for the coach departure and there are places available, which the organiser has not been able to fill due to late cancellations, then they can have those places with priority according to the waiting list and they will be able to book a place on the next coach.
10. Allocating places following late cancellations can be a problem. If a member on the list is not available by phone it is usually advisable not to leave a message but to offer the place to the next member on the list.
11. Spare place can usually be filled from the waiting list but occasionally place still available on Saturday evening may be offered to non members who have expressed an interest in going.
12. Members should be encouraged to put their names on the waiting list as most members get the offer of a place within two walks. They are less likely to get a place if they ring up a few days before the walk.
13. If any problem occurs with the waiting list that is not covered by these guidance notes and a decision is required at short notice, then this decision will be made at the discretion of the organiser and the group chairman.
14. Any complaints about the administration of the waiting list will be dealt with by the committee.