



## INTRODUCTION

Coach-based tourism is a vital part of the tourism industry. Recently, total spending on domestic and overseas coach operations reached nearly £2 billion a year. There is a direct benefit for individual destinations, e.g. in 1998 coaches brought £5 million into Lincoln and £19 million into the Lake District National Park.

Its continued success depends on a spirit of co-operation between everyone involved: local authorities, coach and tour operators, guides and the attractions/facilities being visited.

This Code of Practice shows how positive co-operation can be turned into effective management: everyone making an effort to understand the issues raised by coaches and to acknowledge each other's concerns and aspirations.

Although inspired by the needs of England's historic towns and urban areas, it is also relevant beyond these areas in England as a whole.

## ALL

1. Local authorities, coach operators, coach drivers, tours operators, tour managers and guides will liaise and co-operate to ensure the more effective management of tourism in the best interests of residents, visitors and the environment.
2. All will give due consideration to the needs of disabled and elderly passengers in the design, provision and use of coach facilities.
3. All will disseminate information on good practice and ensure that the Code is upheld and respected by staff at every level.
4. All will try to take advantage of the opportunities offered by the internet to disseminate up-to-date information affecting coach movement and management.

## **LOCAL AUTHORITIES**

5. Local authorities will, wherever possible, provide operators, guides, tour managers and local Tourist Information Centres with up-to-date information about conditions and facilities at the destination and a single, well-publicised contact point for enquiries. Coach parking information will be included on local authority and TIC web sites.
6. Local authorities will consult the CPT, BITOA and other industry bodies on:
  - The requirements of coaches, their drivers and passengers when developing transport and traffic management policies; and
  - The design and introduction of measures to manage the impact of coach-based tourism, including the provision of parking facilities, set-down/pick-up points and access to attractions.
7. Local authorities will seek to provide clear and consistent signing to facilities for coaches.
8. Local authorities will work with the police/traffic wardens to ensure that coaches are given a reasonable time to load and unload outside hotels, attractions and entertainment venues, provided it is safe to do so and that the highway is not unduly obstructed.
9. Where space is not available immediately outside, local authorities will work with businesses to identify and publicise nearby locations which offer coach visitors the easy and convenient access they need and expect to hotels, attractions and entertainment venues. This will require advance warning and planned arrivals if it is to work effectively.

## **COACH OPERATORS**

10. Coach drivers will follow designated coach routes. Except where absolutely necessary for access purposes, they should avoid driving through narrow residential streets at all times - and particularly late at night or early in the morning.
11. Coach drivers will park in designated coach parks and bays (where these are provided). Where there is no designated parking or suitable lay-bys, coaches should avoid parking in residential areas, other sensitive areas and on footways.
12. Operators will make adequate financial arrangements with their drivers to ensure that they are able to pay, as appropriate, for the use of designated parking spaces.
13. Coach drivers will use designated set-down and pick-up points where they are provided. Drivers will ensure that waiting at these points is kept to a minimum and does not exceed the time allowed. At all times, drivers will try to ensure that loading and unloading is done in such a way as to minimise disruption and congestion.
14. Coaches should not wait with their engines running, except where this is unavoidable.
15. Coach drivers will comply with all access and entry restrictions.

16. Information on parking, access and stopping arrangements can be obtained from local authorities and, where appropriated, from the attractions and facilities themselves. Drivers and coach operators are urged to contact local Tourist Information Centres to share advance information when planning trips.

## **TOUR OPERATORS AND GROUP ORGANISERS**

17. Tour operators and group organisers (and also, where appropriate, guides, tour managers and coach operators) will provide on-board information about the destination both to ensure an enjoyable trip for their customers and help with visitor management. Where possible this should be done in liason with local authorities.
18. Where exceptional groups are to taken to a destination, e.g. vehicles in convoy or people with special needs, operators and organisers will co-operate with the local authority's nominated coach contact in planning a successful and enjoyable visit.
19. Guides and tour operators are urged to contact local Tourist Information Centres for advance information when planning trips.

## **ATTRACTIONS**

20. Where possible attractions will provide facilities for coach setting down and parking on site. These facilities should be planned into the development of new attractions.
21. The marketing and publicity material sent out by attractions will include information on local conditions and facilities for coaches.

## **USEFUL CONTACTS**

### **Association of Leading Visitor Attractions**

4 Westminster Palace Gardens Artillery Row London SW1P 1RL  
Tel: 020 7222 1728 Fax: 020 7222 1729 [www.alva.org.uk](http://www.alva.org.uk)

### **British Incoming Tour Operators Association**

Vigilant House 120 Wilton Road London SW1V 1JZ  
Tel: 020 7931 0601 Fax: 020 7828 0531 [www.bitoa.co.uk](http://www.bitoa.co.uk)

### **British Tourist Authority**

Thames Tower Black's Road Hammersmith London W6 9EL  
Tel: 020 8846 9000 Fax: 020 8563 0302 [www.tourismtrade.org.uk](http://www.tourismtrade.org.uk)

### **Civic Trust**

17 Carlton House Terrace London SW1Y 5AW  
Tel: 020 7930 0914 Fax: 020 7321 0180 [www.civictrust.org.uk](http://www.civictrust.org.uk)

### **Coach Drivers Club**

24-50 South Parade Yate Nr Bristol BS37 4BB  
Tel: 01454 273573 Fax: 01 454 313128  
Email: [cdc-coachmonthly@btconnect.com](mailto:cdc-coachmonthly@btconnect.com)

**Confederation of Passenger Transport UK  
(Coach Tourism Advisor)**

Imperial House 15-19 Kingsway London WC2B 6UN  
Tel: 020 7240 3131 Fax: 020 7240 6565 [www.cpt-uk.org](http://www.cpt-uk.org)

CPT has a free handout on coach facility requirements and is keen to offer specific advice on any issue relating to coach facilities.

**Coach Tourism Council**

Berkeley House 18 Elmfield Road Bromley BR1 1LR  
Tel: 020 8461 8325 Fax: 020 8461 8326 [www.coachtourismcouncil.co.uk](http://www.coachtourismcouncil.co.uk)

**English Historic Towns Forum**

PO Box 22 Bristol BS16 1RZ  
Tel: 0117 975 0459 Fax: 0117 975 0460 [www.ehtf.org.uk](http://www.ehtf.org.uk)

**English Tourism Council**

Thames Tower Blacks'Road Hemmersmith London W6 9EL  
Tel: 020 8563 3000 Fax: 020 8563 0302 [www.english tourism.org.uk](http://www.english tourism.org.uk)

**European Tour Operators Association**

The Weighhouse Gallery 6 Weighhouse Street London W1Y 1YL  
Tel: 020 7499 4412 Fax: 020 7499 4413 [www.etoa.org](http://www.etoa.org)

**Local Government Association**

Smith Square London SW1P 3HZ  
Tel: 020 7664 3000 Fax 020 7664 3030 [www.lga.gov.uk](http://www.lga.gov.uk)

This code is promoted by the Confederation of Passenger Transport and the English Historic Towns Forum and supported by the above organisations.

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