

Brownes
dairy



BRING DAIRY TO LIFE WITH A
FREE SCHOOL TOUR

Brownes Dairy School Tours

How to book guide





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Table of Contents

| | |
|---|-------------------------------------|
| How to book a tour - Introduction | 3 |
| Tour session times and dates | 3 |
| Name | 4 |
| Email + Additional Guests | 4 |
| Mobile number of attending teacher | 4 |
| School Name | 4 |
| Year level(s) (you can select multiple) | 4 |
| Total number of students (min 30 – max 60) | 5 |
| List student special needs (if none, please indicate N/A) | 5 |
| Number of adults | 5 |
| List student allergies (if none, please indicate N/A) | 5 |
| Lunch/Morning Tea notification | 6 |
| Booking conditions (mandatory field) | 6 |
| Acknowledge you have read and accept the following: | 6 |
| • Allergy Policy | 6 |
| • Public Liability Insurance Certificate, | 6 |
| • Emergency Response procedure and | 6 |
| • Medication and first aid obligations | 6 |
| Automatic booking communications – what to expect | 6 |
| Booking confirmation summary | 6 |
| Booking reminder emails and texts | Error! Bookmark not defined. |
| Rescheduling bookings or Cancellations | 6 |
| Feedback request | 7 |
| Provide additional information or ask a tour question | 6 |





BRING DAIRY TO LIFE WITH A FREE SCHOOL TOUR

How to book a tour - Introduction

This guide will address frequently asked booking questions as raised by teachers and other tour organisers. The booking form questions have been designed to capture essential information to best prepare the tour presenters to meet your students' needs. Please refer to the Information Handbook (also available on school tours webpage) for other frequently asked tour questions.

The following section provides a guide to making an online tour booking via the website: "Book Now" button found on: www.schooltours.brownesdairy.com.au

As there are only 11 questions in the booking form, it is a very quick and easy process.

Due to the popularity of the Brownes Dairy School Tours, we recommend making your booking well in advance to avoid disappointment.

Tour session times and dates

The online calendar will indicate the available tour days and session times. Make your selection and submit the online booking form to secure your preferred Brownes Dairy School Tour date and session time.

Please note that tours are offered on Tuesday, Wednesday and Thursday only. After you have selected your preferred date, select a tour session time. Two tour session times are available on each tour day and the starting times for the facilitated tours are:

AM morning tour commencing at **9.30 am**, concluding at **11.00am**

PM afternoon tour commencing at **12.30 pm**, concluding at **2.00pm**

Allow an extra 15 minutes for time taken to get students on and off the bus.



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Name

The full name of the person responsible for the booking, preferably the teacher attending on the day. If you are a school administrator and prefer the teacher receive the communications, please add their name in this field instead.

Email + Additional Guests

Email address for that main contact person **plus** the email addresses of any additional guests attending the tour (i.e. other teachers).

Please ensure email addresses are correct. As all attending teachers will then automatically receive the booking confirmation email.

*Any additional guests you add will have the ability to **reschedule** or **cancel** the booking on the school's behalf, so please ensure that only appropriate people are included as a guest on the booking, as we will not take responsibility for bookings wrongly moved or cancelled which we cannot accommodate.*

Mobile number of attending teacher

The mobile number of a teacher that will be travelling on the bus with the students to attend the tour. This may be needed in an **emergency**, so ensure it is correct and **only** the contact number of the teacher **attending the tour**.

School Name

Please provide the school name in full (including if group is from a particular campus or location)

Year level(s) (you can select multiple)*

Please indicate in the checkboxes the year level(s) attending. You can select more than one year level if applicable.



Total number of students (min 30 – max 60)*

Total number of students attending the tour. Please note this is a mandatory field with a booking condition that requires a minimum of 30 students and maximum of 60 students per tour. These limits have been set for safety reasons, due to the limited space in some tour areas. As we will need this information in an **emergency**, please notify us if the number of student's changes prior to the tour.

If you have more than 65 students, we suggest booking two tour session times; AM and PM tour on one day or alternatively book two separate tour sessions on 2 different days/dates.

If only 30 students are booked for a session, we may schedule another school alongside your session to maximise our session times.

List student special needs (if none, please indicate N/A)

Please provide details and describe the special need.

Examples:

- Hearing impaired child, a microphone will be provided for tour presenter to wear during the tour;
- Child may have language or developmental delays need assistance and therefore will have an EA or carer attending with them on the tour; or
- Child becomes upset in a confined space and we need an exit strategy or alternatives during the tour.

Number of adults

The recommended supervision ratio for Kindergarten to Pre-Primary is 1 adult to 5 children and Year 1 to 6 is 1 adult to 10 children. Please advise the total number of adults and breakdown for teachers, EAs/TAs and parents as applicable.

We allow a maximum of 6 adults per tour to supervise 60 children. Additional number of adult supervisors allowed if required for children with special needs.

List student allergies (if none, please indicate N/A)

Please provide information about any allergies, particularly if they cannot consume dairy products, or products with traces of dairy.

Allergy Policy: children with a severe dairy allergy (e.g. dairy anaphylaxis) are not permitted on site due to the possibility of airborne allergens or physical contact with allergens. For their own safety, you will have to arrange for these students to return to school if they are brought along.



BRING DAIRY TO LIFE WITH A FREE SCHOOL TOUR

Lunch/Morning Tea notification

Please advise if your group will be staying on after the tour to enjoy their morning tea or if your group will arrive early to enjoy their lunch before the tour.

Booking conditions (mandatory field)

Acknowledge you have read and accept the following:

- Allergy Policy
- Public Liability Insurance Certificate,
- Emergency Response procedure and
- Medication and first aid obligations.

All above documents are available for viewing on the website at:

www.schooltours.brownesdairy.com.au

Automatic booking communications – what to expect

Once your booking form has been submitted online, you will receive the following communication automatically:

- Booking confirmation email;
- Booking reminder emails prior to your booking; and
- Calendar invitation.

Booking confirmation summary

A booking confirmation email will be automatically emailed to the email address(es) provided on the online booking form once it has been submitted.

Please refer to the Information Handbook for additional tour information.

Rescheduling bookings or Cancellations

We understand that for various reasons tours may need to be rescheduled or cancelled. The booking date can be modified or cancelled using the buttons available in the confirmation email. These links can also be accessed from the calendar invitation you will receive.

If you need to cancel and reschedule your Browne's Dairy School tour, we prefer a minimum of one month's notice, or as much notice as possible so we can give another school the opportunity to take the timeslot.



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Brownes Dairy reserves the right to cancel tours with 48 hours written notice. We will endeavour to find a suitable alternative time for your school tour if this occurs. Please be assured that we will take all necessary action to safeguard your tour proceeds as scheduled.

Feedback request

We welcome all feedback on your Brownes Dairy School Tours experience, as we strive for continuous improvement of our program. We appreciate your time in providing us with your feedback via School.Tours@brownesdairy.com.au, and please don't hesitate to give us your verbal feedback during your tour too.

**Please note this email is not regularly monitored, so should not be used for general queries. If you have a query about the tour, you should consult the handbook in the first instance.*

Thanks for booking a Brownes Dairy School Tour. We look forward to seeing you!

