

VisitBrighton Greeters Welcome to my world!

Thanks for volunteering to be a VisitBrighton Greeter!

You've joined up to share your passion for the city of Brighton & Hove with our 8 million visitors a year.

VisitBrighton Greeter scheme aims to enhance the visitor experience in the city and beyond, by enabling local people who are passionate, knowledgeable and enthusiastic about the city to greet our visitors and welcome them to their Brighton & Hove.

Our volunteer greeters will abide by the Global Greeter Network standards which are incorporated in this policy document, engage with our visitors on every level and at all times be an ambassador for, and a positive representation of the city.

Welcome Everyone

Brighton & Hove is a diverse City and our greeters welcome everyone regardless of their race, colour, creed, religion, gender, age, sexual orientation or disability.

Accept Regular Greets

Having availability at least once a month is a fundamental part of being a greeter. You also need to be available for bi-annual briefing meetings, which will involve getting all the volunteers together, sharing best practice and updates on the scheme.

Allocate 4 hours per Greet

You must allow up to 4 hours per greet as we encourage visitors to make the most of the city. Greets are offered to our visitors for up to 4 hours, however the length of Greet can be agreed with the visitor when contacting them upon arrival in the city.

Only accept Greets to familiar areas

It is important that the greets you undertake are in areas you are familiar with, and passionate about in the city and beyond. In order for the visitor to get the maximum enjoyment out of the greet you must not take them into unfamiliar areas.

Contact the Visitor prior to the Greet

When you accept a greet you will be given the full details of when and where the visitor is arriving in the city. It is essential that you contact them by telephone prior to the greet to confirm they fully understand the meeting point and to discuss details about the greet. This is your responsibility and is important as visitors will often misplace the details once in the city.

Represent VisitBrighton Greeters

Your photo ID badge is specific to you and identifies you as a greeter. It is of paramount importance that you wear this at all times when on a greet in order to be identified by the visitors you are meeting and to be a visible presence in the city. It is not transferable and should not be used by anyone else.

You must not wear your badge unless on a greet or other activity cleared by this office and you must not contact any organisation, the press or any outside retailer in your capacity as a greeter without the prior approval of the VisitBrighton Greeters office.

Ensure visitor numbers do not exceed 6

The VisitBrighton Greeter scheme is a 'welcome to the city' run on a personal level and volunteer basis. We are not official tour guides therefore the numbers on the greet must be a small group only. Ensure you check numbers when you telephone to confirm the greet.

Meet visitors at the Visitor Information Centre

Greets will always start at the Visitor Information Centre as this is central in the city, easy to identify and easily accessible. The visitors will have confirmation from the office to meet at the Visitor Information Centre and this needs to be reiterated at the initial phone conversation. The Greeter should also make the visitors aware of the services the Visitor Information Centre provides.

Be prepared for all weathers

Greets will take place in all weathers. In case of rain, large golfing umbrellas can be picked up from the Visitor Information Centre for the duration of the greet (These must be returned after the greet is over). In case of extreme weather conditions, the Greeter must contact the visitors on the day of the greet to discuss feasibility.

Be reliable

In case of an emergency that means you will not be able to carry out the greet, please telephone the visitors and then the office to notify us if the emergency arises on the day of the greet. If the emergency arises prior to the day of the greet please telephone the office and we will notify the visitors.

It is important that our greeters are reliable and do not cancel greets except in cases of genuine emergency

Be prompt

As you are representing the city to our visitors, it is important to be on time or a little early to meet them. In case of unavoidable delays please ensure you have the visitors mobile number with you at all times on the day of the greet.

Personal safety

Your safety at all times is of paramount importance and therefore greeters are not permitted to go to a visitor's hotel room, or invite visitors to their home.

Greeters are not permitted to use their own cars whilst on a greet or to travel in visitor's cars. This is important as our insurance will not cover you or the visitor(s) in the event of an accident

Use Public Transport

We aim to promote public transport at all times in the city and helping visitors to familiarise themselves with public transport is a good way to move around the city and surrounding areas.

Expenses

You and the visitors will each be responsible for your own expenses incurred on a greet.

Tips

As the greeter scheme is voluntary, you cannot accept money or tips of any kind. If a visitor expresses a wish to show their appreciation in this way, please remind him or her that tipping is not appropriate.

Questions & Suggestions

The VisitBrighton Greeter Scheme is a voluntary service for our visitors by local people. We are not official tour guides, but aim to give our visitors an insight into areas of the city and beyond from a friendly, local perspective.

If visitors wish to participate in official, historical tours of the city, please pass them on to the city's Blue Badge Guides after the greet.

In order to ensure we are providing a quality service to our visitors, it is essential that we capture their feedback after the greet. Post greet questionnaires will be sent out via e-mail. Please encourage your visitors to take part in this.

Insurance & Liability

You will be covered by Brighton & Hove City Council's public liability insurance for any activities carried out as part of a greet within this policy. However, VisitBrighton Greeters are not responsible for any acts which fall outside the guidelines in this document. If you exceed these limitations, you may be held personally liable for any injury to yourself or to a visitor.

Comply with Council Policy

You are expected to comply with the rules laid down in this policy document and Brighton & Hove City Council's Equalities Policy and Health and Safety policies.

Failure to do so may result in your removal from the VisitBrighton Greeter scheme.

VisitBrighton Greeter scheme reserves the right to reject a potential volunteer or to refuse current volunteers further visits for any reason whatsoever when in its opinion such action is justified as being in the best interests of the scheme.