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## Consult, Co-operate, Co-ordinate

### BIGFOOT PARTNERSHIP PROCESS

This document outlines the step by step process taken from 'Enquiry' through to programme completion

#### Programme Planning

##### **Programme Design**

- Enquiry
- Discussion around Programme Development
- Estimate and Proposed Programme provided
- Bigfoot "Why Us" Document
- Revision as required

##### **Confirmation**

- Estimate confirmation
- Bigfoot Agreement for Service, signed and returned to Bigfoot
- Risk Form (disclosure document)
- Information Letter (activity)
- Medical Form, Group can use own Medical Forms if approved by Bigfoot
- EOTC Contracting Checklist (where applicable)

##### **Documentation**

On receipt of signed 'Bigfoot Agreement for Service' you will receive the following;

- **PARTICIPANT PACK**
  - Risk Form
  - Information Letter
  - Medical Form
  - Gear Lists
- **CLIENT PACK**
  - Full Programme Plan
  - 50% Deposit – payment is due within 7 days in receipt of this invoice
  - Medical Summary
  - Adult Roles and Responsibilities, Teacher in Charge (TIC) Roles and Responsibilities or Group Leader Roles and Responsibilities (where applicable)
- Risk Management Documentation;
  - Site Management and Activity Management Plans (SMP and AMP's)
  - Third Party Provider Risk documentation (where applicable)
  - Teacher Run Activity Procedures (where applicable)

***At this point in the process you should have all documentation for EOTC Sign off.***



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#### **Finalise Programme - (2 weeks prior)**

- Programme plan final changes
- Medical Summary returned to Bigfoot, (TIC /Group Leader Final check on Participant Consents)
- Confirmed contact details for TIC/ Person in Charge (PIC)/Group Leaders/ Instructors involved in Programme
- Confirmed participant numbers for accommodation, transport, catering and fixed costs (where applicable)

#### **Pre-Delivery – (Week leading up)**

- Confirmed numbers for activities
- Final call on weather and contingencies of Programme
- Final check on Gear Requirements; Participant needs; Staff Preparedness

### **Programme Delivery**

#### **Delivery**

- Establish lines of communication with Bigfoot PIC and TIC/Group Leader
  - Discuss all medical and special needs
  - Conduct daily briefings and debriefs
  - Programme adjustments made and documented
  - Communicate with all relevant parties
  - Deliver programme

#### **Post Delivery**

- One week Following: Customer Feedback Form and Final Invoice – payment due within 7 days in receipt of this invoice
- Two weeks Following: Feedback Form returned to Bigfoot
- Discuss future work and re book programme for following year (if applicable)

If you have any queries regarding the above process, please don't hesitate to contact your Programme Manager.

We are really looking forward to working with your Group on your programme, and please know that our team at Bigfoot Adventures will do everything possible to ensure your Programme is a positive, fun, successful and safe experience for all of those involved.