

**KNARESBOROUGH TOWN COUNCIL (KTC)**

A Pulman  
Clerk of the Council

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27 January 2026

To: **The Members of the Projects, Community and Environment Committee** –  
J Batt, A Bell, M Flood, H Gostlow, K Lacey, S Oakes, J Pickard, M Walker  
and H Westmancoat

Dear Councillors:

I hereby summon you to the following meeting of **KNARESBOROUGH TOWN COUNCIL PROJECTS, COMMUNITY AND ENVIRONMENT COMMITTEE** to be held at Knaresborough House, Knaresborough, HG5 0HW on:

**Monday 02 February 2026**

**7:00 pm**

Please see the Agenda for the meeting below:

Yours faithfully

*A Pulman*

A Pulman  
Clerk of the Council

Any queries regarding this agenda should be addressed to the Clerk at  
[clerk@knaresboroughtowncouncil.gov.uk](mailto:clerk@knaresboroughtowncouncil.gov.uk)

## **COUNCIL AGENDA – Monday 02 February 2026**

**1. To receive apologies and consider approval** of the reasons for inability to attend the meeting.

**2. To receive** declarations of **disclosable pecuniary interests** (not previously declared) on any matters of business and to consider any written requests for **dispensation**.

### **3. KTC Public Speaking Session**

Any member of the public who wishes to speak about an item on this agenda, or any topic they wish to bring to council's attention, does not need to give notice but priority will be given to those who have given prior notice to the Clerk – *please see contact details on the front of this agenda*.

**4. To consider** and, if thought fit, **approve** as a correct record, **the Minutes** of the **Projects, Community and Environment Committee** Meeting held on:

4.1 06 October 2026 (*ca*)

### **5. Reports/Information from the Clerk**

**5.1 To note** the annual town meeting is on the 2 March 2026 and **consider** inviting NYC officers to discuss the Town Investment Plan.

**5.2 To receive** the latest report from the Community Projects Officer (*ca*)

### **6. Correspondence**

**6.1 To consider** the request from the Knaresborough and District Chamber regarding potential use of the Town map graphic on a shop window.

**6.2 To note** message from Bernard Higgins and Tom Gordon MP regarding the Maundy Service (*ca*)

**6.3 To consider** investigating ideas around The Knaresborough Eleven Anniversary with the team who performed a production of a new play last year.

### **7. Reports from Full Council, Sub-Committees and Working Groups**

**7.1 To agree** the annual Christmas Lights Switch-on event, known as Bright Friday, will take place on Friday 27<sup>th</sup> November 2026 (to coincide with 'Black Friday')

**7.2 To consider** whether KTC wants to write a formal letter to Blachere following issues raised during the last 2 lighting scheme installations.

**7.3 To decide** next steps for Town Council involvement regarding the Town of Culture 2028 Competition (information previously circulated to Cllrs)

**7.4 To approve** the Term and Conditions for the Mayor of Knaresborough's Town Guide Project for use when arranging current coach party meet and greets (ca)

**7.5 To receive and note** the Knaresborough Town Tour Guides monthly record for December 2025 (ca)

**7.6 To consider** the information from Councillor Gostlow re: Dog Fouling campaign/signage to address areas of concern in Knaresborough. Does KTC want to start an awareness campaign to highlight the problem? Does KTC know or want to find out where permanent signage might be considered appropriate? Is KTC interested in borrowing signage for events?

**7.7 To receive** an update from the Boundary sign working group and **consider** approval of a draft design (to be circulated at the meeting)

**7.8 To consider** approving KTC taking part in the Sakura Cherry Tree Project 2019 – 2026, submitting the application form, agree sites (subject to permissions) and decide on budget.

**7.9 To receive verbal updates** from any or all of the following:

- (i) Castle Area Sub-committee
- (ii) Climate Change Emergency Sub-committee
- (iii) Market Working Group
- (iv) Commuted Sums Working Group
- (v) Stage Working Group
- (vi) Town Ranger
- (vii) Community Resilience Plan
- (viii) Mayoral High Street Fund

## **8. Information Exchange**

# **A copy of the agenda in larger print is available on request.**

Following the Local Government Audit and Accountability Act 2014 the right to record, film and to broadcast meetings of the Council, Committees and Sub Committees is established but anyone wishing to do so should advise the Clerk or Chair of the Council to ensure compliance with KTC's adopted policy to effectively and lawfully manage this activity.

### **Emergency Procedures for Meetings – Fire**

Details on fire evacuation procedures are displayed in the Council Chamber. Members and visitors are to familiarise themselves with these and the location of fire exits, in the building.

**MINUTES OF THE MEETING OF KNARESBOROUGH TOWN COUNCIL'S  
PROJECTS, COMMUNITY and ENVIRONMENT COMMITTEE  
HELD AT KNARESBOROUGH HOUSE  
on Monday 06 October 2025**

**PRESENT:** **Chair:** Councillor Pickard

**Councillors:** A Bell, M Flood, H Gostlow, K Lacey, S Oakes,  
and M Walker

**Staff Present:** The Clerk and Community Projects Officer

**Late Arrivals:** None      **Early Departures:** None

**25/011**      **ITEM 1 - To receive Apologies and consider approval** of the reasons for inability to attend the meeting.

**RESOLVED:** That apologies were received with reasons approved from Councillor Batt and Councillor Westmancoat.

**25/012**      **ITEM 2 - receive** declarations of **disclosable pecuniary interests** (not previously declared) on any matters of business and to consider any written requests for **dispensation**

None for this meeting

**25/013**      **ITEM 3 - KTC Public Speaking Session**

None for this meeting

**25/014**      **ITEM 4 – To consider** and, if thought fit, **approve** as a correct record, **the Minutes** of the **Projects, Community and Environment Committee** Meeting held on:

4.1 Monday 07 July 2025

**RESOLVED:** That the minutes of the Projects, Community and Environment committee meeting held on Monday 07 July 2025 be approved as a correct record and signed by the Chair.

**25/015 ITEM 5 – Reports/Information from the Clerk**

**5.1 To receive and note** the expenditure to date on:

- (i) 255<sup>th</sup> Commemoration
- (ii) Tour Guide Project
- (iii) SPF Funding – Stockwell Hub

**RESOLVED:** To receive and note.

**FURTHER RESOLVED:** To write a formal letter of thanks to the Tour Guides on behalf of the Town Council in time for their Christmas Gathering.

**5.2 To receive** the latest report from the Community Projects Officer

**RESOLVED:** To receive and note. See Appendix 1.

**5.3 To review and approve** the Mayor of Knaresborough's Town Guides Volunteer Role Description

**RESOLVED:** To approve the Mayor of Knaresborough's Town Guides Volunteer Role Description.

**FURTHER RESOLVED:** To order lanyards to distribute to volunteers that assist KTC at KTC events.

**5.4 To consider** investigating ways the Town Map can be used to enhance the tourist offer in the town

**RESOLVED:** To investigate different ways the Town Map can be used, with the possibility of working with the Artist to expand the use of the artwork, with costings. To investigate the possibility of installing artwork on the Police Station, with permissions and costings.

**25/016 ITEM 6 - Correspondence – none for this meeting**

**25/017 ITEM 7 – Reports from Full Council, Sub-Committees and Working Groups**

**7.1 To consider** formalising KTC's support for the All Britain Fleadh 2028 Festival in June 2028, following a presentation made to Full Council on the 15 September

**RESOLVED:** To write a formal letter to the organisers in support of the festival being held in Knaresborough.

**7.2 To review and approve** the 'Use of EV chargers at Stockwell Wellbeing Hub' document and **decide** next steps

**RESOLVED:** To defer the review of the report to the Climate Change Emergency Sub-committee.

**FURTHER RESOLVED:** Councillor Gostlow and the Clerk to complete a risk assessment for the equipment and investigate signage.

**7.3 To receive verbal updates from any or all the following:**

- (i) Bright Friday Sub-committee

Councillor Gostlow summarised the current plans, including entertainment provision, Lions Club help, road closures and security.

Councillor Pickard mentioned KTC attendance at the Martyn's Law Seminar organised by NYC and Counter Terrorism Policing North East and asked Councillors to be aware of the potential budget implications on future events.

- (ii) Castle Area Sub-committee – no update given

- (iii) Climate Change Emergency Sub-committee

Group members mentioned that they had had a recent talk from Zero Carbon Harrogate.

- (iv) Market Working Group

Councillor Pickard mentioned that the report had been discussed at the Harrogate and Knaresborough Area Committee meeting and was moving to a decision by the NYC Executive Committee later this month.

**RESOLVED:** Councillors voted unanimously to postpone the first KTC Market Committee Meeting until after the Executive Committee decision.

- (v) Commuted Sums Working Group

Discussion with NYC officers regarding the King George V Field area have restarted and are moving in a positive direction.

- (vi) Stage Working Group

Councillor Flood has identified the equipment needed to improve the KTC stage sound provision and has got quotes for the working group to look at and recommend which to pursue.

- (vii) Boundary Signs Working Group

Councillor Bell has been in liaison with the Highways team who are currently checking the sites of the 7 existing/pre-existing signs to ensure they remain in a suitable position under current legislation/guidance. Members agreed that Councillor

Bell could commence with some 'place holder text/images' being sent to NYC to establish costs.

(viii) Town Ranger

Councillors asked that the work done continued to be shared on social media to let the public know what is happening. It was also suggested that the list of jobs completed by the Town Ranger could form part of a KTC Annual Report.

(ix) Community Resilience Plan

The draft plan was shared with councillors, and it was agreed to complete the sections relevant to KTC. It was also agreed that, in their capacity as North Yorkshire Councillors, Matt Walker and Hannah Gostlow would once again approach North Yorkshire with suggestions to improve the system as concerns continue to be raised about the very limited number of people having access to the NYC emergency number.

**25/018 – ITEM 8 – Information Exchange – none to share**

**Meeting closed 9:28 p.m.**

**Signed by the Chair  
Councillor: J Pickard**

## Appendix 1

### Projects, Community and Environment Committee report for 6 October 2025 meeting

- Hannah Read, Community Projects Officer

#### Update on KTC events and projects since the last PCE meeting on 7 July 2025:

- ITG Tour Guiding Training Course

Since graduating in June, the Town Guides have enjoyed a busy and successful summer season. In addition to leading weekly walking tours from the Market Cross at 11am each Wednesday and Saturday, the volunteer guides have supported the 255th Anniversary of the Enclosure Act on 13th August, contributed to a variety of community events, including supporting the Totally Locally 'A month of Sundays' campaign in August, and welcomed visiting coach parties with tailored tours. For more details, please refer to the **Town Guide Project Overview** document.

Hannah R continues to provide support to the Town Guide project through marketing, social media, and email communications. She works closely with Volunteer Coordinator Cllr. Margy Longhurst and the dedicated team of Town Guides. Feedback from the free walking tours has been overwhelmingly positive, highlighting the project's success and the valuable contribution it makes to the town. Looking ahead, the focus will be on expanding pre-booked tour options beyond the regular weekly tours, enhancing the welcome for coach parties, and supporting KTC's ambition to achieve Coach Friendly status.

- Enclosure Act 255<sup>th</sup> Anniversary – 13 August 2025

For overview of 13<sup>th</sup> August events please see press release: ***Knaresborough commemorates the 255th Anniversary of the Enclosure Act and celebrates Knaresborough Forest Day***

- Police and Community Liaison Group

Hannah R continues to provide support to the group, supporting the Chair Cllr Kathryn Davies by organising meetings and preparing minutes. The office is actively working to strengthen the established connections between the local neighbourhood police team, the town council, and KTC initiatives, such as the Town Ranger.

- Community Resilience

The office continues to work with Cllr James Pickard, Chain Lane and Community Hub and NYC Officers to find the best way forward for Knaresborough's resilience plan.

See *Community Resilience Plan* submitted to this committee by Chain Lane Community Hub for consideration and comment.

- Remembrance Sunday

The office is coordinating plans for the Remembrance Sunday parade and service at the War Memorial on Sunday 9 November, working with the Knaresborough Branch of the Royal British Legion and attending organisations. NYC SAG team have been informed of the event plans and Chevron Traffic Management will be operating the road closures.

KTC staff and councillors will attend Remembrance Sunday, with Cllr James Pickard, Hannah R and Angela P leading the logistics in the Castle grounds.

- Bright Friday on Friday 28 November 2025

Due to crowd size at Bright Friday 2024 and the subsequent implications on costs for traffic management, security, first aid cover and licences, the request to the Council Finance Committee meeting in July to increase the event budget was approved.



Plans continue for this year's Bright Friday event, documents have been submitted to NYC Safety Advisory Group (SAG), First Aid cover will be provided by St John Ambulance, and road closures will be operated again this year by Chevron Traffic Management company. The office together with the Bright Friday working group are investigating Counter Terrorism Mitigation measures which will be required this year.

The Community Project Officer along with Cllrs Helen Westmancoat, James Pickard and Shan Oakes attended The Terrorism (Protection of Premises) Act 2025 – Martyn's Law Event on 26-09-2025 organised by NYC and Counter Terrorism Policing North East. The day was informative, and highlighted areas that KTC will need to consider and adhere to the government guidelines when planning future projects and events.

- **Knaresborough Events – Mayoral High Street Fund joint bid**

Town Council met on Monday 15<sup>th</sup> September and considered KTC's participation in the joint bid to the Mayoral High Street Fund led by Chain Lane Community Hub. Council resolved that KTC participates in the joint 'Knaresborough Events' bid to the Mayoral High Street Fund, and if the bid is successful, Councillor James Pickard and Hannah R (Community Project Officer) were nominated to join the Steering Group as KTC representatives when it is established.

News on the application is expected in early October.

- **Town Ranger**

Oliver and his team have dedicated considerable effort this summer to a wide array of Town Ranger initiatives, making a tangible impact in enhancing the appearance of our town. Their work has ranged from clearing overgrown ginnels and pathways obstructed by weeds and nettles to restoring traditional fingerpost signs and removing unsightly graffiti, revitalizing previously neglected areas. A particularly notable achievement is the installation of new flags at the Castle, proudly funded by KTC to replace the worn and weathered originals.

Please see the **Town Ranger Task List** for further details of the work undertaken and scheduled.

## **Projects, Community and Environment Committee report for 2<sup>nd</sup> February 2026 meeting**

- **Hannah Read, Community Projects Officer**

### **Update on KTC events and projects since the last PCE meeting on 6 October 2025:**

- **2025 Event review**

2025 proved to be an action-packed year for Knaresborough Town Council, marked by an ambitious programme of projects and community events. The year began with the official opening of the new Mint Garth Playground, following an extensive refurbishment work done by NYC working in collaboration with Councillors Hannah Gostlow and Andy Bell.

Working closely with the community has been a key focus, with the office building strong local connections and collaborative partnerships that support the town and its residents, notably through the Police and Community Liaison Group and Community Resilience planning sessions.

KTC proudly hosted the ITG White Badge Town Guide training programme, paving the way for the launch of the Town Guide Project, which has since delivered popular weekly town walking tours from June onwards. The town came together for a series of community events, including the VE Day 80th Anniversary celebration in the Castle Grounds, the 255th Anniversary of the Enclosure Act and Knaresborough Forest Day; Remembrance Sunday commemorations; and the Bright Friday Christmas Lights Switch-On — bringing another vibrant year to a spectacular close.

- **ITG Tour Guiding Training Course**

For monthly activity, please refer to the **Town Guide Project monthly report** document.

It is a year since our fantastic team of guides first met and began their ITG White Badge training course in January 2025. When we reflect on the last 12 months, the project, training course and now established team of volunteer Town Guides can be seen as a huge success. Feedback from the free walking tours has been overwhelmingly positive, highlighting the project's success and the valuable contribution it makes to the town. There are some fantastic reviews on Trip Advisor to be read.

[https://www.tripadvisor.co.uk/Attraction\\_Review-g504004-d33863828-Reviews-Knaresborough\\_Town\\_Walking\\_Tours-Knaresborough\\_North\\_Yorkshire\\_England.html](https://www.tripadvisor.co.uk/Attraction_Review-g504004-d33863828-Reviews-Knaresborough_Town_Walking_Tours-Knaresborough_North_Yorkshire_England.html)

Hannah R continues to support the Town Guide Project through marketing, social media and email communications, working closely with Volunteer Coordinator Cllr Margy Longhurst and the dedicated team of Town Guides. Regular meetings and ongoing administrative support ensure the project continues to run smoothly.

Looking ahead, the focus will be on consolidating the regular weekly tours and developing an additional Film and Media Tour, currently being prepared by a group of guides for launch during the summer months. The recruitment of a Town Development Manager is expected to provide strategic support to help expand pre-booked tour options, enhance the welcome for coach parties, and support KTC's ambition to achieve Coach Friendly status as part of the wider town development strategy.

- **Police and Community Liaison Group**

Hannah R continues to provide support to the group, supporting the Chair Cllr Kathryn Davies by organising meetings and preparing minutes. The next Police and Community Liaison meeting will be held on 25 February 2026.

Minutes of previous meetings can be found on the KTC website.

- **Community Resilience**

The office continues to work with Cllr James Pickard, Chain Lane and Community Hub and NYC Officers to find the best way forward for Knaresborough's resilience plan.

The next meeting to progress Knaresborough's resilience plan is on 10 February 2026.

- **Remembrance Sunday**

The office coordinated plans for the Remembrance Sunday parade and service at the War Memorial on Sunday 9 November, working with the Knaresborough Branch of the Royal British Legion and attending organisations.

KTC staff and Councillors attended Remembrance Sunday, with Cllr James Pickard and Hannah R leading the logistics in the Castle grounds, and Angela P welcoming Civic guests and past Mayors at St John's Church and Parade.

Thanks go to Knaresborough Revolution and The Rotary Club of Knaresborough volunteers for marshaling at the Remembrance Day Parade and Service.

- **Bright Friday on Friday 28 November 2025**

Bright Friday was a huge success thanks to the Bright Friday working group and event team. Thanks to Cllrs Hannah Gostlow, James Pickard, Mark Flood and Kit Lacey, and Town Ranger Oliver Ward, and the efforts of Knaresborough Revolution, the Rotary Club of Knaresborough, and the Air Cadets, who supported marshalling throughout the event. Thanks also go to all the groups and organisations who were involved and support Bright Friday each year including The Knaresborough Lion's Club, Gracious Street Methodist Church, Friendship and Leisure, and all those involved in the entertainment from the KTC Trailer Stage. The use of paid security, required in light of Martyn's Law, proved effective and worked well in its first year.

(Cllr Mark Flood to provide update on new additions to the KTC Trailer Stage and updated sound equipment which were used for the first time at Bright Friday).

The event showcased excellent community spirit and strong collaboration with local businesses and organisations, including Blind Jack's, the Library and several new cafés around the Market Place. The evening created a fantastic atmosphere for Knaresborough's Christmas Lights Switch-On.

- **Knaresborough Events – Mayoral High Street Fund joint bid**

The joint bid to the Mayoral High Street Fund, led by Chain Lane Community Hub, was successful. Cllr James Pickard and Hannah Read were nominated as KTC representatives on the Steering Group and attended the first meeting.

Funding for new events is now open for applications. The Steering Group will meet on 19 February to consider recommendations from Chain Lane Community Hub.

- **Looking Ahead – 2026 Priorities**

Over the coming months, the Community Projects Officer will focus on consolidating successful projects while continuing to develop new opportunities that support community engagement, town promotion and resilience.

**Key priorities include:**

- Strengthening the Town Guide Project through the consolidation of weekly tours, the launch of the Film and Media Tour, and the exploration of additional pre-booked tour options to support group visits and coach parties.
- Work with Clerks to produce Town Annual Report.
- Supporting the integration of the Town Development Manager role to provide strategic direction for town projects, events and tourism initiatives, including progress towards Coach Friendly status, as well as the weekly Market.
- Continuing to support partnership working through the Police and Community Liaison Group and progressing Knaresborough's Community Resilience Plan in collaboration with local partners.
- Building on the success of established community events, including Bright Friday and Remembrance Sunday, while reviewing delivery, safety requirements, road closures and volunteer support to ensure sustainability.
- Supporting KTC as it considers its role in Knaresborough's potential Expression of Interest for the Town of Culture 2028 competition, working with partners to explore opportunities, capacity and alignment with wider town objectives.
- Supporting and promoting the Town Council's community grants scheme.

This approach aims to build on the strong foundations established while supporting KTC's ambitions for the year ahead.

Bernard

Sent from my iPhone

On 5 Jan 2026, at 09:50, Tom Gordon MP <[tom.gordon.mp@parliament.uk](mailto:tom.gordon.mp@parliament.uk)> wrote:

Dear Bernard,

I am writing to let you know that I have received correspondence from the Lord Chamberlain, who is the most senior member of the Royal Household. He has confirmed that the location for the 2030 Maundy Money Service has not yet been selected, and that Knaresborough will be included in the shortlist presented to His Majesty the King. This is following the information you have provided regarding the castle's anniversary, and the historical significance of Knaresborough to the Maundy Money Service.

Thank you very much for providing this information – I know you will be as pleased about this as I am.

If you have not already done so, and wish to write to His Majesty or to his Household yourself, to add your voice to the request, you can do so using the details [here](#).

Please don't hesitate to let me know if there's anything else I can assist with.

Best wishes,

Tom

**Tom Gordon MP**

Member of Parliament for Harrogate and Knaresborough

If you'd like to know more about what Tom is up to, you can sign up to his newsletter via his website [here](#).

From: Bernard Higgins b.higgins33@outlook.com  
Subject: Re: (Case Ref: TG01715)  
Date: 5 Jan 2026 at 10:12:39  
To: Tom Gordon MP tom.gordon.mp@parliament.uk

Good morning Tom

What marvellous news.

A visit to Knaresborough to celebrate the 900th Anniversary of the castle in 2030 as well as the celebration of the very first recorded Royal Maundy Service established by King John on April 15th 1210 will be so good for our residents and the many visitors.

The visit to Knaresborough would obviously take place after the Maundy Service at Ripon Cathedral and would hopefully take place at St John the Baptist Church where it is believed King John honoured 13 paupers with clothing, food, refreshments and a coin.

I have a file full of correspondence and newspaper articles to Her Majesty the Queen and King Charles requesting the Maundy Money visit to Knaresborough dating back to 2018.

The Bishop of Leeds, the Dean of Ripon, the Lord Lieutenant of North Yorkshire, Gary Hinchcliffe the Vicar at St John's Church and the Lord High Almoner, the Bishop of Worcester were all included.

The new Lord High Almoner, the Bishop of Norwich is also up to date with our request I believe.

We have a Knaresborough Castle sub committee meeting this Thursday at 1.30 and I will bring this great news up at the meeting.

Thank you once again Tom for supporting this great and historic venture which will put our historic town on the map even more.

Have a great week.

Kind Regards

## TERMS AND CONDITIONS

### Mayor of Knaresborough's Town Guide Project – Coach Companies & Volunteer Guides



#### 1. Parties

These Terms and Conditions ("Agreement") are entered into between:

**The Mayor of Knaresborough's Town Guide Project**, operating through its Volunteer Town Guides (the "Project"),

and

**[Coach Company Name]**, a licensed passenger transport provider (the "Coach Company").

Together referred to as "the Parties".

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#### 2. Purpose

This Agreement sets out the terms under which the Project's **Volunteer Town Guides** may provide *free guided walking tours* to passengers delivered by the Coach Company to Knaresborough.

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#### 3. Scope of Volunteer Guide Services

3.1 The Volunteer Town Guides may, subject to availability:

- a) Meet and greet a **pre-arranged coach party** at either **York Place Coach Park** or **Chapel Street Coach Drop-Off Point** at an agreed time;
- b) Provide a suitable town map to the coach party;
- c) Deliver a **guided walking tour**, commencing at a designated time and location.

3.2 All tours are delivered by trained volunteers holding **White Badge Tour Guide** status.

3.3 Guided tours are provided **free of charge** and are subject to guide availability.

3.4 Tours are **approximately one hour** on commencement from the market cross or agreed designated location.

3.5 Guides may **shorten, modify, or cancel** tours due to weather or safety conditions.

3.6 Tours proceed at a **moderate pace** and **offer accessibility** for all mobility needs, although tour duration times may be affected.

3.7 The **Lead Volunteer Guide's decisions** on route, timing, group management and safety are final.

3.8 Guide availability is **not guaranteed**, the arrangement is **non-exclusive** and **photographs may be taken** for promotional or record-keeping purposes.

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#### 4. Coach Company Obligations

The Coach Company agrees to:

4.1 Exchange a **contact telephone number** for the driver or coach party representative with the Lead Guide on the day of the visit, to cover any eventualities.

4.2 Confirm **in advance and in writing**:

- a) The intended arrival venue;
- b) The scheduled time of arrival;
- c) The total number of passengers on the coach;
- d) The anticipated number of passengers wishing to participate in the town tour.

4.3 Ensure that **no charge** is made to passengers for participation in the free guided walking tour.

4.4 Inform passengers in advance that:

- a) The tour is a **walking tour**;
  - b) **Sensible footwear** is recommended, as parts of the route include uneven surfaces and cobbled streets.
- 

#### 5. Passenger Numbers and Availability

5.1 Passenger numbers for guided tours **may be restricted** where demand exceeds the number of available Volunteer Town Guides.

5.2 The Project reserves the right to limit group sizes, split groups, or decline a tour where adequate guide cover cannot be provided.

5.3 The project cannot ensure that all aspects of the guided tour will be available if you do not arrive at the time detailed.

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#### 6. Health, Safety, and Welfare

6.1 The Volunteer Town Guides are **not carers** and shall not be expected to:

- Provide personal care or mobility assistance;
- Supervise vulnerable adults or children;
- Undertake any duties beyond their role as walking tour guides.

6.2 The **safety and welfare of passengers** remains the responsibility of the Coach Company at all times.

6.3 The Coach Company must ensure passengers are fit and capable of undertaking a walking tour.

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#### 7. Liability and Insurance



7.1 The Coach Company shall maintain adequate insurance cover, including public liability and motor insurance.

7.2 The Project, the Mayor of Knaresborough, and Volunteer Town Guides accept **no liability** for:

- Passenger accidents arising from pre-existing medical conditions;
- Failure to follow guide instructions;
- Inappropriate footwear or mobility limitations;
- Circumstances beyond reasonable control.

7.3 The Coach Company shall indemnify the Project against any claims arising from a breach of these Terms.

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## **8. Conduct and Reputation**

8.1 The Coach Company, its drivers, and passengers shall behave respectfully towards Volunteer Guides, civic representatives, and the town.

8.2 Any conduct likely to cause reputational harm may result in immediate withdrawal of guide services.

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## **9. Cancellations and Changes**

9.1 The Coach Company must notify the Project as soon as reasonably practicable of any delays, cancellations, or material changes.

9.2 The Project reserves the right to withdraw guide services if advance information requirements are not met.

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## **10. Governing Law**

This Agreement shall be governed by and construed in accordance with the laws of **England and Wales**.

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## **11. Acceptance**

By arranging or participating in guided town walking tours under this Agreement, the Coach Company confirms acceptance of these Terms and Conditions.

**The Mayor of Knaresborough's Volunteer Town Guides**  
**Coach Meet & Greet / Guided Town Walking Tour**  
- **Booking Form**



This form is for **coach companies and coach drivers** wishing to arrange a **meet and greet and/or guided walking tour** by our volunteer Town Guides.

**1. Coach Company Details**

- **Coach Company Name:**
  - **Company Address:**
  - **Main Contact Name:**
  - **Role:**
  - **Telephone Number:**
  - **Email Address:**
- 

**2. Event Details**

- **Date of Visit:**
- **Day of Week:**
- **Name of Group / Tour:**

**Arrival Information**

- **Arrival Location (please tick):**  
☐ York Place Coach Park  
☐ Chapel Street Coach Drop-off Point
  - **Scheduled Arrival Time:**
  - **Estimated Departure Time:**
- 

**3. Passenger Information**

- **Total Number of Passengers on Coach:**
- **Number of Passengers Requesting a Guided Walking Tour:**

*(Please note that passenger numbers for guided tours may be restricted depending on the number of guides available.)*

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#### 4. Requested Service (please tick)

- ☐ Meet and greet by a Volunteer Town Guide (with town map provided)
- ☐ Guided walking tour of Knaresborough (1 hour)

- **Preferred Start Time for Guided Tour:**

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#### 5. Contacts for the Visit

*(Please ensure contact details are exchanged between the coach company and the lead Town Guide prior to the visit.)*

##### **The Mayor of Knaresborough's Town Guide Contact Before the Event (for planning and arrangements before visit)**

- **Name:**
- **Telephone Number:**
- **Email Address:**

##### **Contact on the Day (for delays or eventualities)**

- **Driver / Representative Name:**
- **Mobile Telephone Number:**

##### **Lead Volunteer Town Guide (on the day)**

- **Name:**
- **Mobile Telephone Number:**

**DATA PROTECTION:** *These contact details are provided solely for the purpose of managing the visit and any on-the-day eventualities. They must be deleted by the coach company immediately after the event and must not be retained or used for any other purpose.*

*Knaresborough Town Council will also keep your personal data only for the purpose of communicating with you regarding the visit and will process the information in accordance with requirements of all legislation and regulatory requirements that are in force.*

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#### 6. Additional Information

Please provide any additional details that may help us plan your visit:

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##### **Please see attached Terms and Conditions document**

**NB:** Please note that our guides are all trained walking tour volunteers. The safety and welfare of passengers is the responsibility of the coach company, and Town Guides cannot be expected to act as carers or take on any other duties outside their remit as The Mayor of Knaresborough's White Badge Tour Guides.

Passenger numbers for guided tours may have to be restricted if more passengers require a tour than we have guides available.

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### **Data Protection and Privacy**

Personal data provided on this form (including names, telephone numbers and email addresses) will be used solely for the purpose of arranging and delivering the coach visit, meet and greet, and/or guided walking tour by The Mayor of Knaresborough's Volunteer Town Guides. Personal contact details will only be shared between the coach company and the lead Town Guide as necessary for planning and on-the-day arrangements. All parties agree that personal contact details exchanged for the visit will be deleted immediately after the event and will not be retained, stored, or used for any other purpose.

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### **Declaration**

I confirm that the above information is correct and that I accept and will comply with the Terms and Conditions document.

- **Name:**
- **Signature:**
- **Date:**

## KNARESBOROUGH TOWN TOUR GUIDES – MONTHLY RECORD FOR 2025

<u>DATE/MONTH</u>	<u>NAME</u>	<u>DETAILS &amp; Nos.</u>
<b><u>DEC</u></b>		
DEC. 3	Alison Sykes & Andy Grinter	Wed. tour- 16
DEC.6	Alex Bird & Gerry Fitzmaurice	Sat. Tour- 16
DEC.10	Jill Cutter & Andy Grinter	Wed. tour- 10
DEC. 13	Alex Bird & Helen Sanderson	Sat. Tour- 12
DEC.17	Neil Muffitt & Gerry Fitzgerald	Wed. Tour- 3
DEC. 20	Ann Richards & Alison Sykes	Sat. Tour- 0
DEC. 24	Beverley Filippi & Alison Sykes	Wed. Tour- 5
DEC. 27	Jill Cutter & Gerry Fitzmaurice	Sat Tour-6
DEC. 31	Alex Bird & Beverly Filippi	Wed. Tour- 5
TOTAL number		71 plus 3 dogs!

### Details of each individual No. of weekday tours:

ML	0	AB	3	GF	3	AS	3
HS	1	NM	1	AR	1		
JC	2	BF	2	AG	2		

The availability of each guide varied due to holidays and other commitments. The offer to provide walks over the Christmas break was much appreciated and demonstrated the commitment to offering the best seasonal experience for residents and visitors alike.

The arrival of colder weather has had an impact on the numbers turning up for the tours which is to be expected, but it is encouraging to see interest is very much there and as our first Christmas period, the numbers were interesting and will be useful in considering the offer for next year and the likely capacity of the volunteers.

Again, we have welcomed both residents and visitors to the town including some from America and the Phillipines. The showing of the film “**Tinsel Town**” on 5<sup>th</sup> December provided a showcase for the locations filmed in Knarebsorough and it will be interesting to see how this might affect visitor numbers, and interest in the tours going forward

### Other Activities.

- a) **Arrival of the A Board-** Thanks to Hannah for organising this, and to Margy for arranging for its storage at the Friendship & Leisure Centre. This is already proving a positive promotional tool and enhances awareness of the walks.

- b) **Christmas Tree entry-** Our entry has helped to raise the profile and awareness of the weekly tours to a very large audience who visited the Christmas Tree Festival in December, and a good number of the walk fliers were taken. Also feel it is useful to be seen as part of the wider community and partnerships within Knaresborough. Hopefully this will be an annual entry.
- c) **Coach companies-** Neil and Margy have continued to make good contacts and progress with 4 coach companies, and we look forward to seeing how this offer develops in 2026.
- d) **Christmas Market-** 3 of the guides volunteered to assist with marshalling for the Christmas Market weekend.
- e) **Media and Film tour-** Following on the idea of a dedicated walk linked to the locations in Knaresborough used in several films and TV programmes, and an exciting draft by Andy, Margy submitted the proposal to the Knaresborough Town Council meeting for approval to develop this concept in 2026. We are delighted to hear the application was successful and will progress this in early 2026.
- f) **Tour Guide Christmas Team meeting-** a productive and seasonal meeting was organised by Margy, and this provided a fitting conclusion to a successful and enjoyable year as Tour Guides, and for highlighting the programme and plans for 2026.

On behalf of all the Tour Guides, we would like to extend our thanks and best wishes to Margy, Hannah and the Knaresborough office team, and the current Mayor, Helen Westmancoat, for their wonderful support and commitment to the Town Tours and the Guides.

ab/ktgreport- DEC. 2025