

## **Top Tour Tips**

### **Some Ideas to help make your group visit interesting & fun...**

- Don't exclude anyone: if your tour group stretches out between points of interest, wait for the stragglers to catch up before starting to speak – if they miss half the tour they'll get bored and start talking among themselves. If they realise that they're keeping everyone waiting they're less likely to keep dawdling.
- Try to make your site tour as interactive as possible:
  - Give visitors things to feel, smell, taste as well as seeing & hearing
- Ask the group questions to engage them & stimulate discussions, for example:
  - “does anyone know what this plant is?”
  - “what can and can't we compost?”
  - “Is it safe to put humanure on annual vegetables?”
- Tell stories and introduce interesting facts:
  - “The Romans introduced teasel for carding wool because the ancient Britons used to use Hedgehogs, which the Romans wanted to eat instead!”
- Plan what you're going to say on your tour and work out the timings – build in time for questions, otherwise you'll overshoot.
- Find out what the visiting group is interested in seeing / learning and make sure that is covered, possibly even focus on. They are more likely to engage if there's a 'WIIFM'
- Consider the audience - age, ability, knowledge and group size - and make the visit / information appropriate to that.
  - Eg. a group of kids may enjoy an activity like a treasure hunt rather than a guided tour, a large group may be better split and have more than one person showing them around.
  - Make sure you explain words the visiting group may not have come across before, don't assume they know what everything means.
  - Don't use jargon or acronyms.
- If you have time, ask for help with practical jobs like sowing seeds, planting out, harvesting, filling charcoal kilns etc.
  - If doing a practical session, explain why the task is being done, what the benefits are, how it's helping you / wildlife etc.
  - And what will happen next e.g. the crop will be used in soup for future visiting groups.

- Don't just stand back and watch, help with the task yourself, but make sure you keep an eye on what they are doing.
- Give encouragement and praise.
- It's very important to say thank you afterwards.
- Check in advance with the group leader that the task is appropriate and safe for the group
- Give clear instructions

## **Adverse Weather**

Groups have been advised to bring waterproofs in case of bad weather. Nevertheless, it might be worth considering what, if any, activities can be performed indoors if the weather forecast isn't great.

If the weather forecast is really bad, e.g. gales & severe downpour, you should consider postponing the visit. Speak to the group leader about it.



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