



# Group Leader Info Sheet

When booking a guided tour or course for a group, we will work with the “group leader” to arrange the booking, deposits/payments, and communications.

## Who

Urban Dictionary defines a group leader as “an elected leader of a group of friends, however, they don't actually have any power as no one listens to them”.

At KBG we define the group leader as “the chosen one who has the power and control of their group and is responsible for communication, payments and making sure everyone shows up ready on the day of their chosen program”

## Why

The purpose of the group leader is to act as the liaison between KBG and their group participants. At KBG we are a very small admin team, by having a group leader our admin team can communicate with just one person as opposed to eight people. The group leader also helps streamline communications, meaning everyone is in the know.

## What

The group leader is responsible for:

- Making the booking/Communicating with KBG
- Payment
- Collecting payment from group members
- Making sure that group members understand the KBG policies
- Ensuring their group members have completed their pre-trip paperwork
- Ensuring their group members have the required equipment
- Ensuring their group is healthy for their tour