



MINISTRY LEADER GUIDELINES

Updated Nov 2025

Our Mission Statement:

We aim to provide outstanding and memorable holidays throughout the year for all members of the church family with Word-based, Christ-centred ministry to enrich and encourage you in your Christian life.

Our Values are to:

- Be **Christ-centred**, pointing to Jesus in all we do, prayerfully considering decisions and encouraging our fellow believers.
- Maintain **Integrity** in all our actions ensuring we act in a manner that builds trust and respect and represents Christ.
- Be **Relational** in the way we work with our guests, staff and partners, respecting each other as image bearers of Creator God.
- Create a culture of **Joy** both in the fun holiday highlights and also encouraging people in the deep Joy of walking with Jesus.
- Deliver **Quality** experiences to our guests and ensure high standards are upheld in all areas of our business.

Any great holiday company will provide memorable holidays in beautiful locations with excellent resort facilities and friendly staff teams. But it is the pastoral care and ministry provided by our Christian staff team and Ministry Leaders that makes a Richmond holiday so special.

The top priority for every Richmond holiday is the way we minister to our guests. It is the opportunity to put a focus on God who is the provider of all good things: including the ski slopes and mountain air, sea and beaches, the gift of Christian friendships and the joy of new experiences.

Across the seasons we will welcome thousands of guests who have all chosen to holiday with Richmond - a broad cross-section of people of all ages, and from a variety of backgrounds. Not all will be Christians. Many of our guests will have set this holiday time aside to pause from professional, responsible and demanding walks of life. For some life itself will have been highly pressurised and exhausting. You will have the privilege and responsibility of leading and enabling the ministry as

people holiday together and enjoy God's awesome creation, absorb His written Word and worship Him as He richly deserves.

THE MINISTRY LEADER ROLE

We want Ministry Leaders to have an amazing time themselves but at the heart of this role is service to the guests and staff. We are delighted to cover much of your expenses because we know that while it is lovely to travel and be in our resorts, it is not holiday for our Ministry Leaders, it's mission!

These are the four key elements of the role:

1. Morning Prayers/Devotions
2. Evening Teaching and Worship
3. Pastoral Care of Guests
4. Ministry to Richmond Staff

1. MORNING PRAYERS/DEVOTIONS

We like to start the day for guests with a short time of prayer and a brief devotion or "Thought for the day". That could be something like a Psalm or a verse with a very brief comment on it, followed by open prayer. These meetings may last for 15 to 20 minutes and are entirely optional to guests. There may be pastoral follow up later in the day if needed/wanted.

There are usually fewer guests at the morning devotions than at the evening ministry times which means those attending often form a wonderful, close-knitted, trusting bond over the holiday allowing more open sharing and vulnerability in prayer. It can be a great time to encourage guests to get more involved.

2. EVENING TEACHING AND WORSHIP

PRAISE AND WORSHIP

After a brief introduction, each evening meeting begins with a time of praise and thanksgiving to God in sung worship. Sometimes a staff member will help lead worship, but if you have skills here then please do contribute! Please use a variety of hymns and songs in the meetings rather than sticking to just one type, era or genre.

If you (and your co-leader) are not musicians and none of the staff team is an instrumentalist, you may find a guest in the group who would like to help by playing one of the available instruments. Alternatively, some Ministry Leaders like to compile an online playlist of worship songs to use.

On some evenings you may like to have an open time of prayer and praising the Lord, where the guests are given the opportunity to adore God, give thanks for all His grace, mercy, provisions and love and worship Him for who He is. This can be intimidating so we suggest that initially, you lead the times of prayer yourself.

TEACHING - WORD-BASED, CHRIST-CENTERED

Central to our meetings is a time of specific Bible teaching. We suggest our leaders either study a specific book, passage or character from the Bible, or follow a theme based on Scriptural references, e.g. discipleship, worship, prayer, holiness. Topics which can be easily applied, rather than abstract themes, are best. Guests appreciate getting to grips with a Bible book or theme over the course of the week. It's important that the teaching is clear and Bible based with relevant application to guests' lives. Please do share your planned theme with us and the rest of the Ministry Leaders as soon as you can to avoid duplication!

Please steer away from controversial subjects, these issues are best raised in the context of a home church where conversations can be on-going and where a fuller appreciation of the situation is available.

Our belief is that the Holy Spirit is very welcome at any time. Therefore, we entrust Ministry Leaders to discern when it is right to let things flow and when to be more disciplined. Please keep in mind the wide breadth of guests.

COMMUNION

In Summer, this takes the form of a Sunday Morning service and is always a special time for guests.

In other resorts, if you choose to include a time of Communion, please plan this carefully and sensitively bearing in mind the differing beliefs and practices of guests. Please do include a **specific time of preparation**, which will include repentance, confession, assurance of forgiveness, hope for eternity, plus prayers and songs of thanks and praise. Do be sensitive as leaders to the desire of most people for a reverent and worshipful atmosphere.

We provide **non-alcoholic juice** for all guests without an alcoholic alternative. Please ensure you have clearly communicated with the Resort staff team who will help you prepare these elements beforehand and can help to distribute. If **younger children** are present, do make them feel welcome.

Very occasionally a guest may question the eligibility of a **non-ordained leader** to conduct a 'Communion Service', in which case referring to it as an informal breaking of bread may resolve the issue. Richmond believes in the priesthood of all believers and is only cautious here from a position of sensitivity rather than our personal beliefs.

SUNDAYS

It's good to recognise that **Sunday** is a special day, especially as in most resorts, it can feel just the same as any other day. Please do what you can to ensure that any meetings feel special.

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3. PASTORAL CARE OF THE GUESTS

Spending **time** with the guests, learning their names, getting to know them, taking an interest in them and praying with them are *absolutely vital* parts of the ministry leader's role. Please aim to spend time with a variety of guests during the week. Mealtimes are essential for relationship-building conversations and opportunities to really get to know guests.

Whilst the majority of guest will come with a Christian faith, we often have a significant number of non-Christians. Take care when you communicate with guests, especially at times like the welcome meeting, to make sure you acknowledge this and keep your vocabulary open and inclusive, not assumptive of where people are at in their faith journey. We want to create a safe place for people to question! To keep things inclusive, please ensure that you project words or have print outs for any prayers or times of liturgy.

Our guests really appreciate the care of the Ministry Leader during their holiday. They may not have great, pressing needs, and so you may need to **take the initiative** in opening the conversations.

You may need to look out too for any guests who may be “difficult” or intrusive to other guests. Most of our guests will have come needing a break and it will be your responsibility to help bear the brunt of any who are more needy.

As a sensible precaution, **never** pray alone with a person of the opposite sex. If necessary, please get the support from a person of the same gender as the guest seeking prayer (this is Richmond policy).

A number of issues may arise (marriage problems, issues with the home church leadership, prayer for healing) where you should encourage the guest to seek support from their home church. You should not offer support beyond the holiday period. Equally a guest who requests baptism should be referred back to their local church. It is our policy not to conduct baptisms for guests in resort.

SAFEGUARDING

The Richmond Safeguarding Policy, including reporting procedures, are updated regularly. Ministry Leaders will be sent a copy each year and asked to confirm that they have read and understood it. In each resort, there will be access to these for guests and staff via a QR code and on the website.

GREETING ARRIVING GUESTS

If possible, please be around to greet new guests on any changeover days as that helps them to feel welcome. It's useful to be aware that some guests may be totally new to Richmond and may need some extra care when being welcomed to the resort.

We want to ensure that guests and staff are helped to put the Lord at the centre of the week right from the start. Please ensure you are at the **Welcome Meeting(s)** where you can commit the week to the Lord and to pray for His blessing. You can also invite people to come to the meetings and mention your theme to whet their appetites but without going into great details! Briefly introduce yourself but save more detail for the first main meeting.

PASTORAL CARE OF THE MINISTRY LEADERS!

We do recognise that you'll also need some time to yourselves, to rest and prepare. Do make sure you take some time off during the week (this will differ between resorts) so that you are effective and at your best for the main meetings. Do ask to meet and pray with the Resort Manager if you wish to chat something over.

4. MINISTRY TO THE RICHMOND STAFF

We care deeply about our staff and want them to grow as they serve with Richmond. They'll be working hard (with time off of course) and will get tired and need spiritual input.

The staff have a great responsibility, not only to serve the guests well and contribute to the ministry in the hotel or chalet, but also to maintain a good witness in the resort to the wider community too.

Please try to have a good chat with each team member during the week and pick up on any areas of difficulty or discouragement to pray over. In particular, do support the **Resort Managers** and make a point of seeing them each day, if possible.

DAILY STAFF MEETINGS

The staff have their own morning Bible Study and prayers, and we'd love you to join the team a couple of times during each week. Please be ready to share a short devotional although do check in with the Manager(s) first. You may also choose to offer Communion for the team. With all the pressures of a busy life in the resort and separation from their home church fellowship and regular teaching, it is important that we take responsibility for contributing to their spiritual development.

Please also look out for ways you can help the staff in their normal duties as a natural way of building bridges.

OTHER USEFUL INFORMATION AND TOP TIPS

TIMELINE FOR MINISTRY LEADERS

- 9-6 months ahead of season – potential dates discussed with potential Ministry Leaders
- Once confirmed, Ministry Leader Details Form sent for completion as well as the most recent general Ministry Leader Guidelines and Ministry Leader Policy (includes financial arrangements)
- Before season starts, travel to resort is discussed between office team and leaders and booked in

- Pre-season – all ministry leaders invited to an online meeting with Adam, Ministry Co-ordinator and the resort manager(s); also invited to join the Ministry Leaders WhatsApp group for the season; sent specific resort guidelines
- Ministry Leaders to share planned theme(s) for the ministry sessions on their weeks with office team and other Ministry Leaders
- Around 4 weeks ahead of own trip – Ministry Leaders sent team and guest lists; Ministry Leader invited to an online pre-departure meeting with Ministry Co-ordinator
- Within 4 weeks of returning – online Feedback meeting with Adam and Ministry Co-ordinator (do get in touch with the Ministry Co-ordinator asap if there's any urgent feedback for Richmond)

FINANCIAL ARRANGEMENTS FOR LEADERS

The financial arrangements are laid out in the Richmond Ministry Leader Financial Policy. Please get in touch if you have any questions surrounding these expectations.

ACCOUNTABILITY

While in resort, Ministry Leaders are under the authority of and accountable to the Resort Manager(s). The Manager(s) is also the go-to for Ministry Leaders for any practicalities or guidance in resort. The Managers are in close contact with the Richmond Office Team who can offer extra support when needed.

PRAYER SUPPORT

The Richmond office team will be praying for you; however, we enormously encourage you to ask friends back home to be praying for you and we recommend you share with your church that you are ministering with us. We establish a Ministry Leaders WhatsApp group, for each season, this is also a great place to sharing ongoing requests.

HOSPITALITY POLICY

Richmond affiliates itself with the Evangelical Alliance and agrees with their statement of faith. Nevertheless, it is Richmond policy to welcome all on our holidays regardless of their personal position or beliefs. We believe in the ministry of hospitality and that extends to both those we agree and disagree with. Relationship is by the far the most powerful way of persuading anyone and we reach out in love to everyone.

WHEN YOU COME BACK

Many people will be praying for you and the group during your time leading and we'll all be keen to hear how it went, to thank God for answers to prayer and to know of any on-going needs.

We will arrange a feedback meeting shortly after each ministry leader returns home. This is a chance for you to share the highs, lows and any special thoughts/ideas you may have from your time in resort. We will also be able to share with you any relevant feedback we've received from guests.

BEING A RICHMOND ADVOCATE

We hope you will have a fantastic time away and if you did, we would love you to share Richmond with as many people as possible. We hope all our Ministry Leaders can be our most ardent advocates and if there is any way we can support you in this then do let us know. Do think of people in your own networks who might love a Richmond Holiday and I strongly encourage you to be posting on social media before, during and after your time in resort, do make sure to tag @richmondholidays wherever you can so people can find us and so that we can see what you've posted!

AND FINALLY THANK YOU!

The ministry of Richmond owes so much to the commitment and support of our Ministry Leaders. We do value your willingness to join with us, and we hope and pray that your own week(s) in resort will be a time of blessing and refreshment for you, as well as building up and encouraging our guests and staff in their walk with the Lord.

"Do your best to present yourself to God as one approved, a workman who does not need to be ashamed and who correctly handles the word of truth"

2 Timothy 2:15

Adam Playfair

Managing Director

Our theology could be described as, lovingly orthodox.

We align with the Evangelical Alliance, Statement of Faith, available on their website.

In broad ministry terms we believe in an emphasis on: **Spirit, Word and Deed**

The logo for Richmond, featuring the word "richmond" in a light blue, lowercase, handwritten-style font. A thin, light blue horizontal line is drawn underneath the word, starting from the 'r' and ending under the 'd'.