

Getting Ready for Your Adventure

Thank you for booking at Beaudesert Outdoor Activity Centre.

In this pack you will find all of the information required to make your time at Beaudesert a successful one. There is information on activities, buildings and camping spaces and our site rules.

Please feel free to share this information with the other members of your group, and to contact us if you have any questions on the details below.

If you feel we have missed anything out, please let the Guest Services Team know, as we will be happy to add additional information.

Beaudesert Outdoor Activity Centre

Cannock Wood, Rugeley, Staffordshire, WS15 4JJ

www.beaudesert.org.uk

info@beaudesert.org.uk

Tel: 01543 682278

Registered Charity Number 522603

Getting here and Checking In

Using the site post code (WS15 4JJ) will bring you to the main track into the site. Just follow the track, keeping left, until you get to the car park.

If coming from the north (via Rugeley), Sat Navs try to take you through the rear of the campsite, but this is not possible as it is through farmers fields. Aim for Gentleshaw first, turning right towards Cannock Wood, then follow the signs for Beaudesert.

Do not drive onto campsites. Vehicles are only allowed on tracks and parking areas.

We ask that the main group leader checks in at Reception on arrival. We will give you a simple Welcome Pack, Feedback Form and any keys that you require. Any other leaders and guests can go directly to your site or building.

We recommend that, as Beaudesert is quite large, it is an excellent idea for leaders to meet guests on the main car park and direct them to the site or building.

Contacting us while you are on site

If you have any questions please raise these with the Guest Services Team in Reception. Reception is open:

9.00am—4.30pm	Monday—Thursday
9.00am—8.00pm	Friday
8.30am—5.30pm	Saturday and Sunday

In case of emergency a member is staff is on call on 07810 063444.

Please only use this number in the event of an emergency. All other issues should be addressed to the Guest Services Team in Reception.

<u>Payment</u>

Please make payment in Reception before departure.

We sometimes allow groups to make payments after departure (for example in the case of schools where the LEA pays invoices). There is now an administration charge of £25.00 for this arrangement. Where this is the case, please ensure that payment is made as soon as possible, and within four weeks of the invoice date.

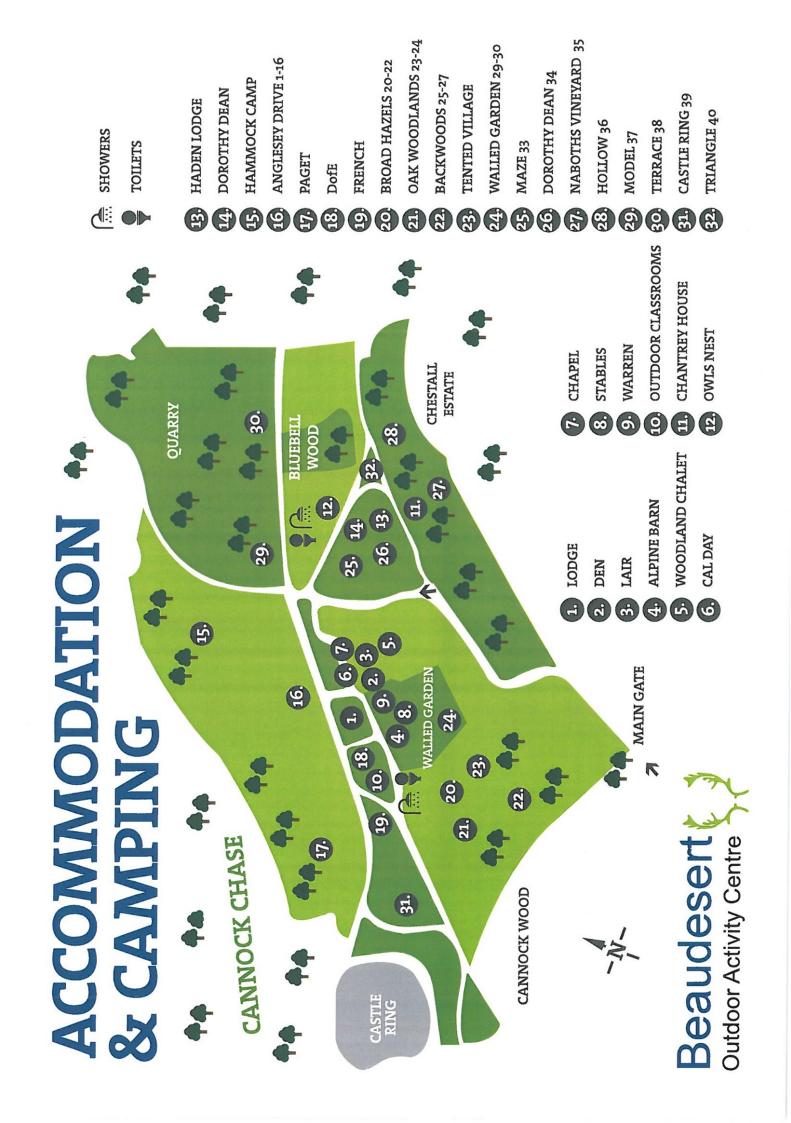
Please provide your numbers for who has been on site on the back page of the Welcome Pack and return it to Reception. This will ensure that we can produce an accurate invoice for payment.

Feedback

We welcome feedback from all of our customers. Please complete the form on the inside pages of the Welcome Pack and leave it at Reception before you depart. We are equally interested to hear what your young people's views are as well.

Checking Out

Please can the group leader 'check out' just before departure. This is when many groups pay, deliver feedback forms and return any keys.



Activities

Booking Activities

We are keen to provide the best possible learning experience for your young people. If you have any specific objectives, please let the Guest Services Team know these as early as possible so that we can pass these to the activities team.

If you haven't already done so, please book any activities that you require as soon as possible. Should you need to amend your activities, perhaps as a result of increased or decreased numbers, please try to do this as soon as possible as well.

For packages, the Guest Services Team may create a programme for you at the time of booking. This is so that we can ensure that sufficient instructors are allocated to deliver that programme, and you are usually able to make changes to it if you wish. The Guest Services Team are more than happy to assist you with planning all programmes, and will also be able to suggest day trips off site. Please contact them for further information.

If you require any post-booking learning activities, please contact us, and we will endeavour to provide these where possible.

Consent, Medical and Air Gun Permission Forms

You should have received medical and consent forms for activities with this document. If not, they are available from our website. Please arrange for these to be completed if you are using the activities, and return them two weeks before your booking commences.

The Activities Team will use this information to ensure that they cater for the individual needs of the members of your group. The information is stored and used in line with GDPR and our data protection policy.

Please keep the consent for rifle shooting and bring this with you to your rifle sessions. The instructor will need to see these before they allow your group to use the rifle equipment.

Failure to provide consent forms prior to the commencement of activities will mean that participants will be unable to take part in activities.

Where to meet for activities

Please meet at the activity location unless agreed beforehand. Please bear in mind that there is a 15 minute walk to the quarry and pond.

Except on 'Queue and Do' session, a leader from each group needs to be present on activities to manage the behaviour of the young people.

Self Led and Self Instructed Activities

Where activities are self-led or self-instructed, the Group Leader is responsible for all of the equipment and facilities that are used. Such activities must have a competent adult. The adult needs to go to the activity office at least ten minutes before the activity to collect any equipment and instructions.

We allow you to use your own qualified instructors on certain activities on site. These are Abseiling, Air Rifles, Archery, Climbing and Raft Building. Instructors must have appropriate qualifications, which are specified on the current price list. With the exception of rafting, groups must provide their own equipment when using these activities. Please provide original copies of certificates to Reception prior to the activity commencing.



<u>Via Ferrata</u>

We ask for a leader from your group to be present and actively supervising the young people. A Beaudesert instructor will provide a safety briefing and will able to see the participants and intervene verbally if required e.g. accidentally unclipping of all the safety lanyards. The Beaudesert instructor will also be positioned to assist those struggling to get round the course. They will also assist individuals down from the course should the need arise. We ask you to satisfy yourself that the participants are mature enough to safely follow instructions. Due to the linear nature of the course, the progression to some participants may limit the time of others have on the course.

<u>Kit List</u>

For all activities we would recommend people consider the weather before arriving on sessions. This may include bringing or wearing waterproofs, extra warm clothing, a hat and gloves, or sun cream. Bringing a water bottle is also recommended.

Certain activities require participants to wear or bring appropriate clothing and footwear. This is outlined as follows:

Activity	What to wear or bring	What not to wear
All off-the-ground Activities	Sturdy footwear Tops that cover the shoulders, shorts that cover the thighs	Flip flops, crocs, open toed shoes, sandals
Archery	Flat shoes Close fitting long or short sleeves	Flip flops, crocs Avoid loose clothing
Caving Simulator	Long trousers and a long sleeved top	Flip flops, crocs, shorts
Low Ropes, Challenge Course and Sensory Trail	Sturdy footwear Long hair tied back	Shorts
Water Based Activities	Warm clothing (fleeces, layers), closed toe shoes, old clothes, glasses retainer. Bring a bag containing dry change of clothes, shoes and towel for after the activity session	Flip flops, wellingtons, crocs, jeans Heavy slow drying clothes
Pedal Karts	Long sleeves, long socks that cover the ankles	Open toed shoes Loose clothing
Other activities	Walking boots or trainers. Long sleeved tops should be available.	Sandals

Things to Remember

You are responsible for your young people at all times. The only time that we take on some of this responsibility is during instructed activities when we take responsibility of the safety of everyone on the activity and the successful delivery of a high quality experience. You are *always* responsible for managing the behaviour of your young people.

Dogs and other pets are not allowed on our site.

As a centre we aim to be considerate of our visitors and neighbours. All groups need to keep noise to a minimum between the hours of 11.00pm and 7.00am.

Smoking on our site will only be permitted by persons over 16 years of age, and only in the designated smoking areas, away from young people.

Alcohol on our site may only be consumed by persons over the age of 18 years, only on your own campsite or in the building you have booked, and not in front of anyone from other groups.

A clear bag will be provided to assist you with recycling your rubbish. We currently recycle paper and cardboard, glass bottles and jars, tins and cans and plastic bottles and tubs. Recycling is currently free so it is in everyone's best interest to recycle as it helps us to keep our costs and your fees down. If you require additional recycling bags, please ask in Reception.

Bins are located behind the Cal Day Cafeteria, and by the Everett Toilet Block.

The digging of waste pits on our site is not allowed.

Ground fires are only allowed on dedicated fire bases; altar fires must be used on other parts of the site. These can be collected from the building by the Lodge and must be returned here after use.

Generators are not allowed on site, except by prior arrangement.

Building hire expectations

When vacating your building please ensure that you leave yourself time to carry out the following before handing the keys back:

- All washing up should be completed, dried and put away.
- Clean the kitchen and leave it as you found it, if not better.
- Vacuum all carpets, sweep and mop all other floors.
- Strip used sheets from the beds and leave in one pile in the main room.
- Empty all bins and dispose of rubbish in the main site recycling and refuse bins.
- Turn the heating controls down to 15°, check all cooking appliances are off and turn off lights.

If you leave buildings clean and tidy it enables us to keep our prices low for you. Any groups that do not comply with the above will be charged for additional cleaning services as per our terms and conditions. If you are in doubt as to whether you have achieved the above please contact Reception. The Guest Services Team would be happy to check the building before you depart.



Each year we run the following events:

January	Scout and Guide Badge Weekend	Activity training, with catering and accommodation
February	Ice Breaker	Themed activity weekend
March/April	Easter Egg Hunt Competition Day Scout and Guide Weekend	Follow a trail for a chocolatey reward Competitions and queue and do activities Free camping for our core groups
August	Splash Teddy Bears Picnic	Week-long activity camp A short trail, story and your own picnic lunch
September	September Sleepover	One-night camp in the tented village with activities
October	Wilderness Spooktacular Trick or Treat	Bushcraft event for all ages Halloween activity weekend A trail visiting our spookily decorated buildings
November	Fireworks Night	Fireworks, bonfire, stalls and guy competition
December	Christmas Sleepover Winter Wonderland Visit Santa Christmas Campfire Carol Service	One-night indoor sleepover, activities and visit Santa Queue and do activity day and visit Santa Trail to find the grotto and visit Santa Carols and songs around the campfire Free community carol service and mince pies

Further details are available on our website - <u>www.beaudesert.org.uk/events</u>

Volunteer With Us

Can you help us to continue you to provide such a valuable resource over the coming years?

As a charitable trust we rely on the hard work of a large volunteer team who provide support for our paid staff and help us to complete projects that we would not normally be able to complete. Volunteers assist with a wide range of tasks on site and are instrumental to the success of our centre. Our approach to volunteering is flexibility and we are content with any time that you are able to offer. In return we offer training, a DBS, and uniform to regular volunteers.

We are specifically looking for volunteers to fill the following roles, but any offers of support would be greatly appreciated: Activity Instructors, carpenter, catering assistants, decorator, event staff, fundraiser, gardener, groundsman, guest care assistants, maintenance assistant, minute secretary, shop staff.

Just pop into Reception and ask for a volunteering application form or email pete@beaudesert.org.uk for further details.



Beaudesert Outdoor Activity Centre is operated by The Beaudesert Trust, charity number 522603