Beaudesert

Welcome to Beaudesert. We hope that your stay with us will be enjoyable.

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

9.00am5.00pmMondayThursday9.00am8.00pmFriday8.30am5.00pmSaturday 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.

Please remind parents that this is a 'dog free' site and that dogs need to be left inside vehicles or at home.

Noise—Please ensure that the site is quiet between the hours of 10.30pm and 7.00am. Generators are not allowed on site.

Beaudesert has a policy for smoking and the consumption of alcohol. We recognise that while other organisations have their own rules, we request that smoking and the consumption of alcohol is not permitted in front of anyone under the age of 18 years.

Feedback—We welcome feedback from all of our customers. Please complete the form included in this pack. We are equally interested to hear what your young peoples view is as well.

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

Please ensure that you leave any activities, buildings and campsites as clean and tidy as you would expect to find them. Further details of cleaning buildings is on the back of this document.

Responsibilities—You are responsible for your young people at all times. We take on some of this responsibility during instructed activities when we take responsibility of the safety of everyone on the activity and the successful delivery of a high quality experience.

Bins—These are located behind the Cal Day Centre and by the Everett toilet block.

Recycling—Please help us to save our environment using the bags provided. Recycling more also helps us to keep our costs down as we are not currently charged for this service.

Star Performer

Inside this pack you will find two star performer slips. We are keen to reward the hard work and dedication of our team members.

If any member of staff has shone during your visit, please fill in the form for them and drop it into Reception. We will reward the team member with the most nominations each week.

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 and dried and put away
- Kitchen to be cleaned and left as you found it
- Floors to be swept and mopped
- All sheets to be stripped from the beds and left in one pile in the hall
- Empty all bins and dispose of rubbish in the main site recycling and refuse bin.
- Turn the heating controls down, check all cooking appliances are off and turn off lights.

This forms part of your terms and conditions of hiring the building.

If you leave buildings clean and tidy it enables us to keep our prices low for you. Please ensure that you follow the above rules. Any groups not complying with the above will be charged for additional cleaning services. If you are in doubt as to whether you have complied with the above just pop into reception and ask for someone to check it. We'll be happy to help.

Thank you, The Beaudesert Trust

Numbers

Please indicate your numbers on site below, and return this information to Reception:

	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Total
Persons per 24 hours								
Part day visits (up to 6 hrs)								
Day visits (6-12 hrs)								
Evening visits								



We continually aim to review and improve our facilities, and greatly appreciate your feedback in achieving this. Please indicate your satisfaction for each of the categories listed below. There is space provided on the opposite page for any further comments. Thank you for your time and we hope you enjoyed your stay.

1 = Poor, 2= Below Average, 3= Average, 4 = Good, 5 = Very good		2	3	4	5	
Pre Booking						
Accuracy of brochure and website						
Advice given when making your booking						
Accuracy of advice given when you made your booking						
On Arrival						
Initial Greeting and checking procedure						
Staffing						
Helpfulness and availability of staff						
Presentation of staff						
Amenities	Amenities					
Cleanliness of showers and toilets						
Quality of showers and toilets						
Activities						
Quality of instructors						
Quality of activity equipment						
Fun Factor						
Catering						
Quality of food,						
presentation and variety of menu						
Quantity of food						
Accommodation or site						
Cleanliness of accommodation or site						
Quality of accommodation or site						
Overall						
Overall how would you rate your stay						

Date of Stay:	
Name of building or site booked:	
Name:	
Group Name:	
Please tick if you are happy for us to share your feedback through the Association of Scout and Guide Centre's website:	
If you would like a reply to your feedback please add your email address here:	
Any other comments:	

In the unlikely event that you have a complaint about your stay that wasn't resolved, please put this in writing to:

The Centre Manager, Beaudesert Trust, Cannock Wood, Rugeley, Staffordshire, WS15 4JJ. Or email: centremanager@beaudesert.org.uk