



Beadesert Outdoor Activity Centre

Adventure Made Easy

Getting Ready for Your Adventure

Thank you for booking at Beadesert Outdoor Activity Centre.

In this pack you will find all of the information required to make your time at Beadesert 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 Customer Experience Team know, as we will be happy to add additional information.

Beadesert Outdoor Activity Centre
Cannock Wood, Rugeley, Staffordshire, WS15 4JJ

www.beadesert.org.uk

bookings@beadesert.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.

For SAT NAV users it is better to use the post code WS15 4RB which brings you into Chestall Road. The entrance to the site is on the 90 degree bend at the end of Chestall Road where it joins Holly Hill Road. Turn down the tarmac track here and keep following this, bearing left by the Chestall Estate, Right and left again before arriving at the site entrance. On arrival turn left and park in the car park and report to reception.

When driving through the village please follow our recommended speed limit of 20 MPH and drive slowly and with awareness for pedestrians. Chestall Road has a number of footpaths that emerge from the playing fields.

When exiting Beaudesert onto Chestall Road please ensure that all drivers drive out carefully, giving way to traffic from the right, and drive slowly, looking out for pedestrians that may exit footpaths on the left.

If we have our one way system in place, the exit comes out in Hollyhill Road, please turn right then left and this will take you through the village and out to the main road again.

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 Welcome Pack, and any keys that you require. Any other leaders and guests can go directly to your site or building. Should Reception be closed please close the Duty Manager, the telephone number is displayed on the door of Reception.

We recommend that, as Beaudesert is quite large, it is a good idea for leaders to meet guests on the main car park and direct them to the site or building. Or provide your parents with site maps detailing where your site is. Please do not set up traffic directing at the entrance and please do not send parents to reception. You are welcome to put temporary signage up to direct people to your site provided that it doesn't interfere with any other signage, and is removed by the end of your visit.

Contacting us while you are on site

If you have any questions please raise these with the Customer Experience Team in Reception. Reception is generally open:

9.00am—5.00pm daily

If it is closed between these times please be patient, it means our staff have had to go off around the site to deal with something.

In case of emergency a member of staff is on call on 01543 629098 24 hours a day.

Please only use this number in the event of an emergency that cannot wait. All other issues should be addressed to the Customer Experience Team in Reception during office hours.

Payment

Please make payment in Reception before departure. We accept cash, cheques and card payment.

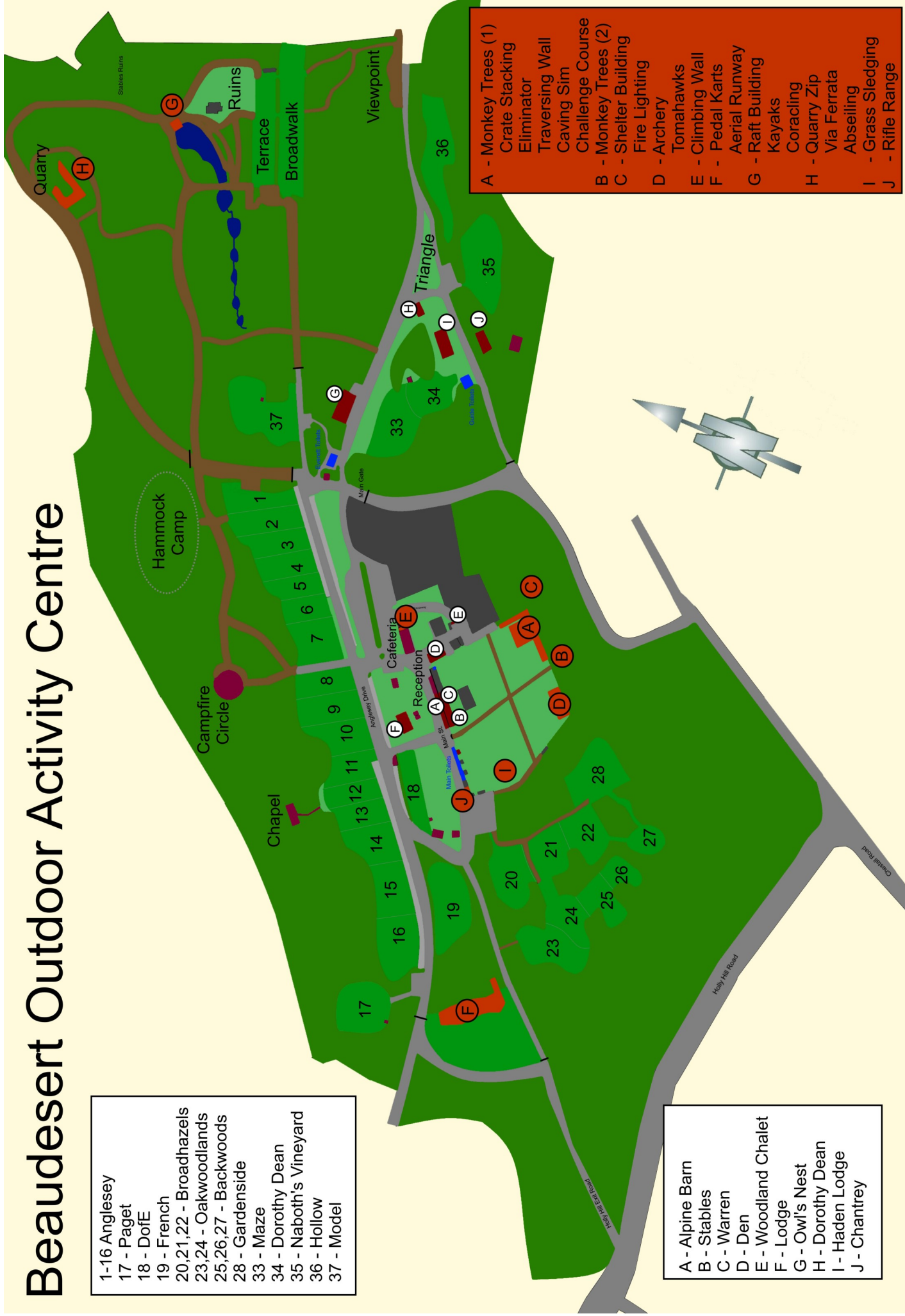
We sometimes allow groups to make payments after departure (for example in the case of schools where the LEA pays invoices). This must be pre arranged. Where this is the case, please ensure that payment is made as soon as possible, and within four weeks of the invoice date.

Please provide accurate numbers for your camp or day visit including all adult leaders as soon as you know them and at the latest before you leave so that you can pay.

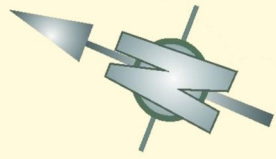
Beaudesert Outdoor Activity Centre

- 1-16 Anglesey
- 17 - Paget
- 18 - DofE
- 19 - French
- 20,21,22 - Broadhazels
- 23,24 - Oakwoodlands
- 25,26,27 - Backwoods
- 28 - Gardenside
- 33 - Maze
- 34 - Dorothy Dean
- 35 - Naboth's Vineyard
- 36 - Hollow
- 37 - Model

- A - Alpine Barn
- B - Stables
- C - Warren
- D - Den
- E - Woodland Chalet
- F - Lodge
- G - Owl's Nest
- H - Dorothy Dean
- I - Haden Lodge
- J - Chantrey



- A - Monkey Trees (1)
 - Crate Stacking
 - Eliminator
 - Traversing Wall
 - Caving Sim
 - Challenge Course
- B - Monkey Trees (2)
 - Shelter Building
 - Fire Lighting
- D - Archery
- E - Tomahawks
- F - Climbing Wall
- G - Pedal Karts
- H - Aerial Runway
- I - Raft Building
- J - Kayaks
- K - Coracling
- L - Quarry Zip
- M - Via Ferrata
- N - Abseiling
- O - Grass Sledging
- P - Rifle Range



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 Customer Experience 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 Customer Experience 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 Customer Experience 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.

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 bring your completed forms with you and present them to your instructor.

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 form 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 an event when a 'Queue and Do' session may be in place, 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

Groups can hire any of Beaudesert self led activities with the appropriate payment. Groups may not set up their own self led activities on their own temporary ranges, such as, but not limited to, tomahawks, archery, soft archery or shooting ranges. Aerial runways may be set up by leaders who have evidence of training and approval from their own organisation. However if a member of the Beaudesert management team feels an unsafe practice is being used they have the overriding decision on whether the activity continues. If in doubt please contact us to seek advanced approval for an activity.

Where activities are self-led or self-instructed, the Group Leader is responsible for the facilities that are used. Such activities must have a competent adult.

We allow you to use your own qualified instructors on certain activities on site. These are Air Rifles, Archery and Climbing. Instructors must have appropriate National Governing Body qualifications, which are specified on the current price list. Groups must provide their own equipment when using these activities. Please provide original copies of certificates to our activity manager or his deputy prior to the activity commencing.

Kit List

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 highly recommended as we don't sell bottled water but have ample drinking water taps around the centre.

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	<p>Closed toe shoes Sturdy footwear Tops that cover the shoulders, shorts that cover the thighs</p>	<p>Flip flops, crocs, open toe shoes, sandals, shoes with a large heel</p>
Archery	<p>Closed toe shoes Close fitting long or short sleeves</p>	<p>Flip flops, crocs, open toe shoes, sandals, shoes with a large heel Avoid loose clothing</p>
Caving Simulator	<p>Closed toe shoes Long trousers and a long sleeved top</p>	<p>Flip flops, crocs, open toe shoes, sandals, shoes with a large heel shorts</p>
Low Ropes, Challenge Course	<p>Closed toe shoes Sturdy footwear Long trousers Long hair tied back</p>	<p>Flip flops, crocs, open toe shoes, sandals, shoes with a large heel Shorts</p>
Water Based Activities	<p>Closed toe shoes Warm clothing (fleece, layers), Old clothes, glasses retainer. Bring a bag containing dry change of clothes, shoes and towel for after the activity session</p>	<p>Wellies, Flip flops, crocs, open toe shoes, sandals, shoes with a large heel Jeans, Heavy slow drying clothes</p>
Pedal Karts and grass sledges	<p>Closed toe shoes Long sleeves, long socks that cover the ankles</p>	<p>Flip flops, crocs, open toe shoes, sandals, shoes with a large heel Loose clothing</p>
Other activities	<p>Closed toe shoes Sturdy footwear Long sleeved tops Consider the weather and bring a waterproof coat if rain is likely, our activities only stop for high winds and thunder and lightning. In sunny weather wear sun cream and a hat</p>	<p>Flip flops, crocs, open toe shoes, sandals, shoes with a large heel</p>

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 for 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.

If you need to bring a dog please ask us for a copy of our Dogs Policy.

As a centre we are considerate of our visitors and neighbours. All groups need to keep noise to a minimum between the hours of 10.30pm and 8.00am.

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. There are two designated smoking areas, one behind the Den, opposite the woodland chalet and one behind the Everett toilet block.

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 and in moderation.

Please separate general waste and recycling. General waste should be put into black sacks and deposited in the large Euro bins with green lids located next to the Lodge, behind the cafeteria or near to the Everett toilet block by the exit. Recycling should go in the large Euro bins with blue lids located next to the general waste bins.

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. Altar fires can be collected from the building by the Lodge and must be returned here after use. Empty ash in to the ash buckets in the altar fire store.

Generators are not allowed on site.

Building hire expectations

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

- All washing up should be completed, dried and put away.
- Clean the kitchen and leave it as you found it.
- 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.
- Check in time is at the start of the time you have booked and paid for. For weekend bookings this is arrival from 5pm onwards on Friday and departure before 5pm on Sunday. For other bookings please refer to your booking confirmation for arrival and departure times.

First Aid

Group leaders are expected to provide their own first aid and first aid kits. However in an emergency many of our staff are first aid trained and can assist. Go to Reception or the Activity Hut for assistance.

Swearing

Swearing is not appropriate. Please remind your group if inappropriate language is used by them.

Litter

Please help us to keep our site tidy by reminding your group not to litter and if possible to pick other peoples litter up and pop it in the bin.

Feedback

We welcome feedback from all of our customers. You will be sent a link to a feedback survey soon after you leave. Please take a couple of minutes to help by completing the survey.