



**WELCOME PACK
(Residential Customers)**



Welcome pack for customers

Hopefully this booklet will contain all of the information needed to make your visit to Thorpe Woodlands run as smoothly as possible.

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Our Address: Thorpe Woodlands Adventure Centre, Shadwell, Thetford, Norfolk IP24 2RX
TEL: 01842 763564 EMAIL: admin@thorpewoodlands.co.uk

Arrival Procedures

If you arrive during office hours then a member of our staff will be here to greet you at reception and pass you a key for the centre. If you are arriving into the evening then we will pre arrange with you where the key needs to be collected from.

If you have booked instructors they will be ready to meet you and give instructions to the group at the activity start time.

Departure Procedures

Please leave your residential centre keys with a member of staff or leave in the designated place which has been pre-arranged with office staff.

Group Leaders Responsibilities

It is important to remember that visiting group leaders remain in loco parentis at all times and retain overall responsibility for the safety and welfare of their group.

Visiting group leaders are responsible for ensuring that there is adequate support in place to supervise all those staying overnight, at meal times and during all free-time sessions. Appropriate levels of support must also be provided during activity sessions (if booked) in order to safely manage groups.

Please note that instructor cover is only for the specified times of activities. At all other times you will be entirely responsible for the supervision of your group.

Safeguarding remains the responsibility of the group leader at all times.
All Thorpe Woodlands Instructors are first aid trained and DBS Checked.

Risk Assessments

All of the Thorpe Woodlands activity Risk Assessments are available on our website www.thorpewoodlands.co.uk and can be viewed, downloaded or printed if required. However, it is recommended that group leaders identify any additional relevant/significant hazards based on the needs, age and ability of their particular group. Group Leaders should also consider risk-assessing overnight cover, fire safety, free-time supervision as well as any self-lead activities.

Parental Consent

We strongly recommend that Group Leaders ensure that all children and young people (under the age of 18) have a signed parental consent form. The form should contain specific consent for the participation in adventurous activities, emergency contact information, GP's name and contact details as well as a list any relevant medical conditions/allergies, medication etc. We also recommend that you gain parental consent for the taking of photographs or video if being used in a public forum.

It is the Group Leaders responsibility to pass on all relevant information regarding participants' health and special needs to Thorpe Woodlands staff on arrival.

Accessibility

Thorpe Woodlands aims to be a fully inclusive outdoor education centre and we are able to accommodate people with the highest levels of need.

However, it is important that you let us know if any member of your group will require the use of a hoist or any other equipment to assist with mobility or personal care. If you would like to discuss any particular accessibility requirement please contact us.

General Information

All damage/breakages must be reported to a member of Thorpe Woodlands Staff at the earliest opportunity and any costs incurred for repair/replacement of equipment or facilities will be passed on to those responsible.

A cleaning charge of £20 per hour will be made if facilities are not left clean and tidy.

You must ensure that the site boundaries are adhered to and as far as possible ensure that groups do not disturb residents on the adjacent Forest Holidays site.

When visiting Thorpe Woodlands Adventure Centre it is important to remember that there may be other groups using the facilities and taking part in activities. We expect groups to be supervised appropriately at all times and anybody found to be causing a significant disturbance to other users could be asked to leave. The outside toilet and shower block are for the use of camping and day guests and the inside toilets and showers are for guests using the centre.

We have an agreement with our Forest Holidays neighbours that all groups will be quiet from 10pm.

No dogs are allowed.

THORPE WOODLANDS IS A COMPLETELY NON-SMOKING SITE

There is a designated smoking area and cigarette receptacle located by the lower entrance gate (See Map).

Parking

If arriving by coach please ask the driver to drop-off/pick-up at the main entrance gate before heading for the coach park. Please leave all other vehicles in the designated car park. Do not leave valuables in your vehicle.

Disabled parking spaces are available at the rear of the centre.

Activity Programmes

Activity programmes will normally be put together prior to your visit to Thorpe Woodlands and will reflect the needs, age and abilities of your group as well as taking into account the length of time available, expected weather and availability. If you would like to discuss your activity programme prior to your visit please get in touch. Example activity programmes can be found on our website www.thorpewoodlands.co.uk/packages/schools-and-youth-groups/

Catering

We offer a fully equipped kitchen for self-catering groups but it is your responsibility that anybody preparing food has the appropriate food hygiene certificate. If using our kitchen facilities we expect it to be cleaned to a very high standard before your departure.

If you have asked us to provide your meals please let us know of any special diets, food allergies etc. Our menus include a range of tasty, nutritious meals, which have proven to be popular with groups. If you have any specific meal requests please give at least one week's notice. We still ask that if you are preparing drinks and using the kitchen outside of the times you are being catered for that you leave it clean and tidy. Please refer to 'Residential Centre Rules' document for more information on self-catering in the residential centre.

Please also note that the dishwasher is not to be used by groups – this is only for the use of Thorpe Woodlands staff.

Residential Centre

Please note that all bedding is provided as well as plates, cutlery and cooking utensils. Visitors will need to bring their own towels. Please ensure that all rooms are vacated and bedding stripped by 10am on the day of your departure. Please leave the laundry in a cage which is provided and can be found in the laundry room. We expect the centre to be left in a clean and tidy state when you leave – please let us know if you have any difficulties during your stay. Bins can be emptied before you leave, large blue bins can be found at the back of the building to the left of the picnic area. Please refer to 'Residential Centre Rules' document for more information on using the residential centre.

WiFi Code – Thorpe123

Fire Safety

Please ensure that you familiarise yourself with the Fire Action Notice as well as the centre and site layout noting in particular the locations of the Fire Assembly Point (main field in front of building), fire extinguishers, fire exits and the alarm panel if staying in the centre. It is your responsibility to deliver a fire safety brief to your group and perform a fire evacuation drill if required.

Please talk to a member of the Thorpe Woodlands staff team if you would like help in doing this.

Campfires

All campfires must be carefully supervised by a responsible adult at all times and confined to the designated campfire circle. Fire buckets must be full of water prior to lighting the fire and all participants must be briefed on fire safety. Highly flammable substances such as petrol should not be used. If you need help in lighting your fire please talk to a member of Thorpe Woodlands staff. Firewood can be collected from around the site and adjacent Forest but **please ensure that no live trees are damaged**. Plastics, rubber and other synthetic materials must not be burned. All Campfires must be kept to a reasonable size (flames no more than 2m high) - sparks must not be allowed to reach the surrounding forest. Please ensure that the fires are fully extinguished before leaving unattended.

Campers

There are four separate camping glades at Thorpe Woodlands that can be allocated to groups upon arrival or by prior arrangement. All glades have access to water, refuse and fire point and have pathways that lead directly to the shower/toilet blocks. Please ensure that groups keep to their allocated glade and that minimal disturbance is caused to other users.

Vehicular access to the camping areas is only possible with prior agreement and all vehicles must be returned to the car park once any equipment has been dropped off. **Under no circumstances must vehicles be parked/driven on grass areas.**

Cooking on stoves and barbeques is permitted as long as groups are supervised appropriately. Disposable barbeques must not be placed directly onto the grass and any hot ashes should be fully extinguished before disposal. Cooking is not allowed in the outdoor classroom or day visitor hut. Please dispose of all food waste and general litter in bins provided. The residential centre is strictly for residential groups so please do not enter.

Community

During your visit to Thorpe Woodlands it is likely that you will come into contact with other users, which can be a very positive experience. However, please ensure that your group cause minimal disturbance to others and are supervised appropriately at all times. If you have any concerns regarding the behaviour or supervision of another group please report immediately to the centre warden or any other member of the Thorpe Woodlands team.

Around the Site

Please make sure that members of your group do not play on any of our equipment/activities around the site - these are off limits at all times. These are only to be used with a member of Thorpe Woodlands staff.

Useful Numbers

If you have any problems during your visit please talk to a member of Thorpe Woodlands staff on-site. If you are unable to do this please feel free to use the following contact numbers:

Thorpe Woodlands Adventure Centre Office: 01842 763564 (Monday to Friday 9am – 5pm)

Thorpe Woodlands Centre Manager: 07894 885734

Police: The following number connects with Norfolk Police who will transfer calls to the nearest Police Station: 01953 424242 or call 101

Emergency NHS
Call 999
Non-Emergency 111

Nearest Hospital

West Suffolk Hospital Hardwick Ln, Bury St Edmunds, Suffolk IP33 2QZ
TEL: 01284 713000

The Norfolk and Norwich University hospital is also similar distance – just follow signs from the A11 in Norwich direction.

Nearest Doctors Surgery

East Harling, Market St, East Harling, Norwich, Norfolk NR16 2AD
Tel: 01953 717204

Taxis

Harling Taxis: 01953 714626 M: 07950189260
A2B: 01842 755222
21st Century: 01842 764576
Kes Cabs 01842 766900
Daley's 01842 750777
C & S 01842 760322
Gold Star Taxis 01842 762666

Nearest Train Station

Station Road
Thetford
IP24 1AH Distance 6.1M
Station Road
Diss
IP22 4HN Distance 13.3M
Harling Road
Norwich
NR16 2QP Distance 6.2M Limited services

Nearest Supermarkets- THETFORD

Tesco Super Store: Kilverstone, Thetford, Norfolk IP24 2RL
Tesco Express: 8 Norwich Rd, Thetford, Norfolk IP24 2HT
Sainsburys: Forest Retail Park, London Rd, Thetford IP24 3QL

Aldi: Lime Kiln Ln, Thetford, Norfolk IP24 2BU

Lidl: London Road Trading Estate, 5A Burrell Way, Thetford IP24 3RS

Village Stores: Market St, East Harling, Norwich, Norfolk NR16 2AD

Takeaways

Raj Palace - 33 Admirals Way, Thetford, IP24 2LB 01842 764240 or 765190 WILL DELIVER

Domino's Pizza: 18 Well St, England IP24 2BL 01842 764445 COLLECTION ONLY

Rumbles Fish: Memorial Green, East Harling, Norfolk NR16 2PP 01953 717144 COLLECTION ONLY

The Canton Chinese: Market St, East Harling, Norwich, Norfolk NR16 2AD 01953 717110 COLLECTION ONLY

There is also the Forest Retreat next door at the Forest Holidays site which is open 8am – 8pm and serves cooked breakfasts, pizza and other tasty meals.

You can order Takeaways online at www.just-eat.co.uk and put in our postcode IP24 2RX to see who deliver.

Centre Grid Reference: TL 947 838

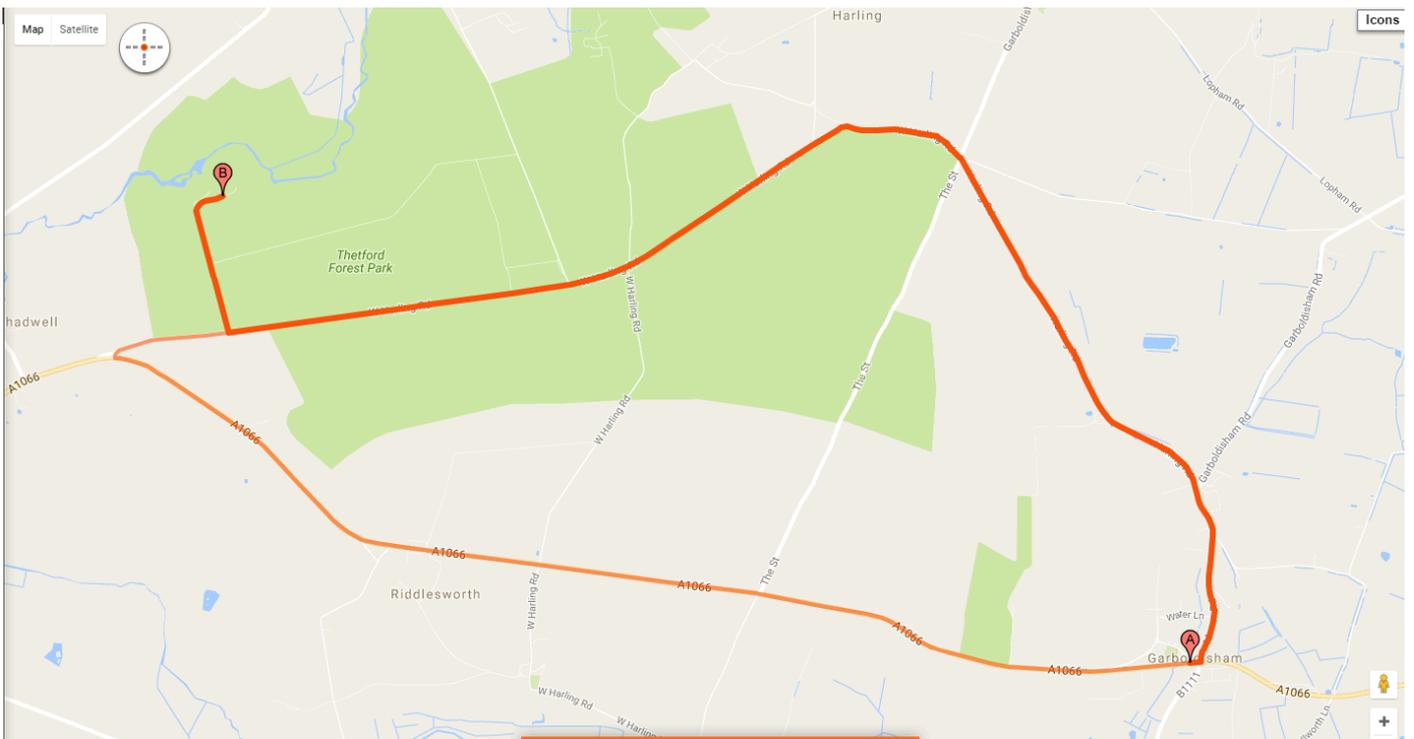
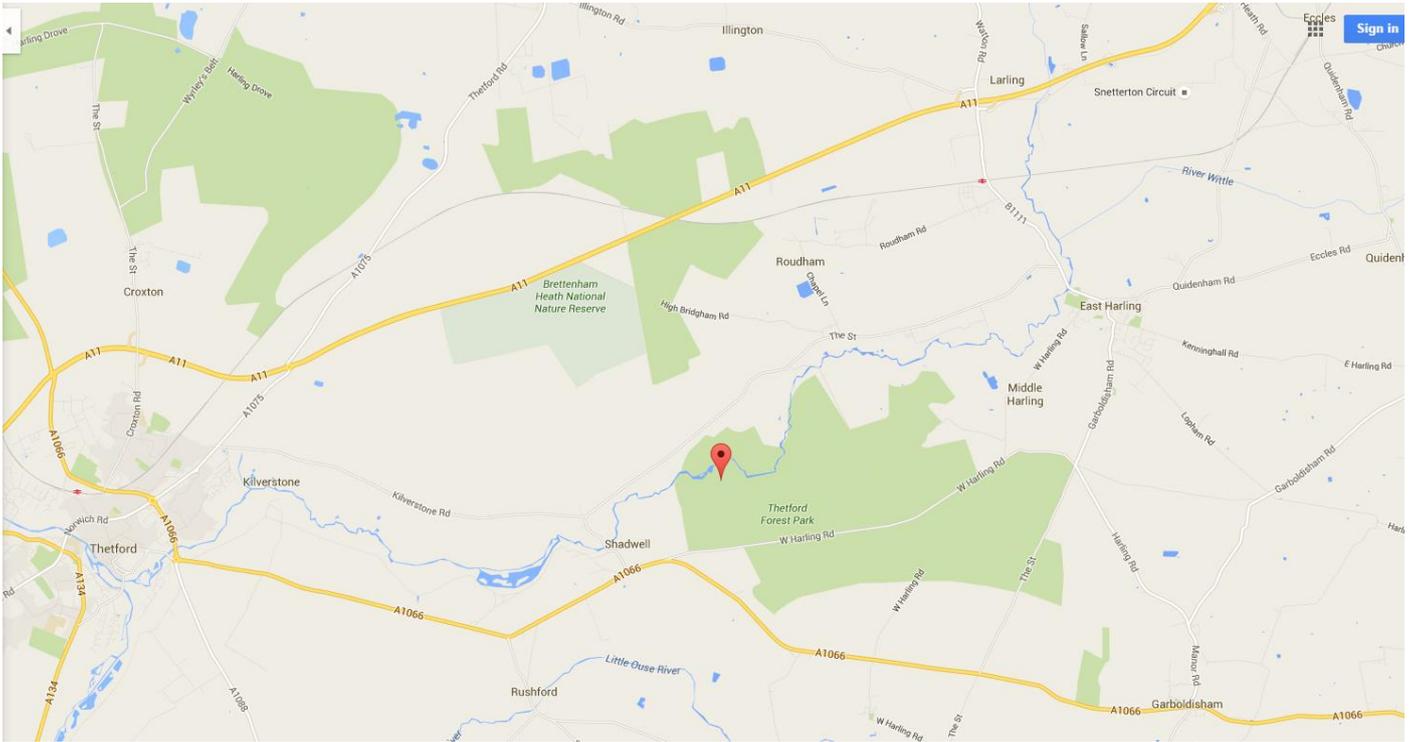
Compliments and Complaints

We believe that the best way to improve our service is by learning from our customers. We welcome comments, compliments and complaints from all teachers, children, parents, carers and anybody else that we come into contact with. All feedback will help us to see what we are doing well and where we can make improvements to facilities, staff training etc.

We will send you a link to a feedback survey after your visit. If you have any further compliments or comments you want to pass on to any member of the Thorpe Woodlands team then you can write to the Head of Centre tim@thorpewoodlands.co.uk.

Site Map



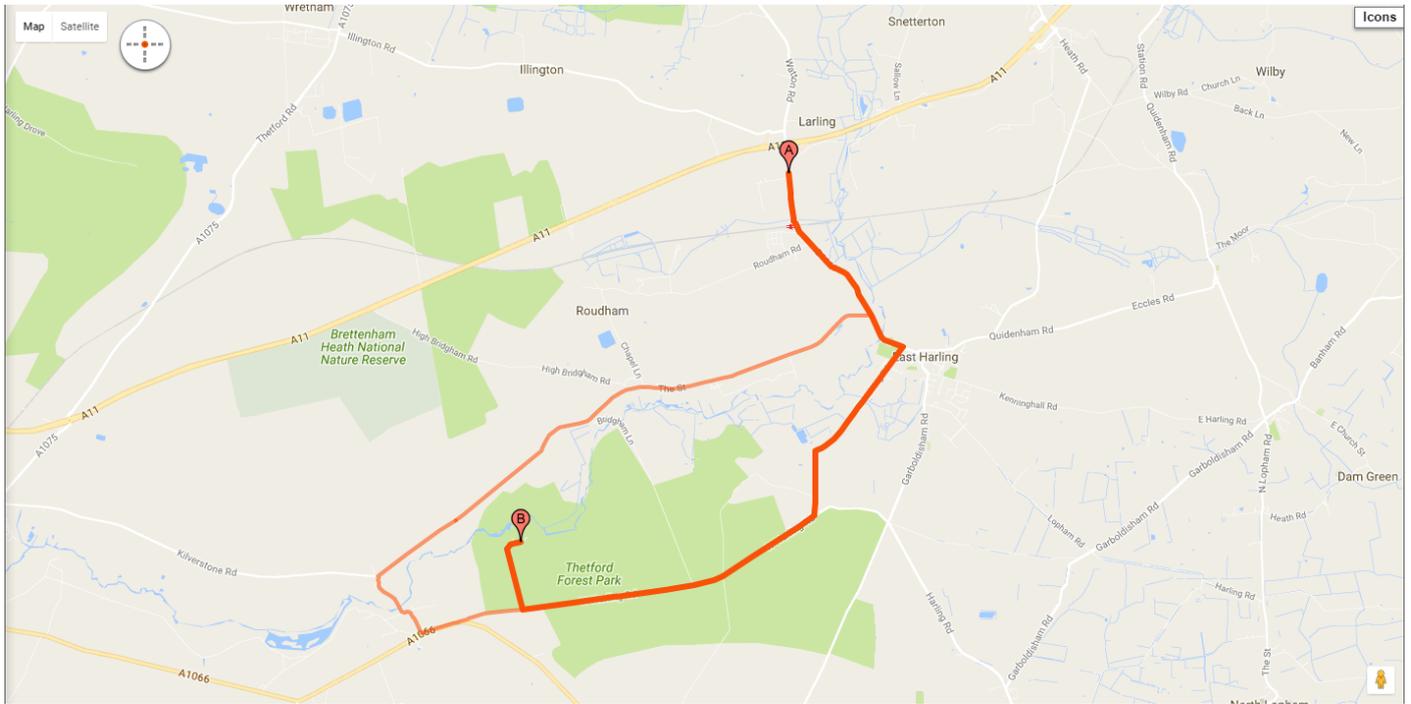


From A1066 Diss

Turn right off the A1066 where it is sign posted towards the camping/Forest Holidays site. Continue straight at the give way sign. Turn left at the Forest Holidays sign and Thorpe Woodlands is signposted on the right halfway down the track. You can park in the car park and walk through to the centre

From A1066 Thetford

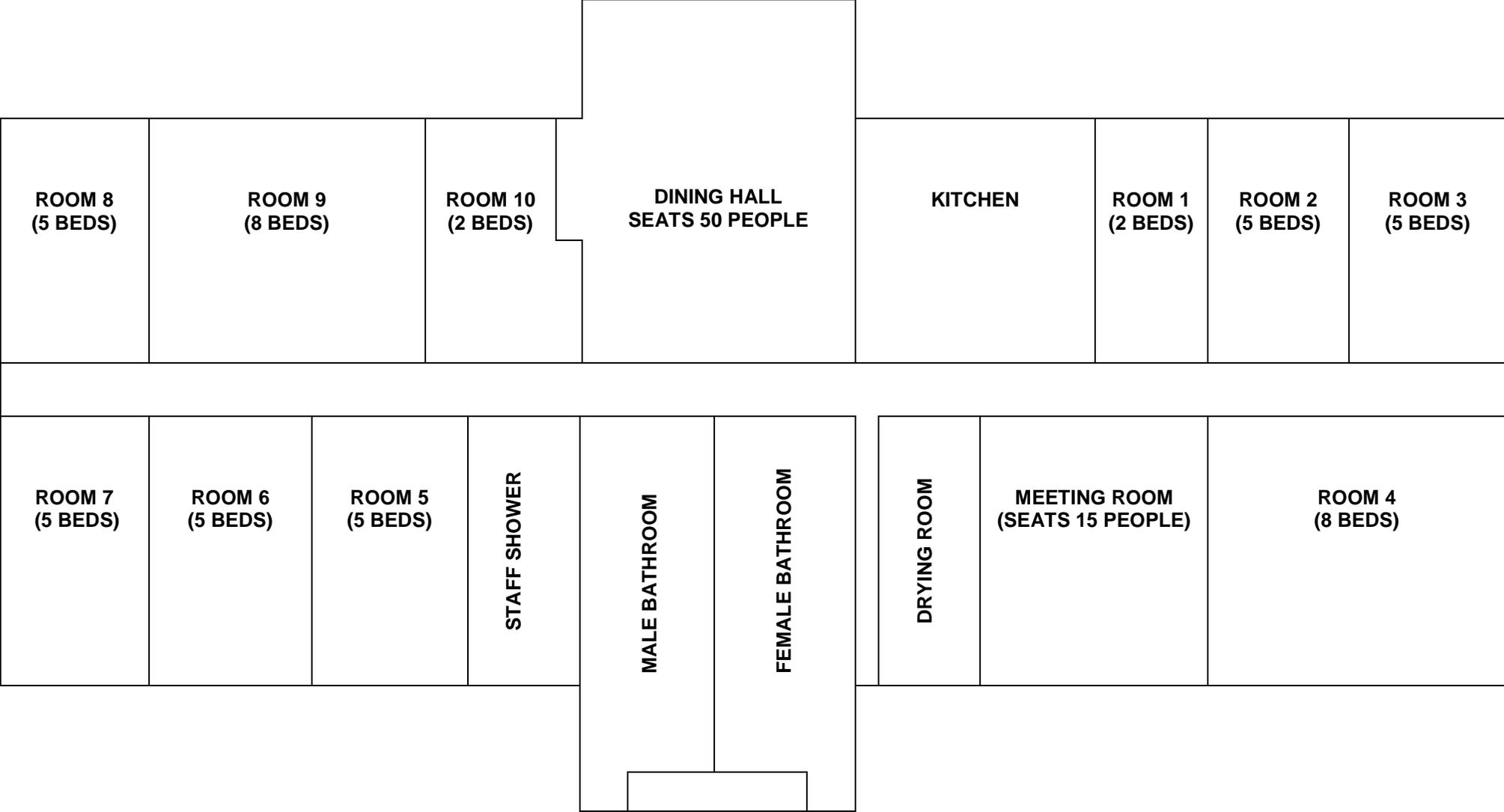
Turn left off the A1066 where it is sign posted towards the camping/Forest Holidays site and then follow instructions above.



From B1111 East Harling

Turn off the A11 onto B1111. Drive through East Harling and turn right onto West Harling Road. At the end turn right and follow that road until you see signposts for Forest Holidays. Turn right and then Thorpe Woodlands is signposted on the right halfway down the track. You can park in the car park and walk through to the centre.

Thorpe Woodlands Bedroom Plan



RESIDENTIAL CENTRE RULES

These rules are for the benefit of all groups using the building.

1. All group leaders must familiarise themselves with these rules and accept full responsibility for the security and condition of the building throughout the period of their visit.
2. On arrival, all group members must be briefed about the layout of the building, arrangements for bedroom allocation and fire evacuation procedures. A fire evacuation drill is recommended for a groups' first visit to Thorpe Woodlands. An appropriate policy must also be put in place regarding unsupervised access to the kitchen and general movement in and out of the building (this policy will be dependent on age, ability and needs of the group).
3. All bedrooms, kitchen, lounge and other areas of the building must be left in a clean and tidy state upon departure. All damage, whether accidental or otherwise should be reported to the office at the earliest opportunity and could result in a charge being made for cleaning/repair.
4. If you are self-catering please ensure all dirty dishes cups etc are washed and put away after use. If you are being catered for by Thorpe Woodlands please ensure that any mugs, plates used outside meal times are washed up and put away before the caterer comes in. Please do not leave these for the caterer to do.
5. All sheets and bedding should be stripped from beds and placed in laundry cage on the morning of departure day before (9am Week days and 10am weekends).
6. Doors, corridors and fire exits must be kept clear and free of obstruction at all times.
7. No vehicles are permitted within the Thorpe Woodlands site except for the purpose of dropping-off or collecting heavy equipment on arrival and departure. All vehicles must be parked in the designated parking area.
8. Noise which might disturb our neighbours or other groups on the site must be avoided between 10pm and 7am. At all times, please respect the quiet nature of the local environment.
9. Offensive language or behaviour must be avoided at all times.
10. Any lost property will be kept for a maximum of 1 month before disposal.
11. Smoking is strictly prohibited anywhere in the building and on the Thorpe Woodlands site as a whole. Smoking is also strongly discouraged in the forest area. There is a receptacle for cigarette ends near to the bottom exit gate.
12. Thorpe Woodlands staff members have right of access to the building for any reason at all times.

FIRE ACTION NOTICE

IMPORTANT INFORMATION FOR GROUP LEADERS

Whilst staying at Thorpe Woodlands you will be responsible for the safety of your group members and ensuring that everybody knows what to do in the event of a fire.

If you suspect a fire, raise the alarm and call 999 immediately. Tell the emergency Services that there is a fire at the Thorpe Woodlands Adventure Centre, IP24 2RX. Give as much detail as you can.

What to do if the fire alarm sounds – Leave the building immediately by the nearest fire exit and gather by the fire assembly point on the main field. You may also wish to point out where the fire exits are in relation to bedrooms.

If there are members of your group with hearing, sight or mobility difficulties you must identify a 'buddy' for each individual. The 'buddy' will need to raise the alarm and assist in evacuating the building should the fire alarms sound. A 'buddy' must never compromise their own safety in order to help another person.

Once gathered at the assembly point you must ensure that all group members are present by checking against the bedroom plan. If anybody is missing, and it is safe to do so – go and find them.

If there is no sign of fire or smoke from the outside of the building a group leader should go to the fire alarm panel near the front entrance and investigate the zone from which the fire alarm was triggered. After thoroughly checking each zone in the building, if you are satisfied that there is no fire, the alarms can be re-set and the group may re-enter the building. Please record the incident and pass the information on to a member of the Thorpe Woodlands staff team.

If any evidence of a fire is discovered (smell of burning, smoke, flames etc) leave the building and call the fire service immediately.

Customer Information on Weil's and Lyme Disease

Weil's Disease

Weil's Disease is caused by an organism, carried in rats' urine, which is present in many rivers and lakes. The incidence is highest in stagnant or slow moving water. No cases of Weil's disease have been reported to date on the River Thet. However, there is a very small chance that someone might catch this disease at Thorpe Woodlands following immersion in river water or contaminated water contact with mouth, eyes or an open wound.

Weil's Disease is a serious illness. It responds well to early treatment but, left untreated, it has occasionally proved fatal. The early symptoms of the disease are similar to influenza and include headache, temperature and joint or muscle pains.

The following precautions should be taken to minimise the risk of contracting Weil's Disease:-

- Before taking part in water activities cover any minor scratches or cuts with a waterproof plaster.
- Wear suitable footwear to avoid the risk of cut feet.
- Where possible, avoid capsizing or immersion in stagnant or slow moving water.
- After the activity, wash any parts of the body which have been in contact with river water in fresh water.

Lyme Disease

In forest areas where deer and other animals run wild, deer ticks can be quite common. Ticks are quite frequently encountered in Thetford Forest and are most active between April and October. They are normally transferred between animals and vegetation and are transferred to humans by contact with vegetation. The tick is black, and between 1mm and 3mm across. Normally the legs are clearly visible. When attached to the skin they ingest blood.

Very occasionally ticks can spread a condition known as Lyme Disease. Though the tick bites are quite common, the incidence of the disease is rare. There are, however, a number of cases each year in Britain and the following guidance is given to raise awareness and indicate preventative measures.

Basic precautionary measures will reduce the number of bites.

- Wear long trousers, tucked into socks: light coloured clothing will help you spot ticks.
- Check for ticks when undressing; they usually crawl about for several hours before attaching themselves to your skin.
- Remove any attached ticks by gentle tugging with tweezers.

Diagnosis and Treatment:

The likelihood of infection following bites is very rare but the bites should be monitored.

- Check for any rash or red patch, especially one that expands over several days.
- Flu-like symptoms often occur early in the disease.
- Meningitis-like symptoms, such as stiff neck, difficulty in concentrating, remembering and fatigue, can occur later in the disease.

If you have any of these symptoms, especially after a tick bite, visit your doctor. Explain where you have been, and mention Lyme Disease. The disease is treatable with antibiotics at any stage; the earlier the easier the treatment.