



Customer Information Pack

A guide for visitors and groups leaders

Hopefully this booklet will contain all of the information needed to make your visit to Thorpe Woodlands run as smoothly as possible. However if you have any questions regarding your booking please feel free to call us on 01842 763564 or contact us by email:

admin@thorpewoodlands.co.uk

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Making and Confirming a Booking

Booking enquiries can be made by email, telephone or through our website (www.thorpewoodlands.co.uk). Once a provisional booking has been accepted we will send you a booking confirmation email which will have all of your booking details including date of visit, group size, activities etc. You will need to check all of these details before confirming or amending via the link provided in the email. A .pdf copy of your booking form is also sent with the booking confirmation email which can be printed and kept for your records. Your provisional booking only becomes a confirmed booking once we have received the electronic confirmation. Alternatively, you can physically sign and print the booking form and return to us by post:

**Thorpe Woodlands Adventure Centre
Shadwell,
Norfolk,
IP24 2RX**

We will normally hold a provisional booking for 14 days. However, we reserve the right to accept alternative bookings on dates where bookings have not yet been confirmed.

Booking Terms & Conditions

Support staff places are free at a ratio of 1 for every 10 full-paying participants. Additional support staff are charged for food and accommodation only. Where extra staff are needed to provide personal care or support for special needs we may, at our discretion, waive any additional charges.

Exclusive use rates are available at our discretion and must be agreed prior to booking.

Activity charges are based on a minimum of 10 participants

You must pay the full amount within 30 days of receiving an invoice. We may send your invoice in advance of your arrival date or at the end of your visit. This will largely depend on the nature of your group (school, youth group, private individual etc.) and your payment history. We do not usually take a deposit but we reserve the right to do so.

Cancellations

You must let us know at the earliest opportunity if you wish to cancel or make any changes to your booking. Any cancellation of a confirmed booking will result in a 50% charge to cover administration and staffing costs.

Cancellations or any reduction in numbers of participants of a confirmed booking are charged at 100% if made within 30 days or less of the arrival date.

The charges above are based on the total amount shown on your booking confirmation form.

We reserve the right to apply the above cancellation charges to reductions in numbers of participants.

Insurance

The centre holds full public liability insurance. However, this does not cover the loss of, or damage to, any property belonging to, or being used by, users of the facilities. Thorpe Woodlands does not accept liability for any injury or damage sustained by users of the facilities or others entering the property (except such injury or damage as may occur by reason of the neglect of Thorpe Woodlands, or its servants or agents). ***We strongly recommend that all groups take out their own travel insurance and personal accident insurance to cover members of the group. You should ensure that you are insured against cancellations, illness and for the journey to***

and from the centre. You may also wish to insure personal possessions and any equipment that you bring with you to Thorpe Woodlands.

A copy of our insurance certificate can be downloaded from the Thorpe Woodlands Website www.thorpewoodlands.co.uk/downloads

Instructors & Activities

The Thorpe Woodlands Instructors are responsible for the safe delivery of activities and will aim to ensure that all participants are fully engaged, challenged and supported throughout activity sessions. If for any reason the instructor feels that it is not appropriate to run particular a activity (needs of group, behaviour, improved outcomes, weather, morale, safety etc.) they may recommend an alternative or end the session altogether.

All groups must be ready for activities at agreed times. Failure to show for an activity may result in the session being cancelled if the instructor does not feel that there is enough time to run the planned activity.

Instructors will share any concerns they may have about a group or individual with group leaders and may keep records of any incidents, accidents or issues.

Occasionally we are unable to deliver specified activities due to adverse weather, unavailability of equipment, staffing shortages, etc. We reserve the right to make changes to activities and to offer alternatives where appropriate.

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 young people overnight, at meal times and during all free-time sessions. Appropriate levels of support must also be provided during activity sessions in order to safely manage groups.

Please note that unless specifically requested at the time of booking we do not provide instructor cover between the hours of 9pm and 7.30am. You will be entirely responsible for the supervision of your group between these times.

It is recommended that at least one accompanying staff member holds a first aid qualification and that all accompanying staff are DBS checked.

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.

Arrival Procedures

Your arrival at Thorpe Woodlands can be a hectic experience but we will do everything we can to help it run smoothly. If you have booked instructors for your visit they will be ready to meet you and give instructions to the group.

If you do not have an instructor please report to reception when you arrive or to the Site Warden who is normally on-site during the weekends. The Warden will show you to your camping area or issue keys to the centre if required.

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.

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

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 <http://www.thorpewoodlands.co.uk/downloads.php>

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 weeks' notice.

Residential Centre

If you are booked to use the residential centre you will be given a brief induction tour on arrival. 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 on the morning of your departure. 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. Please refer to 'Residential Centre Rules' document for more information on using the residential centre.

Virus Spread Prevention

We want to do everything we can to ensure that no viruses are introduced to the centre and that your visit isn't spoiled by members of your group becoming unwell during their stay. Last year we experienced several cases of sickness at the centre and we are working really hard to make sure that it doesn't happen again.

There are a few things that you can do to help and we would really appreciate it if you could read through and abide by to the points below:

- Any member of your group has suffered from a sickness virus or has a high temperature up to 48 hours before their visit must not be allowed to attend. It may also be worth asking if any family members of participants have been unwell.
- During your stay, if any member of your group becomes unwell you must report this as soon as possible to a member of the Thorpe Woodlands staff who will advise you of what to do next.
- Any members of your group that are unwell should be isolated from other participants and taken home at the earliest opportunity.
- Please report any concerns relating to cleanliness of the centre or hygiene immediately

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 three 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.

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.

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

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

Local Doctor: East Harling Surgery: 01953 717204

Nearest Hospital: The nearest accident and emergency hospital is at Bury St Edmunds. Follow Road Signs to Thetford, then to Bury St Edmunds. The Norfolk and Norwich hospital is a similar distance.

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.

You can pass your compliments or comments on to any member of the Thorpe Woodlands team or write to the Head of Centre tim@thorpewoodlands.co.uk

Information on Weil's & Lyme's Diseases

These two diseases can occasionally be caught while taking part in activities in river and forest environments. Both diseases are very rare. They are of concern because while their early symptoms are easy to overlook, there are potentially serious consequences if they are left undiagnosed and untreated.

Leptospirosis and Weil's Disease

Leptospirosis is a type of bacterial infection spread by animals. It's caused by a strain of bacteria called leptospira. In 90% of cases, leptospirosis only causes mild flu-like symptoms, such as a headache, chills and muscle pain. However, in some cases the infection is more severe and can cause life-threatening problems, including organ failure and internal bleeding. In its most severe form, leptospirosis is also known as Weil's disease. The early symptoms of the disease are similar to influenza and include headache, high temperature and joint or muscle pains. If you have any of these symptoms in the weeks following participating in water activities, visit your doctor. Explain where you have been, and mention **leptospirosis**. The disease is treatable with antibiotics at any stage; the earlier the easier the treatment.

The following precautions should be taken to minimise the risk of contracting Leptospirosis:

- 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.