



BOOKING INFORMATION PACK

Thanks for booking Thorpe Woodlands Adventure Centre. Please take some time to read through the information below in order to ensure that your visit runs a smoothly as possible.

However please contact us if you have any questions!

Tel: 01842 763564

Email: admin@thorpewoodlands.co.uk

Our Address: Thorpe Woodlands Adventure Centre, Shadwell, Thetford, Norfolk IP24 2RX

Thorpe Woodlands is a charitable trust which works to promote personal and social development through a range of residential and non-residential adventure activity programmes. We particularly seek to work with disadvantaged children and young people although we accept bookings from a wide range of schools, family and community groups.

CONTENTS

1. Provisional Bookings.....	2
2. Deposits.....	2
3. Payment.....	2
4. Insurance.....	2
5. Acceptance of Risk.....	2
6. Arrivals.....	3
7. Departures.....	3
8. Group Leaders Responsibilities.....	3
9. Activity Programmes.....	3
10. Catering.....	4
11. Campfires.....	4
12. Compliments and Complaints.....	4

Booking Terms & Conditions

1. Provisional Bookings

After the initial enquiry, a summary of the provisional booking will be emailed to you. It is your responsibility to check that the details are correct. This provisional booking will be held for up to 10 working days. If you have not confirmed your booking within 10 working days we may cancel and make the dates available to other customers.

2. Deposits

By confirming your booking, you are agreeing to abide by the Thorpe Woodlands terms and conditions and undertake to pay the full booking amount within 30 days of receiving an invoice. We do not usually require deposits to be paid but reserve the right to do so.

3. Payment

An invoice for full payment will be sent to you approximately 60 days before the first day of the visit or activity with 30-day payment terms. **Full payment must be made prior to your arrival date.**

4. Insurance

Thorpe Woodlands holds full public liability insurance cover for £10m.

This cover does **not** include loss of, or damage to, personal property or equipment belonging to anyone using the facilities. Thorpe Woodlands cannot accept responsibility for injury or damage suffered by visitors or others on site, unless this is caused by negligence on the part of Thorpe Woodlands or its staff.

We strongly recommend that all groups arrange their own insurance. This should include:

- Travel and personal accident insurance for all group members
- Cover for cancellations and illness
- Insurance for travel to and from the centre
- Cover for personal belongings and any equipment brought to Thorpe Woodlands

Taking out appropriate insurance will help ensure you are fully protected during your visit.

5. Acceptance of Risk

All visitors to Thorpe Woodlands should be aware that our activities involve physical effort, the use of specialist equipment, working at height, and time spent in a natural outdoor environment. As a result, there is an inherent risk of injury, including the possibility of serious injury.

Thorpe Woodlands takes all reasonable steps to keep participants safe, including staff training, appropriate supervision, regular equipment checks, and established safety procedures. However, it is not possible to remove all risk entirely.

All adults taking part in activities are required to sign an **Acceptance of Risk** form. Participants under the age of 18 must have written consent from a parent or legal guardian.

6. Arrivals

Please arrive at the time shown on your booking form so that we can ensure facilities are ready and staff are available to welcome you.

If you are booked onto an instructor-led package, a member of the Thorpe Woodlands team will meet you on arrival. Self-catering and self-led groups will receive separate check-in instructions before their visit. Please also note the points below:

Bedding is provided for all residential packages. Please confirm numbers prior to arrival. Please keep noise to a minimum after **10:00pm**, and be considerate of other Thorpe Woodlands groups and our neighbours.

Thorpe Woodlands activity equipment and activity areas must **not** be used unless supervised by a member of our staff.

Smoking is **strictly prohibited** anywhere on the Thorpe Woodlands site.

Guest Dogs are not permitted on site without prior consent.

Group leaders remain responsible for all children and young people (under 18) at all times outside of supervised activity sessions.

7. Departures

Please strip all bedding and place it into the laundry bags provided.

Please leave all buildings, facilities, and outdoor areas clean and tidy. All rubbish should be placed in the large bins at the back of the centre. Please separate **general waste** and **recycling**.

Please ensure that all keys and Thorpe Woodlands property are returned before departure. Missing keys will be charged at **£25 per key**.

8. Group Leaders Responsibilities

When bringing children and young people to Thorpe Woodlands, visiting group leaders remain in loco parentis at all times and retain overall responsibility for the safety, welfare, and behaviour of their group. Group leaders must ensure that appropriate supervision and support arrangements are in place.

Please note that instructor supervision is provided only during the scheduled activity sessions. At all other times, full responsibility for the supervision of the group rests with the visiting group leaders. Safeguarding remains the responsibility of the group leader with the full support of Thorpe Woodlands staff who are trained and DBS checked.

9. 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>

10. Catering

We provide a fully equipped kitchen for self-catering groups. It is the group's responsibility to ensure that anyone preparing food holds an appropriate food hygiene certificate. When using the kitchen facilities, they must be cleaned to a high standard before departure.

If you have booked catering with us, please let us know in advance about any special dietary requirements or food allergies. Our menus offer a range of tasty, nutritious meals that are popular with visiting groups.

11. Campfires

All campfires must be carefully supervised by a responsible adult at all times and confined to the designated campfire areas. 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.

12. Compliments and Complaints

We believe the best way to improve our service is by learning from the people who experience it. We therefore warmly welcome comments, compliments, and complaints from teachers, children, parents, carers, and anyone else we come into contact with.

All feedback is valued and helps us understand what we are doing well, as well as where we can continue to improve our facilities, staff training, and overall experience.

Following your visit, we will send you a link to a short feedback survey. If you would prefer to share any additional comments or compliments directly, or wish to pass on feedback about a specific member of the Thorpe Woodlands team, please feel free to write to the Head of Centre at tim@thorpewoodlands.co.uk

Thank you for helping us to continually improve what we do.