



## **CUSTOMER WELCOME PACK**



# **CUSTOMER WELCOME PACK**

Thanks for booking Thorpe Woodlands Adventure Centre. Hopefully this booklet will contain all of the information needed to make your visit to us run as smoothly as possible.

However please contact us if you have any questions!

Tel: 01842 763564

Email: [admin@thorpewoodlands.co.uk](mailto:admin@thorpewoodlands.co.uk)

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

## Residential Centre Guests

### Arrivals:

- If you arrive during office hours (Monday to Friday 9.30am – 4pm) then a member of our staff will be here to greet you and pass you a key for the centre.
- If you are arriving into the evening or weekend then our housekeeper will greet you or we will leave the key to building in the key safe located by the back door. Code to be given
- There is plenty of car parking available in our visitor's car park. Disabled parking spaces are available at the rear of the centre.

### During your stay:

- All bedding is provided however visitors will need to bring their own towels.
- Our kitchen is fully equipped for self-catering. Please do not use the steriliser, this is for Thorpe Woodlands staff only.
- Please report any damage or issues with facilities to a member of the Thorpe Woodlands Team at the earliest opportunity. Any costs incurred will be passed to those responsible.
- Please ensure that noise is kept to a minimum after 10pm and respect other Thorpe Woodlands Groups and neighbours.
- Do not use Thorpe Woodlands Activity Equipment or activity areas unless supervised by a member of our staff.
- Smoking is strictly prohibited anywhere on the Thorpe Woodlands site.
- Please do not bring dogs on site.
- If you have booked activities/instructors then they will be ready to meet you at the start time stated on your booking form. Please have a look at our website <http://www.thorpewoodlands.co.uk/activities/> and choose your preferred activity choices, as long as they are available that day, we will then put these together for you in a programme.
- The Wi-Fi Code is W00dlands
- It is important to remember that group leaders are responsible for all children and young people (under 18) at all times outside of activity sessions.

### Shower and Toilet Facilities:

- Please do not flush sanitary towels and tampons down the toilet – this is very likely to cause a blockage.

### Departures:

- Please vacate the centre by noon unless otherwise agreed
- Please strip all bedding and leave in laundry room in the bags provided.
- Please leave the centre in a clean and tidy state and empty your rubbish into the large blue bins located to the back of the centre.
- Please leave the key with a member of staff or leave in the key safe located by the back door.

## Escape Pod Guests

### Arrivals:

- Please follow signs to Escape Pods. You will need to pass our main visitor car park and it's the next right.
- If you arrive during office hours (Monday to Friday 9.30am – 4pm) then a member of our staff will be here to greet you and pass the keys for the pods.
- If you are arriving into the evening or weekend then our housekeeper will greet you or we will leave the keys inside the log cabin on the table Code will be given for the key safe
- There is car parking behind the log cabin (signposted)

### During your stay:

- All bedding is provided however visitors will need to bring their own towels.
- Please ensure that noise is kept to a minimum after 10pm and respect other Thorpe Woodlands Groups and neighbours.
- Do not use Thorpe Woodlands Activity Equipment or activity areas unless supervised by a member of our staff.
- Smoking is strictly prohibited anywhere on the Thorpe Woodlands site.
- Please do not bring dogs on site.
- If you have booked activities/instructors then they will be ready to meet you at the start time stated on your booking form. Please have a look at our website <http://www.thorpewoodlands.co.uk/activities/> and choose your preferred activity choices, as long as they are available that day, we will then put these together for you in a programme.
- Please do not enter the main residential building unless you have booked to use it.
- Please do not bring muddy footwear inside the pods.
- Please leave thermostat at approx. 18-20 degrees
- Please report any damage or issues with facilities to a member of the Thorpe Woodlands Team at the earliest opportunity. Any costs incurred will be passed to those responsible.
- It is important to remember that group leaders are responsible for all children and young people (under 18) at all times outside of activity sessions.

### Shower and Toilet Facilities:

- These are shared facilities so please keep them clean.
- The hot water tank holds 300 litres of hot water so please keep shower times to a minimum. In busy periods it may be necessary to wait for water to re-heat (30-60 mins).
- Please do not flush sanitary towels and tampons down the toilet – this is very likely to cause a blockage.

### Departures:

- Please vacate your Escape Pods by 10am unless otherwise agreed
- Please strip bedding and place into the laundry bags. Place laundry bags inside the log cabin and leave duvets neatly folded on beds
- Please remove personal belongings and leave the pods in a clean and tidy state. Also please empty your rubbish into the large blue bins located to the back of the centre.
- Please lock all pods and place keys back on the table inside the log cabin. Lock log cabin and place key back into key safe.

## **Camping Guests**

### **Arrivals:**

- When you arrive at Thorpe Woodlands please feel free to choose a camping glade which best suits the size of your group (unless a specific glade has been previously allocated or agreed).
- You are able to drive to your camping glade in order to drop off equipment, but all vehicles must be returned to the car park.

### **During your stay:**

- Please keep all camping and bathroom areas clean and tidy – rubbish bags must be placed into large blue wheelie bins.
- Please do not enter the main residential building unless you have booked to use it.
- Report any damage or issues with facilities to a member of the Thorpe Woodlands Team at the earliest opportunity.
- Please ensure that noise is kept to a minimum after 10pm and respect other Thorpe Woodlands Groups and neighbours.
- Do not use Thorpe Woodlands Activity Equipment or activity areas unless supervised by a member of our staff.
- Smoking is strictly prohibited anywhere on the Thorpe Woodlands site.
- Please do not bring dogs on site.
- It is important to remember that group leaders are responsible for all children and young people (under 18) at all times outside of activity sessions.

### **Shower and Toilet Facilities:**

- These are shared facilities so please keep them clean.
- The hot water tank holds 300 litres of hot water so please keep shower times to a minimum. In busy periods it may be necessary to wait for water to re-heat (30-60 mins).
- Please do not flush sanitary towels and tampons down the toilet – this is very likely to cause a blockage.

### **Departures:**

- Please leave your camping area tidy and clear of all litter.
- Report any problems or issues to a member of the Thorpe Woodlands staff team.

## **Activity Day Guests**

### **Arrivals:**

- Your instructors will meet you for your day in the main car park ready for a 10 am start.
- There is plenty of car parking available in our visitor's car park. Disabled parking spaces are available at the rear of the centre.

### **During your visit:**

- Please do not enter the main residential building unless you have booked to use it. Please can you use the toilet/shower block for day guests located behind the centre.
- Please remember to bring packed lunch and hot/cold drinks for your group. You can sit and enjoy these in our day hut or in the outdoor classroom if it's available. There are no tea and coffee facilities available on the Thorpe Woodlands site but there is a lovely café available at the Forest Holidays retreat which is a 5 minute walk from our centre.
- Report any damage or issues with facilities to a member of the Thorpe Woodlands Team at the earliest opportunity.
- Do not use Thorpe Woodlands Activity Equipment or activity areas unless supervised by a member of our staff.
- Smoking is strictly prohibited anywhere on the Thorpe Woodlands site.
- Please do not bring dogs on site.
- It is important to remember that group leaders are responsible for all children and young people (under 18) at all times outside of activity sessions.

### **Shower and Toilet Facilities:**

- These are shared facilities so please keep them clean.
- Please do not flush sanitary towels and tampons down the toilet – this is very likely to cause a blockage.



## **1. 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.

## **2. 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 visitor's car park. Do not leave valuables in your vehicle.

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

## **3. Risk Assessments**

All of the Thorpe Woodlands activity Risk Assessments are available on our website [www.thorpewoodlands.co.uk](http://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.

## **4. 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.

## **5. 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.

## 6. 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>

## 7. 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. 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 also note that the steriliser is not to be used by groups – this is only for the use of Thorpe Woodlands staff.**

## Nut Allergy Advice

At Thorpe Woodlands we do not use any foods that contains nuts in the ingredients, however many of our brought in products e.g. cereals, vegan foods and breads do state on the packaging that they are made in a factory where nuts have been used or may contain traces of nuts.

If anyone has a Nut Allergy please speak to catering staff upon arrival so we can advise you or your child.

## 8. 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.

## 9. Campfire Rules

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.

## 10. Camping Glades

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. The residential centre is strictly for residential groups so please do not enter.

## 11. 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. Anybody found to be causing a significant disturbance to other users could be asked to leave.

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.

## 12. 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](http://www.thorpewoodlands.co.uk/downloads)**

## 13. 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.

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

## 14. 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

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](http://www.just-eat.co.uk) and put in our postcode IP24 2RX to see who deliver.

Centre Grid Reference: TL 947 838

### **15. Compliments and Complaints**

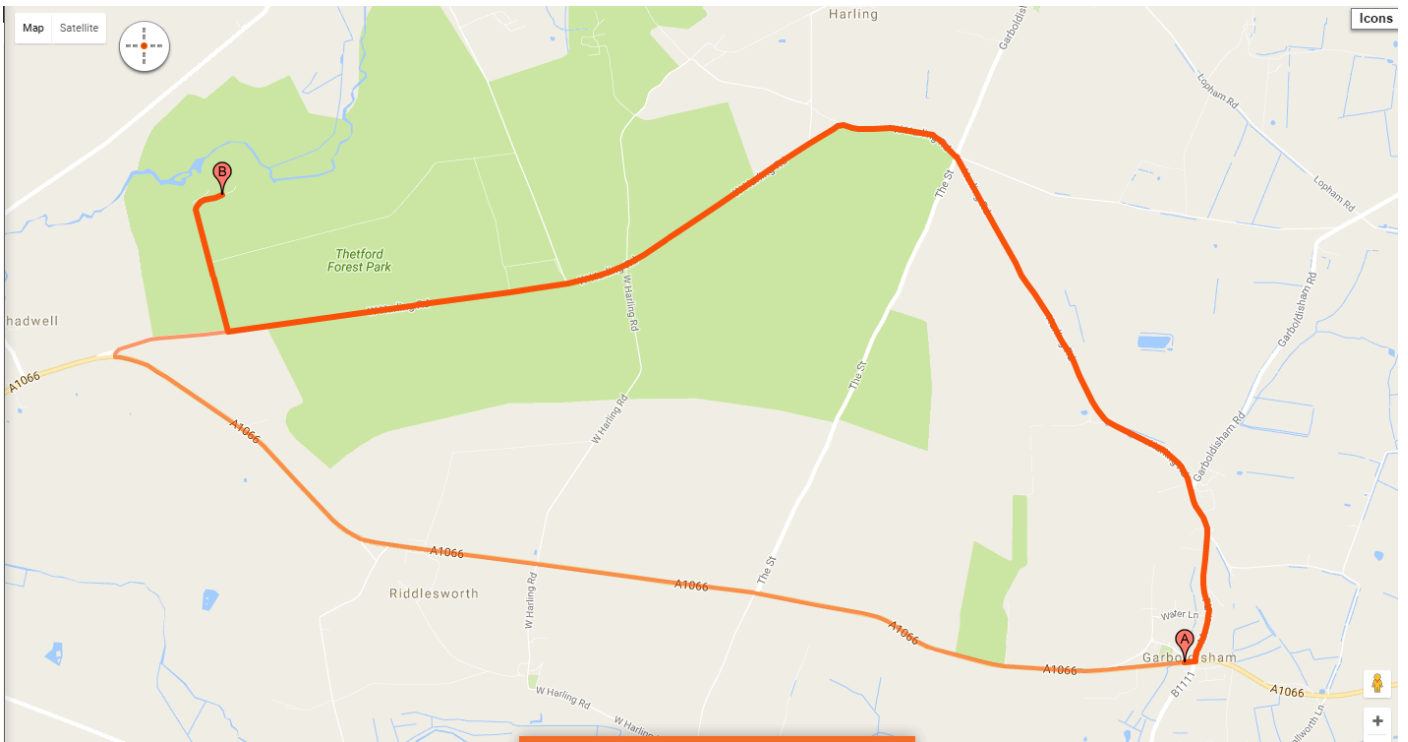
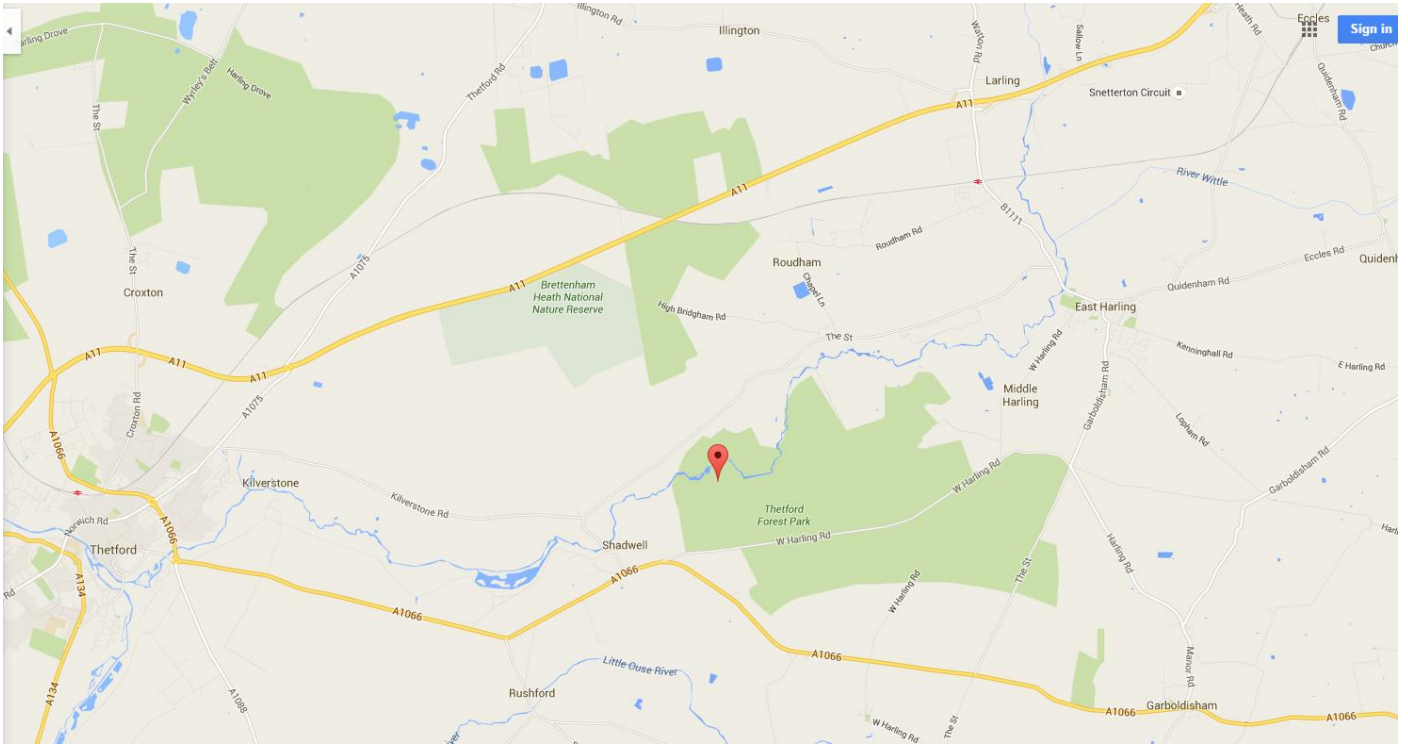
We believe that the best way to improve our service is by learning from our customers. We welcome comments, compliments and complaints from all teachers, children, parents, carers and anybody else that we come into contact with. All feedback will help us to see what we are doing well and where we can 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](mailto:tim@thorpewoodlands.co.uk).

## 16. Site Map



## 17. Area Map and Directions

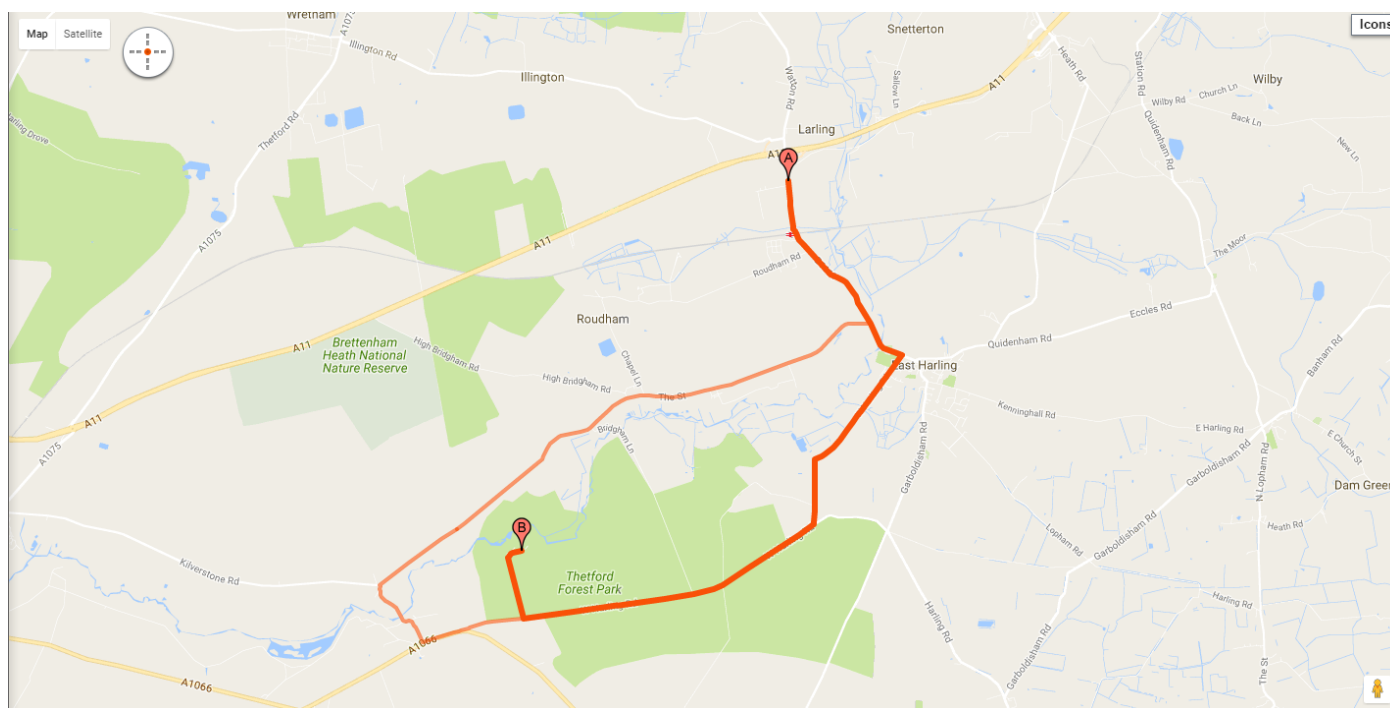


## From A1066 Diss

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

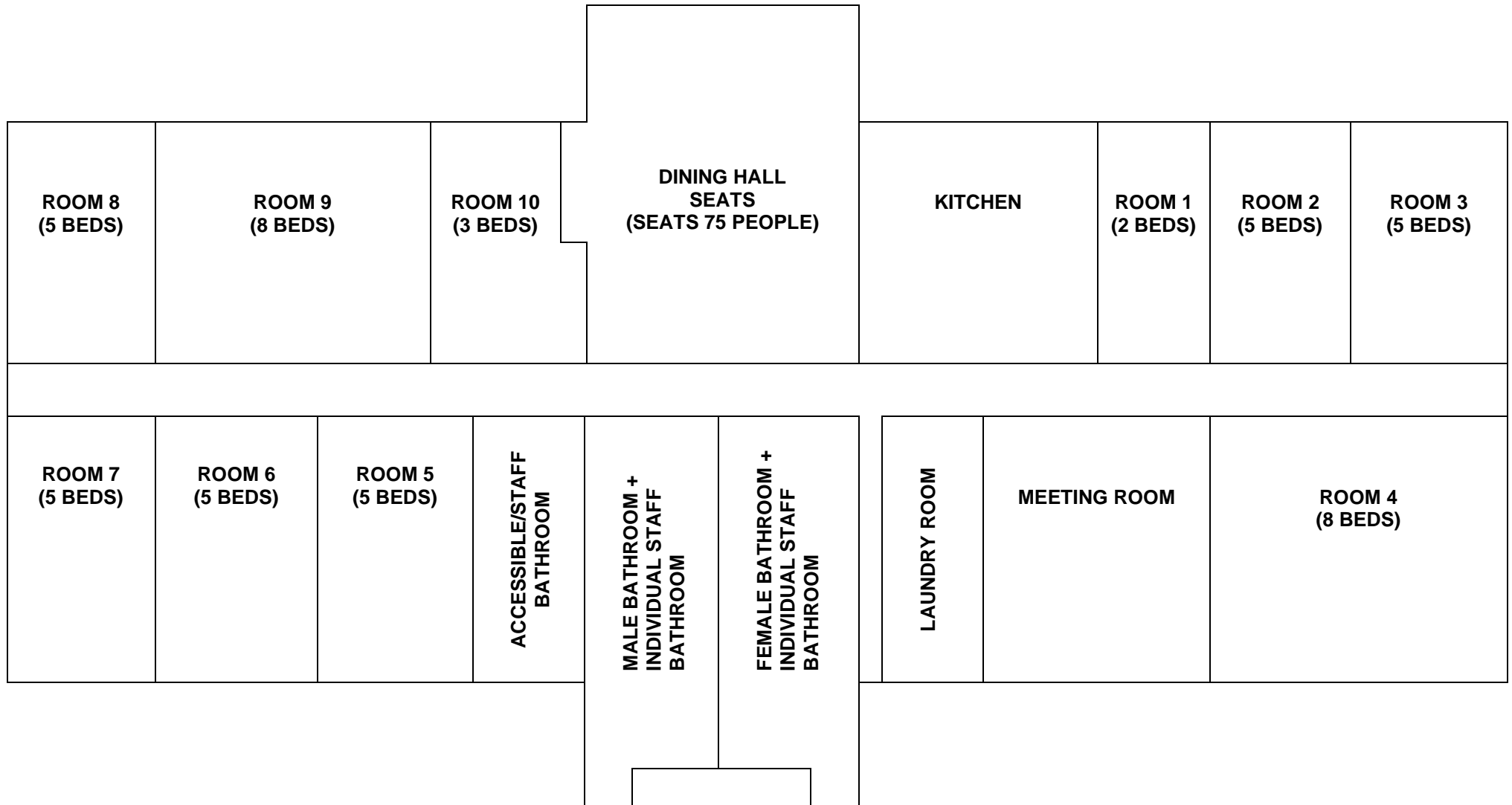
Turn left off the A1066 where it is sign posted towards the camping/Forest Holidays site and then follow instructions above.



## From B1111 East Harling

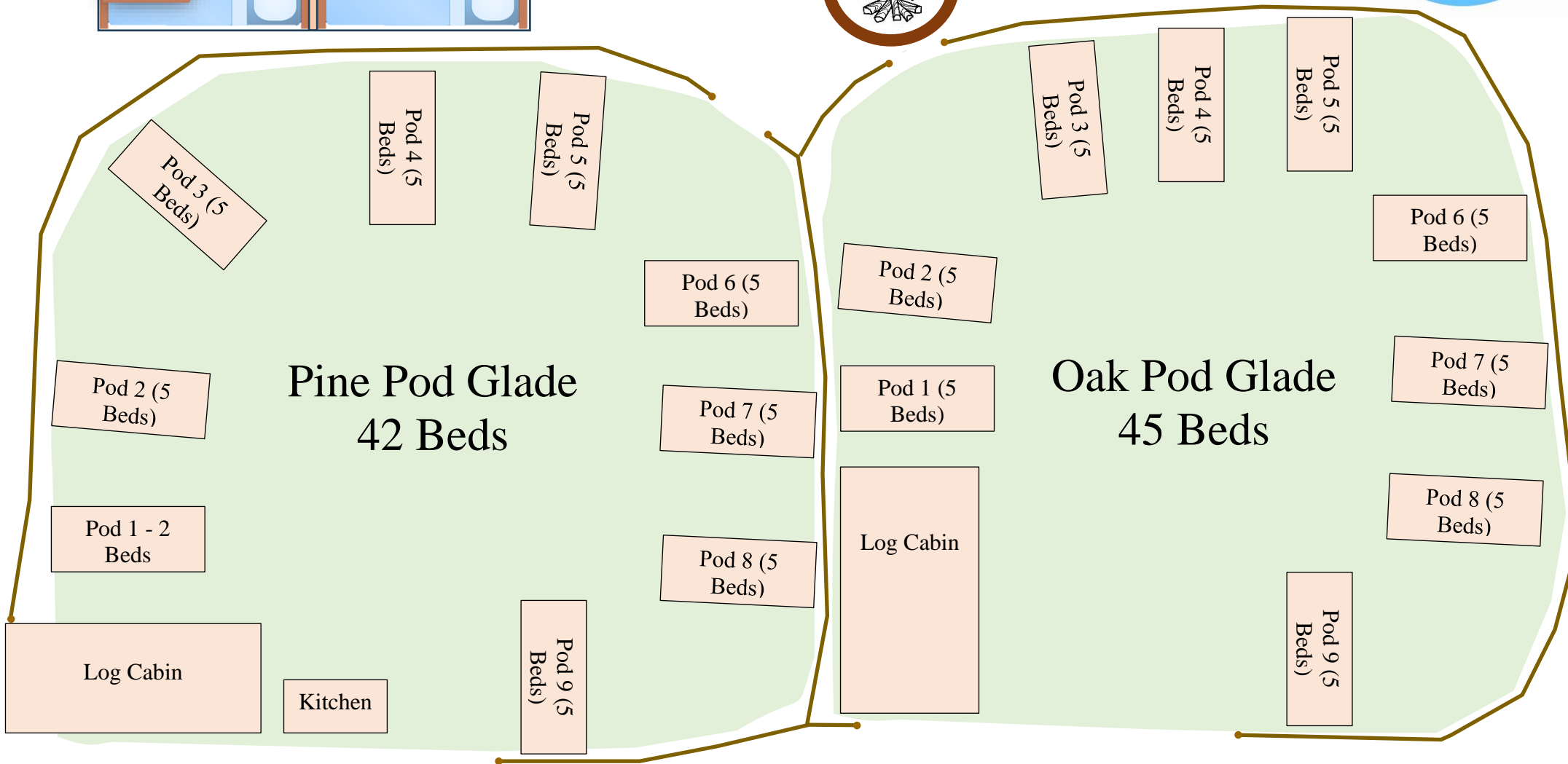
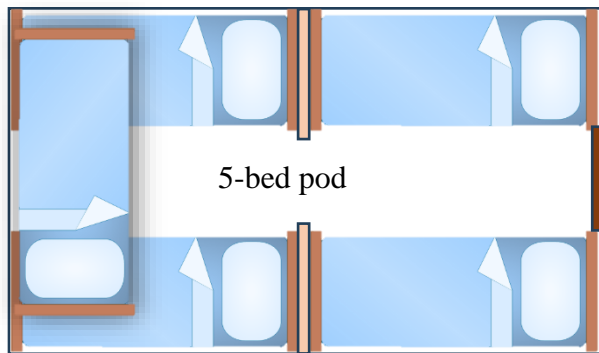
Turn off the A11 onto B1111. Drive through East Harling and turn right onto West Harling Road. At the end turn right and follow that road until you see signposts for Forest Holidays. Turn right and then Thorpe Woodlands is signposted on the right halfway down the track. You can park in the car park and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

# Residential Centre Sleeps 51 over 10 bedrooms





# Pod Glade Map



# RESIDENTIAL CENTRE RULES

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

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