

Pre Visit Information for School Staff

We hope that you and your pupils will have a pleasant stay at Heatree Activity Centre ('the centre') and trust you will find everything to your satisfaction. The following information is provided to help ensure your comfort and safety during your visit.

Arrival and Departure Times

Please arrange to arrive at the centre no earlier than 12 noon and depart no later than 1pm unless pre-arranged. We ask that you ensure children are in their outdoor clothing, footwear and coat on arrival as they will go on the first activity after lunch and will not have access to their bags until after the activity session at 3.45pm.

Accommodation

- Accommodation will have been allocated at the time of your booking according to availability and the size of your group. Allocation of a particular wing is not guaranteed, and we reserve the right to change rooms allocated where this is necessary – we will always inform you if this is the case.
- All bedding is provided except for duvet covers; guests need to bring a duvet cover or sleeping bag with them (we can provide duvet covers if required at an extra cost). All bedding is provided free of charge for staff. Please note that rooms are not serviced during your stay.
- On the day of arrival, you may be unable to access your bedrooms until 4pm. If this is the case, luggage can be stored in a designated area until after your first activity session. Pupils should not consume food or drink in the bedrooms or lounges.
- On the day of departure beds should be stripped and bedrooms vacated by 9am at the latest. Luggage can be stored in a designated area until departure.
- A set of keys will be provided to the Lead Teacher.

Lost Property

- For any lost property that requires posting we will charge an admin fee plus postage costs. Any unclaimed lost property will be kept for two months before disposal.

Meals and Dining Arrangements

- Guests are required to bring their own packed lunch on the day of arrival. Breakfast, packed lunches, evening meals and bedtime drinks with a selection of cakes and biscuits will be provided on subsequent full days. On the day of departure, breakfast and a packed lunch will be provided.
- Schools are required to undertake various dining room duties during their stay, including laying tables, clearing dishes, washing up and leaving the dining room clean and tidy.

General

- The drying rooms are the main entry/exit points to the accommodation wings. Outdoor footwear, coats and wet clothing should all be removed at this point and stored here (or in the adjacent cloakroom, depending on which wing you are staying in).

- There is a large recreational area at the front of the centre with swings and willow shelters. There is also a sports barn which you may use if not in use by another group.
- Gift shop items are available to purchase during your stay, please let us know if you want this as part of your programme.
- We ask that noise levels are kept to a minimum between the hours of 10pm and 8am; evening activities should also be planned with this in mind.
- Any accidents and breakages or damage to centre property should be reported to a member of the Heatree team. Wilful acts of vandalism or gross negligence which results in property damage will incur a repair cost being charged to the school.
- We would encourage staff and pupils to be mindful of keeping our site litter-free and request that schools do a litter-sweep on their day of departure.

Health and Safety

- All school groups will take part in a fire alarm practice on the day of arrival to ensure all staff and pupils know what to do in the event of a fire. In the unlikely event of the fire alarm sounding at any other time, everyone must immediately vacate the building and meet at an assembly point. Do not return inside the centre until advised to do so by a member of the Heatree Team.
- Access for Emergency Service vehicles must be maintained at all times; all vehicles must be parked in the main car park, not next to the centre buildings.
- The centre provides first aid cover during activities; for out of hours cover it is the responsibility of school staff who must include a competent first aider with their own first aid kit.

Drugs, Alcohol and Smoking

- We highly recommend that school staff do not bring alcohol to the centre to ensure the supervision and duty of care to the children is not compromised in any way.
- Smoking is not permitted anywhere in the centre or grounds. School staff who wish to smoke must do so off-site and out of sight. Please dispose of all cigarettes and matches responsibly and ensure group supervision ratios are maintained during smoking breaks.
- Recreational drugs may not be consumed or brought on site by anyone staying at the centre.

Emergency Contact and Warden

- For assistance during out-of-hours or in an emergency please call the Warden phone on 07983 734985 (unless you require the emergency services in which case call 999).
- Mobile phone reception at the centre is limited. Payphones are provided for guest use and to give to parents as an emergency contact number. These are:

Heatree Wing	01647 221368
Farmhouse Wing	01647 221647
Stables Wing	01647 221216