

# Guest Handbook

2023-24



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**PARTNERS**  **IN ACTION**



We warmly welcome you to Heatree Activity Centre and hope that you have a pleasant and enjoyable stay. This handbook provides useful information you may need during your time with us. Please speak to a member of the Heatree staff team if you have any questions or concerns.

## General Information

### Arrival and Departure

We ask that all group leaders please report to reception upon arrival where you will be given a set of keys for your stay. Arrival time for **weekend non-school groups** is from 4pm and departure time on weekdays or Saturdays is midday, or 3pm on Sundays. If you need to arrive earlier or stay later than these times please speak to reception prior to your visit.

### On Your Day of Departure

- For **non-school groups** please be out of your bedroom by 9.30am (unless otherwise arranged) on the day of departure.
- For **school groups** please be out of your bedroom *before* breakfast.
- During summer holidays please vacate rooms by 9am.
- Luggage may be left in a communal area until departure.
- Ensure your group disposes of all litter appropriately and carries out a litter sweep before leaving.
- Please return your keys and your *Feedback Form* (at the back of this handbook) to reception.
- Please put shower mats and any bedding provided on the landing of your wing, ready to be washed (leave mattress protectors in place).

### Contacting Heatree Staff

To contact a member of staff during office hours (Monday to Friday 9-5pm)  
please call the office on 01647 221307

For assistance out-of-hours in an emergency please call the  
Emergency Warden on 07983 734985  
(unless you require the emergency services in which case call 999)

Alternatively call the Centre Manager on 07496 692783

### Phone and Internet Access

Please be aware that mobile signal at Heatree is limited due to the remote location. A landline payphone and internet phone is provided for use by group leaders and to give out as an emergency contact number out of normal office hours. Teachers and group leaders will be provided with the wi-fi password on arrival.

By using the Wi-Fi code, group leaders accept responsibility on behalf of their group for the following guidelines being followed:

- Only individual logins and passwords are to be used which will be kept secret.

- Software is only brought into the Centre with permission.
- All messages sent will be polite, sensible and free from inappropriate language.
- No files will be sent which are hurtful, abusive or offensive.
- No anonymous or chain messages will be sent.

## Audio Visual Equipment

In each accommodation wing there is a projector and screen which you can connect your devices to; please bring your own laptops or tablets as we do not provide these. We also ask that you bring your own cables, either HDMI or VGA, and audio jack cables for connecting to our speakers. We also provide flipcharts with stands and pens for guest use. Please note that we do not provide musical instruments for groups.

## Recreation

In each lounge there is a table tennis table, giant Connect Four game and (Farmhouse only) a pool table; bats, balls and cues are provided. In Stables there is access to the Farmhouse pool room if this is not being used by another group, please ask for this prior to your visit.

Located near each wing noticeboard is a yellow folder which contains walks of the local area. Make sure to always check the weather forecast if venturing onto Dartmoor as the weather is notorious for changing very quickly.

## Sports Barn

We have a sports barn on-site which guests are welcome to use. Please let us know if you wish to use this during your stay as it may have been booked by another group. It has a concrete floor with markings for basketball, badminton and five-a-side-football (some sports equipment is supplied). **Please do not enter any of the other buildings in this area.**

## Smoking

Smoking or vaping is not permitted anywhere within the Centre or in the grounds, if you wish to smoke you must do so off-site. Please dispose of all cigarette ends and matches appropriately. Group supervision of children and youngsters must still be adequate if adults are off-site.

## Dogs

We have a strict no dogs policy at Heatree (with the exception of guide dogs and assistance dogs), which also applies to the Centre grounds as well as inside the buildings.

## Campfires

Gathering around a campfire is a popular evening activity with residential groups. Please let us know prior to your visit if you wish to have a campfire (self-led). For the campfire locations on-site, please see our map at the back of this handbook.

## Local Amenities

You can arrange for a supermarket grocery delivery on your day of arrival. Alternatively, there are several supermarkets available a short drive away.

Newton Abbot (30 mins by car) is the nearest large town and has several supermarkets - Asda, Tesco, Sainsburys, Aldi and Lidl. There are also banks, ATMs, a library and leisure centre (Dyrons) and several car parks to choose from.

Bovey Tracey (15 mins by car) has a Co-op, SPAR, Texaco fuel station with M&S Food (just outside Bovey Tracey towards the A38) and a BP fuel station on the outskirts towards the A38. Alongside other local stores there is a library, ATMs, an outdoor swimming pool, a large play park and several coffee shops, pubs and restaurants.

## Health and Safety

Heatree has acres of woodland and open space and we want everyone to enjoy these grounds. Please remember however, that Heatree is a busy centre and we ask that you be aware of traffic on-site and respect other guests. Please bear in mind the following during your stay:

- Take care around the ha-ha which is the long ditch beginning near the swings and runs adjacent to the main house (see the Centre map at the end of this handbook).
- We ask all guests to keep away from the adventure activity equipment (unless on an activity with a Heatree Instructor) and ensure that children are adequately supervised near the three kayaking ponds on-site.
- Respect the private houses on-site.
- Be aware that **Heatree is a nut free zone** so do not bring any food items containing nuts, such as peanut butter, hazelnut spread or cakes containing nuts.
- Please do not play ball games in the inner courtyard.
- During periods of high winds, please avoid the woodland areas.
- Ensure that children are adequately supervised around the hot water urn in your dining area.
- Keep noise levels to a minimum between the hours of 10pm and 8am.

## Group Leaders

You should have provided Heatree staff with any dietary or allergy information (for catered groups) and medical issues prior to your visit. Please make sure this information is all current and correct and any additional information is made known to Heatree staff as soon as possible, including recent injuries or illnesses of group members (including staff/leaders).

As group leader you have full responsibility for your group outside of activities. Prior to your visit, please inform Heatree of any child protection issues within your group; you are welcome to speak to our Safeguarding Officers in confidence or email them directly:

Naomi Greenwood, Safeguarding Lead (Level 3 Safeguarding):  
n.greenwood@heatree.org

Steve McIlhenny, Safeguarding Deputy (Level 3 Safeguarding):  
s.mcilhenny@heatree.org

You will be given a set of keys for the duration of your stay and it is your responsibility to lock all external doors to your wing(s) at night. Please switch off any internal lights at night.

## Housekeeping

Please be aware that the housekeeping team often have a very short window in which to clean all areas for the next group. By taking the steps below, you are helping the Heatree team greatly by allowing them to provide the best possible customer service for everyone.

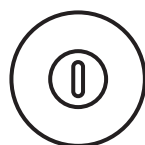
- Please only use clean shoes indoors; wet/outdoor clothing and footwear should be left in the drying room in your wing.
- Use the shower mats provided and make sure the shower doors are closed when in use to avoid flooding. On your day of departure please put shower mats and any bedding provided on the landing of your wing, ready to be laundered.
- Please ensure the shower extractor fans are switched on when the shower is in use.
- A broom, mop and bucket is provided in your wing, please ensure the floors are swept and cleaned before you leave.
- If you notice anything is not working or broken, please inform a member of the Heatree staff team as soon as possible so we can fix it or replace it for you.
- Please make sure you report any breakages to a member of the Heatree staff team. Wilful acts of vandalism or gross negligence will result in repair costs being charged to your group.
- There is a small white cupboard in all accommodation wings which have items you might need during your stay; the combination for this is **000**. The items inside include:
  - Spare bedding
  - Toilet paper
  - Body fluid clean up kit
  - Cloths and sanitising spray
  - Mop and bucket

## Disposing of Waste/Rubbish (non-school groups)

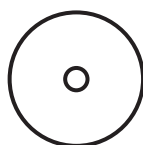
Please ensure your group disposes of all general waste and litter in the red Biffa bins (not the red Biffa Dry Recycling bin) and recycling waste in the appropriate wheelie bins - all bins can be found by the main road by our delivery goods entrance behind the main building.

## Bathroom Locks

Occasionally people lock themselves in the bathrooms in their bedrooms and it is necessary to unlock the door from the outside. There are two designs of bathroom locks:



Use a coin or spoon handle to turn the middle line 90°



Use something thin to insert into the hole and turn the handle, ideally a match or the inside of a biro pen.

# Fire Procedures

Please make sure everyone in your group is familiar with the fire escape routes. All group leaders should be aware of the following points:

As fire access to the Centre must be maintained at all times; guest vehicles must be parked in the main car park (or the small car park in front of Farmhouse if you are using this wing), not next to the Centre buildings.

1. Ensure you and your group are aware of the Fire Assembly Point and the nearest fire exit to your bedroom (please refer to the map on page 22):

**Fire Assembly Point is the Main Car Park**

2. Group leaders – ensure both yourself and the Heatree Office has an accurate bedroom plan with final numbers for your group. Have this to hand at all times as you are responsible for taking the roll call at the Fire Assembly Point.
3. Inform Heatree Staff of any member(s) of your group with additional needs who will require a **Personalised Emergency Evacuation Plan (PEEP)**.
4. Fire doors must not be wedged open (at any time) and all doors and windows shut on evacuation.

## If the Fire Alarm goes off:

### Evacuate

- Ensure all group members evacuate and gather at the Fire Assembly Point.
- Roll call should be carried out immediately using your group list/bedroom plan.
- Details of any person(s) missing should be gathered (name, age, last known location, additional needs etc).
- **Do not re-enter the building to search for missing persons.**
- **Do not allow your group to re-enter the building until a Heatree staff member asks you to.**

### Respond

- Go to the fire panel by reception and check which zone is activated (red light will indicate this).
- Try and locate the specific alarm in activated zone.
- If evidence of a fire exists contact 999. **If it is safe to do so**, you may re-enter the building to use the payphone.
- If no fire, follow the instructions at the fire panel and contact duty warden to notify.

When contacting the Fire Service, if possible give details of the fire, and state this address:

Heatree Activity Centre  
Manaton  
TQ13 9XE

Grid Reference SX 727 807 - Include this grid reference as it is more specific than the postcode

### **During normal office hours:**

#### **Liaise with Heatree Staff**

- When a Heatree staff member arrives to help, give them a clear report on the status of your group.
- If someone is missing, give details to Heatree staff.
- Heatree staff will assess what is causing the alarm and try to resolve the issue.
- If there is a minor issue, the alarm will be silenced.
- If groups need to stay out of the Centre for a long period, they will be re-located from the assembly point to a separate building.

**If you have any questions about the above please speak to a member of the Heatree Team.**

# Injuries

You should ensure your group-members disclose and have recorded by the Heatree Team any injury sustained at any time and from whatever cause (while supervised or unsupervised by Heatree Team) during their stay at the Centre.

Please ensure your group members declare any medical conditions likely to affect their ability to take part in adventure activities and obtain professional medical consent where appropriate.

## First Aid

The Centre provides first aid cover during activities, but for out-of-hours cover it is the responsibility of the group leader who must ensure there is a competent first aider, ideally with their own first aid kit. There is a first aid kit for guest use opposite the main office should you require this. In an emergency the Heatree Staff Team can assist during normal office hours and if available, but you must not rely on the Heatree staff for 24 hour cover for all minor injuries.

Visiting staff must be aware of who is carrying the first aid kit with the emergency procedures.

Please see below for details of the nearest local shops and pharmacies:

Lloyds Pharmacy Fountain Court, Fore St Bovey Tracey TQ13 9AD  01626 832275  Tues - Sat 9am - 5.30pm Sun - Mon - Closed	Moreton Pharmacy 14 New St Moretonhampstead TQ13 8PE  0164 744 0234  Mon - Fri 9am - 6pm Sat - 9am - 1pm Sun - Closed
Co-op Food Fore St Bovey Tracey TQ13 9AF  01626 833595  Mon - Sun 7am - 10pm	SPAR 42 Fore St Bovey Tracey TQ13 9AD  01626 835461  Open Mon - Sun - 7am - 10pm



## Major Injuries

The nearest hospitals with full Accident and Emergency Departments are at Torbay and Exeter. Please see below for contact details.

Torbay Hospital Lowes Bridge Torquay TQ2 7AA 01803 654003	Royal Devon and Exeter Hospital Barrack Rd Exeter EX2 5DW 01392 411 611
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**If you require the emergency services, call 999 and state this address:**

**Heatree Activity Centre  
Manaton  
TQ13 9XE**

**Grid Reference SX 727 807 - Include this grid reference as it is more specific than the postcode**

**For any major injuries follow normal emergency procedures (call 999 or take injured personnel to hospital). An Incident Report Form (found at the back of this handbook) should be filled out for all minor and major injuries.**

## Defibrillator

We have a defibrillator machine on-site which can be found in the main foyer next to the main office. You will find clear instructions on how to use it inside.

## Minor Injuries

- First aid kits for groups are available in each of the kitchens when the kitchens are open.
- Please advise your group regarding ticks (please see the information sheets on the following pages which are available to give to group members to take home if they have a tick removed).
- Newton Abbot has a Minor Injuries Unit (MIU) open 8am – 8pm, but it is worth calling them first. If you are unable to make it to Newton Abbot, Moretonhampstead Health Centre could send a doctor out for more minor injuries or illnesses. The contact details are below:

Moretonhampstead Health Centre 40 Embleford Crescent Moretonhampstead TQ13 8LW 01647 440591 Opening hours: 8.30-6pm	Newton Abbot Minor Injuries Unit West Golds Road Newton Abbot TQ12 2TS 01626 324 500 Opening hours: 8am – 8pm, 7 days a week, including bank holidays
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Suitable for Minor Injuries Unit	Unsuitable for Minor Injuries Unit
Cut, graze or wound	Chest pain
Sprain, strain, muscle or joint injury	Respiratory problems
Broken bone (fracture)	Abdominal pain
Bites, stings or rashes	Gynaecological problems
Minor head injury	Pregnancy problems
Eye problem such as a minor eye infection, scratches or something stuck in your eye	Drug overdose
Skin complaints – bite or sting (including human bites), minor burns, including severe sunburn and minor skin infection which needs treating	Alcohol related problems
	Mental health problems
	Health conditions normally treated by your GP or hospital
	Children under three years of age

# Activities

Please ensure all activity participants are aware of the activity timings and what they need to bring with them, (for schools, see the Activity Information Boards on your wing noticeboards). Please make sure group members are at the meeting point on time, have any relevant medication with them and have visited the toilet beforehand. The meeting point where your instructor will be waiting for you is outside the activity stores.

## Role of Group Leaders / School Staff

If you are having activities provided, there must be a designated, responsible adult known as the Group Leader. Their responsibilities are:

- To remain with the group at all times; there should be a ratio of at least one adult to 11 participants at all times.
- To assist in maintaining group dynamics, motivation and discipline. They are responsible for their behaviour and welfare.
- To encourage participants during exploratory periods.
- To act as a witness.
- To support any safeguarding issues.
- To carry emergency contact numbers and medical information at all times when groups are on-site, this includes medical forms for staff as well as students. When a group or groups are off-site, each group leader or teacher must carry medical forms for their group.
- To be aware that an ***Incapacitated Instructor Procedure*** is carried on all sessions (usually in the instructor's bum bag or rucksack).

## Kit List

### Clothing

At least two changes of outdoor clothing including:

- Several warm tops e.g. coat, fleece, jumpers, sweaters
- Long trousers - preferably not jeans
- A waterproof top and trousers - can be provided if necessary
- A full set of clothing for non-activity wear at meal times / evenings (residential groups)
- Sun hat or woolly hat, gloves, scarf

### Footwear

- An old pair of training shoes for wet and muddy activities
- A second pair of trainers or walking shoes
- Wellington boots - these can be provided if necessary
- Slippers or other indoor shoes (residential groups)

**NOTE: water or beach shoes are not appropriate footwear for activities**

## **Other**

- A lunch box and drinks bottle if packed lunches are being provided
- Medication – e.g. asthma inhaler/Epi-pens or other medication required
- Sun screen and insect repellent
- A day bag/small rucksack may be useful on some activities

## **Activity Abandonment**

An activity may need to be abandoned in exceptional circumstances. These include:

- Weather conditions become dangerous e.g. too cold, heavy lightning or high winds.
- Fading light compromises the safety of the participants.
- Participants become too cold or hot.

Should an activity need to be abandoned you will be kept informed. Where possible an alternative activity will be offered.

# Self-catered Groups

We recommend catering teams pay a visit to Heatree prior to your stay to familiarise yourselves with the kitchen layout and equipment. Please remember:

**Please do not bring any food items containing nuts; this includes peanut butter, hazelnut spread or cakes containing nuts. It is important that all groups adhere to this as many of our guests have severe nut allergies.**

- No outdoor footwear is to be worn in the dining rooms; wet/outdoor footwear must be left in the drying room.
- Empty the bins regularly and take any rubbish bags to the bin area outside your wing.
- Sweep and mop the floors.
- A gluten free toaster is available in the kitchens and is clearly labelled.

**NOTE: No bread other than gluten free bread is to be used in these toasters.**

## Items Provided (non-school groups)

- Bin bags
- Tea towels and oven cloths
- Washing up liquid
- Cleaning cloths and scourers
- Floor cleaner for the kitchen and wash up areas
- Washing up gloves
- Floor and surface cleaning fluid
- Salt and pepper pots
- Dishwasher tablets (only domestic machines in Stables and The Way require these)
- All crockery, cutlery, mugs, plastic cups, jugs, cooking and serving utensils, pots, pans and cooking trays.
- First aid kit (including a burns kit)

## HEATREE Kitchen

The Heatree kitchen is our main catering kitchen so please be aware that certain areas will be inaccessible.

## Using the Gas Cooker

- The main switch is in the back room.
- Turn on the red switch labelled **KITCHEN CANOPY** (this will also activate the extractor fans).  
**NOTE: The red knob to the right is an emergency button to stop the flow of gas)**
- To the right of this button is a panel with a green dot flashing on **POWER**.
- Press the **START** button (it will now be static). The gas is now switched on.
- At the end of the day, switch off **KITCHEN CANOPY**. The gas will now be switched off.
- If the fire alarm goes off and it is safe to do so, hit the red button to turn the gas off.

## Gas in the Kitchen

- Make sure the red knob on the wall adjacent to the cookers is out.
- To light the ovens, press the white button and ignite with the black switch on the temperature dial first.

## Using the Chip Fryer

If guests wish to use this they will need to be instructed by Heatree staff during their kitchen induction and sign the disclaimer at the end of this section .

- Only cook chips in the fryer (to avoid cross contamination).
- To ignite, switch on the dials to 90° (or less).
- On the inside, turn the knob to pilot.
- Click the black button whilst holding the pilot in.
- When lit, turn to **ON** wait for a 'whoosh' sound, then it is lit and you can turn the temperature up.

## Hot Box

This will keep food warm after cooking. Switch on at the plug labelled **HOT BOX**.

## Bain Marie (Dry)

- To turn on, push the red button on the wall.
- **GANTRY** refers to the lights.
- The bain marie and the hot cupboard are set on temperature.
- Please do not put any water in this machine.

## Toasters

- These will take ½ hour to heat up.
- Switch on at the wall marked **TOASTERS**.
- At the front, switch on the green light to operate.
- The dials have been set (see image right) **DO NOT CHANGE**.



*Toaster default settings*

## Dishwasher

- To turn on, push the red button near the DANGER sign.
- Wait a few seconds, \_ \_ \_ \_ will appear on the panel. Now press ① to operate.
- Close the lid. This fills the machine and heats the water.
- When the green light stops flashing, the machine is ready to use.
- Fill the coloured trays with dishes and close the lid.
- The green light on programme 1 can be changed to 2, 3 or 4, depending on the dirtiness of the plates. When the green light stops flashing the programme has finished.
- Every few days the water will need to be emptied from the machine. **MAKE SURE THE MACHINE IS SWITCHED OFF AT THE WALL FIRST.**

- Remove the metal tray holder, remove the metal grill which covers the plug. Remove the plug and the water will start to drain. This process will take five minutes.
- Wipe around the machine to remove any food waste. To refill, put the plug back in to the machine, replace the grill and the metal tray holder.
- Switch the machine back on at the wall and close the lid. The machine is now ready to use again.

## Fat Trap

The Heatree kitchen has two fat traps, one in the wash room and the other in the kitchen.




- Empty the plastic container into the general waste bin and wash thoroughly.
- The mesh basket (on the right hand side under the lid) needs to be emptied into the general waste bin and washed thoroughly. Please do this daily.





## Rubbish


Please dispose of all rubbish in the large outside bins provided (these are situated in the wooden compound; turn left out of the kitchen back door and you will see these in front of you over the road).

## Rational Ovens

A full instruction manual is available in the Heatree kitchen during your stay.

To Steam	
Press	
Set the time (wheel)	
Then preheat by pressing	
Close the door	
The buzzer will go off when ready, then load and shut the door.	

To Roast / Normal Oven	
Press	
Set the temperature	
Set the time (wheel)	
Then preheat by pressing	
Close the door	
The buzzer will go off when ready, then load and shut the door.	

Overnight Roasting	
Press 	Find <b>OVERNIGHT ROASTING</b> (near the top) then shut the door without anything inside.
The buzzer will go off after it has preheated.	Meanwhile place the meat on the metal shelves (found on top of the oven). Put in the oven and place the probe into the meat. Shut the door.

## FARMHOUSE Kitchen

### Using the Gas Cooker

- The main switch is in the back room.
- Turn on the red switch labelled **KITCHEN CANOPY** (this will also activate the extractor fans).  
**NOTE: The red knob to the right is an emergency button to stop the flow of gas)**
- To the right of this button is a panel with a green dot flashing on **POWER**.
- Press the **START** button (it will now be static). The gas is now switched on.
- At the end of the day, switch off **KITCHEN CANOPY**. The gas will now be switched off.

### Gas in the Kitchen

- Make sure the red knob on the wall adjacent to the cookers is out.
- To light the ovens, press the white button and ignite with the black switch on the temperature dial first.

### Using the Chip Fryer

- Only cook chips in the fryer (to avoid cross contamination).
- Make sure the fryer is placed underneath the extractor fans.
- Switch it on at the wall.
- Use the knobs to adjust the heat.

### Hot Box

This will keep food warm after cooking. Switch on the plug at the wall.

### Toasters

- Switch on at the wall.
- Use the timer on the front to adjust heat settings.

### Dishwasher

- To turn on, make sure the lid is closed and then push the right hand button and a green light will appear. This will heat the water in the machine and will take ½ hour to heat up.



- When both gauges are red the machine is ready to use.
- Fill the coloured trays with dishes and close the lid.
- Choose desired programme ; 1 is short cycle, 2 is longer cycle, depending on the dirtiness of the plates.
- When the green light stops flashing the programme has finished.
- Every few days the water will need to be emptied from the machine. To do this, press the second button on the right and you will hear the water draining. This process will take five minutes. When this is complete, make sure you lift the lid.

## **Fat Trap**

The Farmhouse kitchen has two fat traps at either end of the kitchen.

- Empty the plastic container into the general waste bin and wash thoroughly.
- The mesh basket (on the right hand side under the lid) needs to be emptied into the general waste bin and washed thoroughly. We recommend doing this daily.

## **Rubbish**

Please dispose of all rubbish in the large outside bins provided (these are situated next to the back entrance).

## **STABLES Kitchen**

All appliances in this kitchen are domestic and all instructions are visible. If you have any questions about how to use anything, please ask a member of the Heatree staff team.

- Please make sure you switch on the extractor fans above the cookers before cooking.
- Please dispose of all rubbish in the outside bins provided (these are situated next to the back entrance).

**Heatree reserves the right to terminate with immediate effect the visit to the centre of any person or group failing to comply with these guidelines.**