

Pre-Visit Information for Schools

Before You Arrive

- Schools need to complete and return all required forms prior to arrival.
- We require one member of staff per 12 pupils on activity sessions.
- Allocation of a wing is not guaranteed and we reserve the right to change this where necessary.
- The school must ensure that everyone has declared any medical conditions likely to affect their ability to take part in activities and (where appropriate) professional medical consent must be obtained.
- The medical and dietary form should be submitted for every pupil and staff member visiting.
- Please advise us of any child protection issues by emailing our Safeguarding Lead, Naomi Greenwood on: n.greenwood@heatree.org

Arrival and Departure Times

Please arrange to arrive no earlier than 12pm and leave on your day of departure no later than 1pm, unless pre-arranged. On arrival, children should be wearing suitable outdoor clothing as they will go on the first activity after lunch and will not have access to their bags until 3.45pm.

On Arrival

- You will be unable to access your bedrooms before 3.45pm; you will be directed to store your luggage in a designated area.
- Access for emergency service vehicles must be maintained at all times, therefore all vehicles must be parked in the main car park and not near to the centre buildings (except for unloading only).
- Please ensure all pupils and staff are familiar with the route to the nearest fire exit from their bedroom (posted on bedroom doors); all school groups take part in a fire drill on arrival day.

During Your Stay

School staff are responsible for the group outside of activity times, to ensure that:

- Pupils use only the bedroom allocated to them and bedrooms are kept clean and tidy.
- For anyone requiring medication (such as inhalers or epi-pens), that they bring them on activity sessions.
- Any injuries (however minor) sustained at any time during the visit are disclosed to a member of Heatree staff as soon as possible.
- Lights are switched off when not in use and exterior doors are locked at night (a set of keys

will be provided to the Lead Teacher).

- Children are supervised when washing up and undertaking other dining room duties.

School staff should assist Instructors during activity sessions by:

- Remaining with the group at all times.
- Carrying medical forms and any medication required by staff and pupils and being aware of the emergency procedures.
- Informing instructors of any medical issues.
- Supporting any safeguarding issues.
- Encouraging the children during exploratory periods to stay with the group.
- Assisting in group dynamics, motivation and discipline. Members of staff are responsible for their pupil's behaviour, monitoring the well-being of children in their group and bringing concerns to the attention of the Instructor.

An **Incapacitated Instructor Procedure** is carried by all instructors (usually in their bum bag or rucksack).

Accommodation

- All bedding is provided except for duvet covers which pupils need to bring with them (or a sleeping bag). All bedding is provided free of charge for staff.
- Please note that rooms are not serviced during your stay.
- On your day of departure **bedrooms should be vacated by 9am**.
- Luggage can be stored in a designated area until departure.

Catering

- Guests need to bring a packed lunch on the day of arrival; a packed lunch is provided on the day of departure.
- If you wish to discuss food allergies or dietary needs, please speak to the kitchen team directly on 01647 221927.
- Schools are required to undertake dining room duties, including laying tables, serving food, clearing dishes, washing up and leaving the area clean and tidy. We request that only staff serve food.
- **DO NOT** bring food containing nuts, such as peanut butter, hazelnut spread or cakes containing nuts as we often have guests with severe nut allergies.

General

- Wet clothes should be hung in the drying room.
- Outdoor footwear should be left in the boot rack or drying room; **only indoor shoes or slippers are to be worn indoors**.
- Noise levels should be kept to a minimum between 10pm and 8am; evening activities should be planned with this in mind.
- Any accidents and breakages or damage to centre property should be reported to a member of staff. Wilful acts of vandalism or gross negligence which results in property damage will

incur a repair cost being charged to the school.

Health and Safety

- In the unlikely event of the fire alarm sounding, everyone must vacate the building immediately and meet at the assembly point (main car park). Do not return inside the centre until advised to do so by a member of Heatree staff.
- Please do not leave device chargers switched on overnight as this is a fire risk.
- It is the responsibility of school staff to have a competent first aider with their own first aid kit.

Emergency Contact

- For out-of-hours emergency assistance, call the **emergency phone on: 07983 734985** (unless you require the emergency services).
- Internet phones are provided for school staff and the number can be given to parents as an emergency contact. The numbers are:

Heatree: 01647 478698

Farmhouse: 01647 478699

Phone and Internet

- Mobile phone reception at the centre is limited, however we have wi-fi in and around the buildings. School staff will be given the wi-fi password.
- Be aware that internet streaming is not recommended, especially during busy periods.

Alcohol and Smoking

- We request 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 on-site. 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.

Lost Property

All guests should do a final room check before departure as Heatree is not responsible for any items left behind. For lost property that requires posting, we will charge postage costs. Any unclaimed lost property will be kept for 30 days before disposal.

Audio Visual Equipment

- Each wing has a projector and screen which devices can be connected to; please bring your own laptops or tablets as we do not provide these. We recommend bringing your own cables too, (HDMI or VGA) and audio jack cables for connecting to the speakers.
- Flip charts and pens can be provided.