

# Information & Welcome Pack For Schools



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Thank you for choosing to come to Grafham Water Centre with your group. We look forward to welcoming you to our newly extended and renovated Centre and hope that we can work together to make your stay as comfortable, exciting and safe as possible. Whether this is your first visit to Grafham Water Centre, or whether you are a regular visitor, we hope this Welcome Pack will enable you to plan and manage effectively for your stay and answer any questions you may have about preparing for your visit. Details can also be found on our website ([www.grafham-water-centre.co.uk](http://www.grafham-water-centre.co.uk)), but if you have any queries at any stage of your booking, please do not hesitate to phone us on 01480 810521 or email us at [info@grafham-water-centre.co.uk](mailto:info@grafham-water-centre.co.uk).

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## 1.0 CHECKLIST OF IMPORTANT DEADLINES

This information is critical for the smooth organisation of your visit. Please use the checklist as an important guide and confirmation tick list to ensure you have taken all appropriate action.

WHAT TO DO	WHEN TO DO IT	TICK ON COMPLETION
Return Booking Confirmation Form and Initial Deposit, ensuring you are aware of all our terms and conditions.	Within 14 days of receipt of Booking Confirmation Letter	
If non-Cambridgeshire County Council School, arrange appropriate insurance cover	When you return your Booking Confirmation Letter and Deposit	
Arrange Activity Programme with Roger Morris	As soon as possible after your booking has been confirmed	
Arrange a presentation for parents/guardians to inform them of details of visit. If this is the first time you have booked at Grafham, please contact us to arrange for a member of staff to attend the evening or arrange for the loan of the Grafham Water Centre DVDs	Once programme and arrangements have been finalised	
Hand out Permission Forms and suggested clothing list to parents/guardians	At presentation evening or at least 10 weeks before the visit	
Send stage payment to Grafham Water Centre	By 1 <sup>st</sup> April for arrivals between September and December, or by 1 <sup>st</sup> November for arrivals between January and August	
Return, Final Details Form, Final Payment Form and appropriate final payment	At least 8 weeks prior to your arrival date	
Once we have sent you the Room Allocation Form, work out who will sleep in which room and send list to Grafham Water Centre	As soon as possible after receipt of the Room Allocation Form (At least 6 weeks prior to your arrival date.)	
Book Coach transport & confirm collection times	At least 8 weeks prior to visit	
List children's names into their activity groups and send to Grafham Water Centre	Prior to arrival	
Complete and return your evaluation form	At end of visit, prior to departure	

## 2.0 ADMINISTRATION

### 2.1 Terms & Conditions

## GRAFHAM WATER CENTRE

### TERMS AND CONDITIONS FOR RESIDENTIAL SCHOOL GROUP BOOKINGS

#### **Provisional Booking**

A provisional booking will be accepted by telephone or letter, on a 'first come first serve basis' and will then be held for fourteen days only.

#### **Initial Deposit & Confirmed Bookings**

Your provisional booking must be confirmed with an initial, non-returnable booking deposit of £10 per head within fourteen days. Failure to do this may result in your booking being released. Your booking is only confirmed when Grafham Water Centre has received and acknowledged the completed booking form and deposit with a receipt.

#### **Stage Payments**

For Grafham Water Centre a non-returnable stage payment of £50.00 per head will be made by April 1<sup>st</sup> for arrivals between September and December (Autumn Term) and by November 1<sup>st</sup> for arrivals between January and August (Spring and Summer Terms).

#### **Final Numbers and Payments**

Unless any change in numbers is notified at least 8 weeks before the visit (when your final payment is sent in) it will be assumed that numbers previously notified to Grafham Water Centre are correct.

#### **Method of Payment**

Payment of the initial booking deposit should be made by cheque payable to **Cambridgeshire County Council**.

#### **Cancellations**

No refunds will be made in respect of late cancellations by individuals, meals not taken or accommodation vacated before the departure date. Grafham Water Centre reserves the right to cancel a booking and will return any deposits and payments at its own discretion.

#### **Supervision**

Group leaders are responsible for a high standard of conduct within the group. Young people must be accompanied by adult leaders and we recommend a ratio of 1:10. The staffs of Grafham Water Centre accepts responsibility for young people during instructed programme sessions and in addition there will always be a member of staff on call in emergencies.

Groups are responsible for the cost of repairs necessitated by any wilful damage to our property or equipment.

Smoking is not permitted on site and alcohol must NOT be brought onto the site.

No dogs are allowed on site except for guide dogs.

Group leaders should allow half an hour to liaise with a member of Grafham Water Centre staff, on arrival and on departure.

#### **Indemnity & Insurance**

The insurance of Cambridgeshire County Council covers all legal liability of the council to all students on courses. Personal Insurance is provided for all Cambridgeshire County Council Schools on receipt of the first stage payment. We regret that it is not available to other organisations. Such groups are strongly recommended to provide their own insurance for personal injury, loss of possessions or cancellations, which should take effect from the time of booking.

- **Head of Centre reserves the rights to terminate at any time, the visit of any individual or group if, in his judgement, it is necessary to do so. In this extreme, refunds will only be made at the Head of Centre's discretion.**

## 2.2 Paying for your Visit

Your non-returnable Deposit Payment of £10 per person is made on receipt of your Booking Confirmation Letter and will guarantee your booking at Grafham Water Centre.

A non-returnable Interim Payment of £50 per person must be made at the following time:

- For visits between September and December payment is due by 1<sup>st</sup> April
- For visits between January and August payment is due by 1<sup>st</sup> November.

This may be done using the Stage Payment Form located at the end of this Document. (**Appendix A - Stage Payment Form**)

Your Final Payment must be received at least 8 weeks before your visit. It needs to be accompanied by confirmation of final numbers, showing male/female and pupil/teacher splits so that we can allocate your sleeping accommodation, plus information on specific dietary needs to enable us to plan our catering arrangements.

Please do this by completing the Final Payment form found at the end of this Document. (**Appendix B - Final Payment Form**)

We remind you that no refunds will be made in respect of late cancellations by individuals, meals not taken or accommodation vacated before the planned departure date. You must ensure that you have adequate insurance in place to cover any such costs. Grafham Water Centre reserves the right to cancel any booking and will return any deposits and payments at its own discretion.

## 2.3 Insurance

Cambridgeshire County Council insurance covers all legal liability of the council to all students on courses. Personal Insurance is provided for all Cambridgeshire County Council Schools on receipt of the first stage payment. We regret that it is not available to other organisations. Such groups are strongly recommended to provide their own insurance or personal injury, loss of possessions or cancellation, which should take effect from the time of booking.

### SCHOOL JOURNEY INSURANCE

This is provided for all Cambridgeshire County Council Schools and provides the following cover:

- 1. Cancellation and other expenses up to £1,000 per person.**  
Losses due to failure of the tour company are excluded.
- 2. Medical, transport and funeral expenses and parents visiting sick party members in hospital, up to £250,000 per person.**  
Emergency medical assistance by Trans Care International.  
Excluded: - War risks  
- Expenses as a result of sexually transmitted diseases  
- Expenses as a result of air travel other than as a fare paying passenger in a licensed passenger-carrying aircraft  
An excess of £15 applies to each and every claim.

### 3. Personal accident cover

Including death, permanent total disablement, permanent partial disablement from any occupation, permanent facial disfigurement, loss of or damage to teeth and dentures and temporary total disablement. The amount of cover depends on the type of injury and age of the claimant.

Exclusions, limits of indemnity and excesses as in Section 2 above.

The limit of indemnity under sections 2 and 3 is £2 million in the aggregate.

#### **4. Personal effects and money.**

- Delayed baggage up to £50 per person
- Theft/loss of personal effects up to £250 any one article
- Theft/loss of money up to £500 per person

For all property belonging to each person the maximum limit is £1,000

Exclusions include contact lenses, fragile/brittle articles and atmospheric or climatic conditions. An excess of £15 applies to each and every claim.

**In relation to THEFT of money/personal items, the incident must be reported to the police within 24 hours. Claims will not be considered unless this condition is met.**

#### **5. Legal Liability**

With a limited indemnity of £1 million. This is in addition to the County's existing 3rd party liability insurance arrangements.

Exclusions are pollution and contamination.

**Legal liability, other than sudden/accidental, subject to a limit of £1 million in the aggregate for any one period of insurance.**

Insurance Company: AXA Global Risks  
Policy Number: XUK0001015L104A  
Renewal Date: 30<sup>th</sup> September 2009

Amount of Cover:  
Employers liability: £20 million  
Public liability: £30 million  
Personal accident: £2 million  
Professional liability: £5 million

### **FIRE PROTECTION**

Grafham Water Centre has a wireless system operating an audible siren, which is checked on a 3-monthly basis. We conform to Cambridgeshire County Council Fire Safety Policy.

### **EQUIPMENT**

All specialist equipment is provided. All equipment will be fit for purpose and is inspected as part of our Adventure Activities Licence. Records of equipment checks are available for inspection on site.

### **SECURITY ARRANGEMENTS**

As a Residential Centre we regard security as being of paramount importance and have a CCTV system which records all visitors to the site.

## **2.4 Parental Permission Form (Appendix C)**

It is vital that you obtain signed permission from each pupil's parent or guardian to allow you to take responsibility for them during the residential visit. This form also records emergency contact details, special dietary requirement and disabilities or medical issues, which you will need to, pass on to us in order to help us prepare appropriately for your stay. Please bring the completed forms with you and hand them over to your Course Director at the start of your stay. A sample form is located at the rear of this document. **(Appendix C - Permission Form)**

## **2.5 Medical/Dietary Information Form (Appendix D)**

This form must be completed by each visiting member of staff and details passed on to us. Please bring the completed forms with you and hand them over to your Course Director at the start of your stay. **(Appendix D - Medical/Dietary Information Sheet for Visiting Staff)**

## **2.6 Final Details Form (Appendix E)**

All specialist dietary information and information about disabilities and medical issues obtained from the Permission Forms and Medical/Dietary Information Forms should be entered on to this form and sent to Grafham Water Centre at least 8 weeks prior to your arrival, so that we can make appropriate arrangements for catering etc. **(Appendix E - Final Details Form)**

## **2.7 Evaluation Form (Appendix F).**

Your Course Director will give you an Evaluation Form at the end of your visit, but you may find it useful to refer to it in advance so that you can consider appropriate feedback during your stay. **(Appendix F - Evaluation Form)**

## **3.0 SAFETY**

Grafham Water Centre offers a wide range of adventurous activities and although we have undertaken comprehensive risk assessments there are some areas which require your judgement and where you need to plan how you are going to exercise control of your group of pupils. Whilst our Instructors will take the lead on structured activity sessions, you are responsible for your group's behaviour at all times. We are here to assist your pupils to gain the maximum amount of learning during their stay, working in close partnership with you and your staff, but we need to ensure that you will exert necessary control over your group to guarantee a safe and enjoyable visit and that your pupils show appropriate respect to staff and other users of the Centre.

### 3.1 Hazard Planning

<b>Hazard</b>	<b>What we have done</b>	<b>What we need you to do</b>	<b>Your personal notes (e.g. other issues you wish to consider)</b>
Equipment on site	Our activity equipment must not be used unless you are accompanied by one of our Instructors.	Brief your students and staff about not using equipment unless under supervision and monitor this.	
Play Areas	Your Course Director will brief you on our site rules and show you where your students can play.	Ensure that your students keep to the identified Play Areas.	
Buildings	The Course Director will brief you on safe usage of the buildings.	Ensure your students do not stand on furniture, sills etc. Please note that ball games are not allowed inside.	
Stairs and steps	The Course Director will brief students as to the rules in place round the site.	Please monitor students regarding their actions on steps and stairs and do not allow them to run in the buildings.	
Slips and trips	Our Centre is located on a natural site and the grounds are uneven. We have ensured that play areas are level and safe.	Monitor students and remind them of the consequences of playing on uneven surfaces. Ensure they are always supervised when playing outside.	
Accidents and incidents	A designated First Aider will be available at all times. An incident report (minor injuries report) will need to be completed by a staff member The member of staff involved with an activity group will take responsibility for the response unless for any reason unable to respond. In this situation inform another member of Centre staff.	Ensure that all accidents and incidents or near-misses are reported to one of our staff members.	Please note that you must bring your own basic First Aid Kit with you
Members of the public	All visiting public and contractors are to sign in, at Reception and will wear a visitors badge while on site. CCTV cameras monitor several areas of the site	Ensure appropriate adult supervision for your group(s) at all times and set boundaries on their behaviour. Ask students to be courteous to visitors.	
Hygiene	We provide facilities for washing hands before meals.	Please ensure your students wash their hands before eating.	
Wildlife	Course Directors will brief you about the wildlife on site, especially when they are nesting.	Ensure that students do not chase wildlife or behave inappropriately towards them.	

## 3.2 Risk Management Summary

The following is our risk management summary. The purpose of this summary is to satisfy clients that our risk analysis and management schemes are adequately robust.

### CENTRE DETAILS

Name: Grafham Water Centre  
Website: [www.grafham-water-centre.co.uk](http://www.grafham-water-centre.co.uk)  
Email: [info@grafham-water-centre.co.uk](mailto:info@grafham-water-centre.co.uk)

### ADVENTURE ACTIVITIES LICENCE DETAILS

The holding of an Adventure Activities Licence means that Grafham Water Centre has been inspected by the Adventure Activities Licensing Authority (AALA) and our risk analysis and management systems were found to be at least satisfactory. More about what holding a license means can be found on the Licensing Authority's website [www.aala.org.uk](http://www.aala.org.uk).

Reference No: R0262  
Licence No: L7793  
Licence Renewal Date: 4<sup>th</sup> April 2011

### DATE OF ACCREDITATION BY OTHER ORGANISATIONS

- We are a Royal Yachting Association recognised teaching establishment – awarded in 1973. This status involves two annual inspections by RYA officials.
- British Canoe Union Approved Centre in 1980
- Accredited Centre for Institute of Outdoor Education

### STAFF COMPETENCE AND QUALIFICATIONS

All staff will either hold a relevant National Governing Body (NGB) qualification or a statement of competence signed by an appropriately experienced and qualified person, consistent with the requirements of the Licensing Regulations. Copies are available for inspection on site.

### CHILD PROTECTION

Our policy is consistent with current good practice in this area and meets current statutory requirements. Criminal Records Bureau (CRB) checks are carried out on all centre staff.

### SUPERVISION WHEN NOT ON ACTIVITIES

Visiting school staff act *in loco parentis* for the duration of the visit. Grafham Water Centre has a qualified First Aider based on site at all times and operates an 'on call' system 24 hours a day.

### RISK ASSESSMENT

Inspected as part of our Adventure Activities Licence

### 3.3 Emergency Procedures

#### WHAT TO DO IN CASE OF THE FOLLOWING:

##### FIRE

- Operate the fire alarm.
- Leave the building via the nearest exit.
- The Course Director or On Call member of staff will ring the fire brigade or detail another member of staff to do so.
- Gather by the anchor at the front of the Centre.
- The **Group Leader should call the roll call**. The Group Leader must then report to the Course Director during the day or the On Call member of staff during the evening.

##### ACCIDENT (involving injury)

- Inform a member of staff. If one is not available then go to the reception desk where you will find a notice informing you of how to contact the On Call member of staff.
- A member of Centre staff must complete an incident report form (IRF96) at a later time with the assistance of a member of the visiting staff.

##### ACTIVITY MISHAP (non injury)

- The member of staff involved with an activity group will take responsibility for the response unless for any reason unable to respond. In this situation inform another member of Centre staff.
- An incident report (minor injuries report) will need to be completed by a staff member.

##### GAS ESCAPE FROM WATER TREATMENT WORKS

- You will hear a siren.
- Go immediately into a building, close the doors, pull the curtains, stay away from windows, and remain inside in a room facing the lake.
- Wait to be given the all clear.

Alarm is sounded at 8.00 a.m. on the first Wednesday of each month as a test.

##### POWER FAILURE

- Emergency lighting operates automatically throughout the building.

#### ALL ACCIDENTS AND EMERGENCIES MUST BE REPORTED TO A MEMBER OF GRAFHAM WATER CENTRE STAFF

##### IMPORTANT INFORMATION

- **Fire routines** are posted in all the bedrooms and indicate that on finding a fire the **fire alarm** should be sounded. On **hearing the alarm** everyone should leave the building by the **nearest exit** and gather by the anchor at the **front of the Centre** for numbers to be checked. If you wish, the **fire alarm** maybe sounded on arrival, please ask the member of staff giving the induction talk.
- Instructional staffs are all qualified first aiders.
- At all times there is a member of Centre staff **On Call** for emergency situations
- In **case of emergencies** or accidents, **inform** a member of **Centre staff**. During evenings please refer to the board in the reception and use the yellow phone to contact the **On Call Staff**.

## 4.0 YOUR ACTIVITY PROGRAMME

Grafham Water Centre offers the following adventurous activities:

### Water-based activities<sup>1</sup>

Canoeing  
Kayaking  
Windsurfing  
Sailing – single handers  
Sailing – crewed boats  
Raft building\*

### Land-based activities

Climbing  
High Ropes Challenge  
Low Ropes\*  
Archery\*  
Orienteering\*  
Mountain biking<sup>2</sup>  
Problem solving\*  
Ice breakers\*

<sup>1</sup> If any pupils have a poor swimming ability please let us know prior to your visit so that we can make appropriate arrangements.

<sup>2</sup> If you have any pupils who do not ride a bike and will need a tandem, please let us know prior to your visit.

Activities marked \* can be taken as a half-session.

During a typical 3-day residential stay there are 4 main half-day activity sessions plus an introductory session on the first morning and a shorter session on the final afternoon. Groups generally rotate around their chosen activities so that all pupils can experience every activity in the programme.

Before planning your activity programme you need to consider the following points:

- Do you have any specific aims and objectives you want to meet through your residential visit?
- What is the size of your group and how could you best be split up to get the most out of the activities? (We usually work on a maximum group size of 16).
- Do you wish each pupil to participate in all the programmed activities or do you want some pupils to repeat activities on more than one session?

By considering your response to these questions we will be able to plan activities to ensure that we make the best possible arrangements for your stay. A sample programme is shown below. Please note you will need to decide which pupils will make up each group and bring this information with you when you come to the Centre

Please note that although we do our best to keep to the planned programme, there may be circumstances (such as adverse weather conditions) which mean we have to make changes on the day.

As soon as you have identified your aims and objectives, please contact Roger Morris (Chief Instructor – Curriculum Support) on 01480 810521 to arrange the programme content for your stay. You need to do this as soon as possible so that we can give you priority in choosing your activities. If you leave it too late we may not be able to offer all your chosen options.

In addition to daytime activities, your group can use the Sports Hall for teacher-led activities on one night during your stay. If you wish the Centre staff to organise any evening activities, please discuss this with Roger Morris prior to your visit. An extra charge will be made for this provision.

## 4.1 Sample Activity Programme

Date of visit \_\_\_\_\_ Name of School \_\_\_\_\_

Group size - **60 plus 4 staff**

4 groups of 15 pupils and 1 staff

Year Group 5 and 6

**Examples of Objectives:**

- Build self esteem
- Improve communication skills
- Develop co-operation skills
- Experience outdoor and Adventurous Activities
- Consider environmental issues

### PROGRAMME

**Day 1**

1030 Arrive, drinks and introductions - Leader liaison with Course Director  
 1045 Ice-breakers  
 1230 Lunch followed by room allocation  
 1400 Activities - **A** \_\_\_\_\_ **C** \_\_\_\_\_ (choose activities on  
**B** \_\_\_\_\_ **D** \_\_\_\_\_ rotation basis)  
 1800 Dinner  
 Evening Activities – own led  
 2100 Hot Chocolate available

**Day 2**

0815 Breakfast  
 0845 Room inspection - carried out by visiting staff  
 0900 Activities - **A** \_\_\_\_\_ **C** \_\_\_\_\_  
**B** \_\_\_\_\_ **D** \_\_\_\_\_  
 1300 Lunch  
 1400 Activities- **A** \_\_\_\_\_ **C** \_\_\_\_\_  
**B** \_\_\_\_\_ **D** \_\_\_\_\_  
 1800 Dinner  
 Evening Activities – own led  
 2100 Hot Chocolate available

**Day 3**

0815 Breakfast  
 0845 Room inspection and pack and clear rooms  
 0900 Activities - **A** \_\_\_\_\_ **C** \_\_\_\_\_  
**B** \_\_\_\_\_ **D** \_\_\_\_\_  
 1300 Lunch followed by Leaders debrief with the Course Director  
 1400 Activity for whole group  
 1630 Tea and farewells

## 4.2 Personal & Educational Goals

Courses at Grafham Water Centre are designed to meet challenging personal and educational goals, allowing individuals to learn at their own level and develop the five learning outcomes of:

- being healthy
- being safe
- enjoying and achieving
- making a positive contribution
- learning skills to help achieve economic well-being

The following section provides support for visiting group leaders on how the core goals of Grafham Water Centre and the residential learning we offer can contribute to your pupil's learning experience and curriculum targets.

The Centre focuses on core goals of:

- Self awareness
- Contributing effort to gain success
- Thoughtfulness for others
- Listening skills
- Taking responsibility
- Working well together

These also contribute to curriculum developments for:

- Personal, social and health education
- Spiritual, moral, social and cultural development
- Citizenship
- Safety education
- Key skills development

It is recommended that leaders identify the key needs for their group. The residential experience contributes to learning in the following areas

### **ORGANISING YOURSELF**

- **IN BEDROOMS**
- Clothing and kit
- Planning ahead
- Cleaning up afterwards

### **ACCEPTING RESPONSIBILITY**

- Completing duty tasks
- Showing a mature attitude
- Recognition of limitations

### **UNDERSTANDING GREEN ISSUES**

- Country code
- Recycling
- Avoiding litter

### **CONSIDERATION FOR OTHERS**

- Around the Centre
- In public
- Helping each other

### **BEING SOCIABLE AND THOUGHTFUL**

- Living with friends
- Respecting others
- Dealing with any conflicts

### **PERSONAL DISCIPLINE**

- Thinking safe and being safe
- Good timekeeping
- Acceptable behaviour

### **MANNERS AND POLITENESS**

- With each other and leaders
- During activity sessions
- In the dining room
- During casual conversations

### **COMMUNICATION SKILLS**

- Listening skills
- Understanding
- Contributing

### **CARE OF BORROWED EQUIPMENT**

- Safe usage
- Correct storage
- Return clean and undamaged

### **LOOKING AFTER YOURSELF**

- Hygiene
- Care of personal clothing
- Sensible eating and resting

### **HELPING YOU ACHIEVE**

- ◆ A positive attitude
- ◆ Making a real effort
- ◆ Celebrating success

### **WORKING AS A TEAM**

- Co-operation
- Contributing
- Encouraging

### 4.3 Children & Teachers Procedures During Visit

This information will help you to make your stay with us more relaxed. There are a number of questions that are asked by visiting staff and the following is an attempt to provide answers. If your specific question is not answered here then please do not hesitate to contact the Centre.

#### 4.3.1 Arrival

**The Course director who will be your main contact throughout your stay at the Centre will meet you when you arrive**

- **Allow time** for liaison between the group leader and the Course Director when you arrive. The group leader is the person who will take responsibility for the group during the visit.
- **Arrange** for the group to arrive at the time agreed on your programme.
- If you arrive for your visit in the morning, it is not possible to provide the bedrooms ready for you to move into on arrival.
- A member of staff will meet your group when you arrive and will ask you to put all bags in an appropriate place until the rooms are ready. Bedroom allocation will normally be after lunch.
- Year 5 students and above will be asked to make their own beds. A sheet, duvet cover and pillowcase will be left on the bed.
- Centre staff will be preparing your rooms during the morning following the departure of the previous group. Ask children to ensure that they are wearing suitable clothing for the morning activities or have it easily available (wellies included) .
- Drinks and biscuits are provided as part of the introductory session (coffee or tea for staff, squash for the children. For older groups let us know if you think squash is not appropriate).
- **Evening arrivals will normally be shown straight to their rooms and will receive the briefing either just before or just after their evening meal.**

*Note: Should the need arise for you to make an observation or complaint regarding any aspect of your visit to the Centre, please raise your concerns with your course director as soon as you can, or if more appropriate with a senior member of staff. This may be done verbally or in writing.*

#### 4.3.2 Free Time and the Use of Rooms

- A lounge will normally be allocated to a group to use during free time. Discuss this with the Duty Manager with whom you liaise when you arrive.
- The Centre cannot guarantee that you will have a dedicated lounge all of the time you are here, as it may be used for other purposes whilst you are out on activities. Your Course director will inform you when you arrive if this will be the case. We will however ensure that you have a lounge for the evening.
- Bedrooms are not social meeting areas and children will not normally be expected to spend time there during the day.

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- If the weather is appropriate for the group to go outside during their free time then please ensure that they use the back door to go in and out.
- When outside they should not go unaccompanied to the water's edge, onto the jetties, onto the top field where the climbing tower and ropes course are to be found or off the site. Your help in supervising this is vital. Please do not use the fire doors to the lounges as ways in and out of the building.
- Ensure that the children keep the rooms and washing areas as tidy as **possible**.
- You are asked to inspect the rooms each morning to ensure that they are tidy.
- The drying room (at the far end of the accommodation block) is for clothing only. The outside drying area can also be used for clothing during the summer months

### 4.3.3 Responsibilities of Teachers & Leaders

- To supervise the children and ensure acceptable behaviour.
- Leaders will be responsible for any damages attributed to their group for the duration of the visit. The group will be financially responsible for any replacement or repair necessary.
- To take part in or help with activities under the guidance of Centre staff.

During the visit to the Centre teachers & leaders act in loco parentis and have a duty of care throughout the whole residential.

### 4.3.4 Student Involvement In Keeping The Centre Clean and Tidy

- We encourage students to help keep the Centre clean and tidy and offer the opportunity for them to assist in the general cleaning.
- An itinerary will be given during your briefing with the course director showing areas/times some basic chores can be undertaken
- All equipment is available (no chemicals or electrical items are used)

Basic chores such as, sweeping, litter picking, recycling, dusting, keeping bedrooms tidy can be undertaken. These tasks are not compulsory but add to young peoples' "life skills"

### 4.3.5 Departure

- On the final day you will need to vacate your rooms to allow them to be prepared for the next group to arrive. This should be done before breakfast. Please check with the Course Director where bags should be placed and what clothing should be left available. The departure information will be on the notice board at reception.
- Groups **must clear** their rooms by the **time given** and put their bags where directed by Centre staff.
- The **group** will be **required to strip their beds**, taking off the pillowcase, sheet and duvet cover. These should be folded and left at the foot of the bed on top of the folded duvet.
- Visiting staff are asked to check the bedrooms when the students have vacated their rooms

to check for rubbish, any damage or lost property.

- **Allow time** for departure **liaison** with the **Course Director**.
- Ensure bedroom **keys are returned** to Reception.
- **Please arrange** for the **coach** to arrive at least 15min before your planned departure time.

**IF THERE ARE ANY PROBLEMS, PLEASE ASK FOR OUR ADVICE**

## 5.0 ACCOMMODATION

### 5.1 Lounges

We have 5 lounges at the Centre in our renovated and extended main building – the Valley Lounge, the Lymage and Rectory Lounges (which can be made into one large lounge if needed) and the Glebe and Redhill Lounges (which can also be made into one large lounge if needed). We will endeavour to allocate one lounge for you to use for the whole of your stay, however there may be occasions when we will need to use a lounge for other groups, such as Conferences or Management Training Sessions. Taking bookings for these types of groups help us to maximise the use of lounges that could otherwise be left empty for most of the day and the extra revenue generated means we are able to keep costs for school groups to a minimum. If you do need to vacate a lounge for use by another group, we would ask you to leave it when you go in to breakfast and we will endeavour to make it ready for you to use again when you return from your afternoon activity session. Your Course Director will discuss such arrangements with you as part of your arrival briefing.

If you have less than 35 people in your group it may be necessary for you to share a lounge with another group. If this is the case we will discuss it with you prior to your stay and your Course Director will give you further information on arrival.

### 5.2 Bedrooms

Sleeping accommodation is provided in a mixture of 8-bedded dormitories, quad rooms, triple rooms and single rooms. Our brand new bunk beds can be easily dismantled to suit smaller group sizes or additional beds can be added to the quad rooms if needed. Some single rooms are en-suite whilst others may share bathrooms. 4-bedded and triple have their own allocated shower and toilet and dormitories for 8 have access to a large shower room housing shower and toilet facilities.

We provide sheets, duvets, duvet covers, pillows and pillow cases for your stay. Pupils in Year 5 and above are expected to make their own beds, but if you do need us to make your beds for any reason, please indicate this on your bed-list form. Clean bedding is available in case of "accidents", but if you have any known bed-wetters in your group please let us know in advance and we can put an unobtrusive cover on the bed. Clean bedding is available in case of "accidents".

We will endeavour to allocate rooms on the same floor or same accommodation block for your group, however when several schools are booked in at the same time, we may have to split groups up in order to accommodate everyone.

#### 5.2.1 Bed Allocation Form

In order to plan accommodation usage effectively it is vital that you send us the final numbers of pupils and teachers/helpers and the male/female splits **at least 8 weeks prior to your stay** using the form provided **below**. Once we have planned room allocations for your stay, we will send you a copy so that you can decide where individual pupils, teachers and helpers will sleep.

### 5.3 Catering

Grafham Water Centre works actively to promote a healthier lifestyle for all who stay with us. Our catering department has devised a set of menus designed to encourage pupils to eat healthier options and try different kinds of food. Menus are organised on a rolling 4-week basis and will give you a choice of foods at each meal. The catering team will ring a bell when your meals are ready. It is useful if you gather your group together in their Lounge prior to escorting them to the Dining Room.

Each morning we will provide you with a **breakfast** consisting of cereals, toast and preserves plus a cooked option.

Whilst our on your activity sessions, we will provide you with **morning** and **afternoon** refreshments of squash and either biscuits or raisins.

For **lunch** you will have a selection of freshly made rolls filled with cheese, ham, turkey, egg or tuna plus a wide choice of salads including tomato, lettuce, cucumber, pasta and rice. Home-made soup is also available plus a choice of fresh fruit and yoghurts for dessert.

For **dinner** you will have a choice of main courses plus a dessert. We will usually provide one vegetarian and two non-vegetarian main courses, but if you have notified us that you have a high proportion of vegetarians we will provide a second vegetarian option.

Please ensure that once meals are completed you supervise your students in clearing their tables and disposing of uneaten food.

At **bedtime** we provide hot chocolate for pupils and adults.

**Tea and coffee** is available on a self-service basis at all times in the dining room for teachers and helpers.

Souvenirs are available for pupils to purchase, by arrangement each evening. You will need to ensure your group is adequately supervised whilst waiting to be served.

### 5.3.1 Sample Menu

	<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>	<b>Pudding 1</b>	<b>Pudding 2</b>	
<b>Monday</b>	Selection of cereals Toast and preserves Grilled bacon Fried eggs Hash browns Baked beans	Soup of the day Selection of rolls Selection of salads Fruit and yoghurt	Marinated chicken breast, Pasta twists, Broccoli	Apple and blackberry crumble, cream	Fresh fruit salad Cream	<b>Fresh Fruit always available</b>
<b>Tuesday</b>	Selection of cereals Toast and preserves Sausages Scrambled eggs Waffles Tomatoes	Soup of the day Selection of rolls Selection of salads Fruit and yoghurt	Lamb madras Boiled rice Fresh green salad	Pears, ice cream and chocolate sauce	Fresh fruit salad Cream	
<b>Wednesday</b>	Selection of cereals Toast and preserves Croissant, Warm roll, Orange juice Boiled eggs Grapefruit	Soup of the day Selection of rolls Selection of salads Fruit and yoghurt	Pork and onion plait Baked beans Courgettes Boiled potatoes	Fresh fruit salad Cream	Shortbread and yoghurt	
<b>Thursday</b>	Selection of cereals Toast and preserves Grilled bacon Fried eggs Hash browns Baked beans	Soup of the day Selection of rolls Selection of salads Fruit and yoghurt	Beef stroganoff Rice and cabbage	Pineapple upside-down cake	Shortbread and yoghurt	
<b>Friday</b>	Selection of cereals Toast and preserves Sausages Scrambled eggs Waffles Tomatoes	Soup of the day Selection of rolls Selection of salads Fruit and yoghurt	Battered Cod, Chipped potatoes, Peas	Cheesecake	Fresh fruit salad Cream	
<b>Saturday</b>	Selection of cereals Toast and preserves Grilled bacon Scrambled eggs Spaghetti hoops Sauté potatoes	Soup of the day Selection of rolls Selection of salads Fruit and yoghurt	Chicken strips in Mushroom sauce Broccoli Pasta shells	Bakewell tart	Fresh fruit salad Cream	
<b>Sunday</b>	Selection of cereals Toast and preserves Croissant, Warm roll, Orange juice Boiled eggs Grapefruit	Soup of the day Selection of rolls Selection of salads Fruit and yoghurt	Roast Lamb Roast potatoes Cauliflower Gravy	Gateaux	Fresh fruit salad Cream	

### 5.3.2 Specialist dietary requirements

We do not use nuts in any of our cooking, but some foods may contain traces of nuts. Soya milk is available on request.

To ensure we can plan and cater for your needs, please let us know of any specific dietary requirements **at least 8 weeks prior to your stay** so that we can order appropriate foods. If a pupil does have a particular dietary need that requires specialist food provision, it is advisable for the parent/guardian to contact the Centre to discuss whether certain ingredients (e.g. gluten free bread or specific brands of food) should be brought with them.

#### **Sub Note to previous visitors**

Our kiosk will be replaced by vending machines for snacks and drinks. Children should bring change if 'kiosk' time is desired. Souvenirs can be obtained through Reception whilst at GWC.

## 6.0 CLOTHING

This list is intended as guidance for clothing that should be brought when visiting the Centre. You may wish to include extra items that are not on the list. For a three-day visit, we suggest that **three** complete changes of outdoor clothing are needed, and also one outfit for the evenings. We hope that by checking the clothing both prior to coming and before departure from the Centre, the risk of lost property will be reduced.

**The prime considerations should be:**

**Warmth**

**Dryness**

**Ease of carrying**

The Centre has all the safety equipment needed and wetsuits are used in cold weather for water sports.

It should be stressed that students should bring old clothes, as they may get wet and dirty on some activities.

## 6.1 Suggested clothing list

**Please make sure all items have your child's name on.**

Please mark this and give it to your child to enable them to make sure that they bring home the correct clothing. ITEM Essential all items are names	QTY	CHECKED ON PACKING	CHECKED ON DEPARTING
T Shirts			
Sweaters/Fleeces			
Warm Trousers (NOT JEANS)			
Shorts			
Underwear: Pants			
Socks			
Vests			
Nightwear			
Swim Suit			
Bath and Hand Towel			
Washing Kit			
Indoor shoes (Slippers) Outdoor Shoes (e.g. Trainers for land activities)			
Rubber Soled Shoes (e.g.Plimsolls/Old trainers for wet activites)			
<b>Waterproof Coat/ Jacket/Anorak</b>			
Waterproof Trousers			
Gloves			
Wellington Boots			
Hat			
Spectacle safe head band			
Bin Liner for wet clothes			
<b>N.B During some of the activities your child's clothes may get wet and muddy, therefore they will need at least 1 full change of old clothes per day. It is also better to send too much warm kit rather than not enough.</b>			
<b>OTHER OPTIONAL ITEMS - teddy, small recycled named drinks bottle i.e mineral water that can slip into a pocket.</b>			

**Please Note - LOST PROPERTY IS HELD FOR TWO WEEKS**

## 7.0 APPENDIX

### 7.1 Appendix A - Stage Payment Form

<b>Grafham Water Centre</b>			
<b>Schools/Youth Groups Visits</b>			
<b>Stage Payment Form</b>			
<b>Please return this Form by the appropriate date - to:</b>			
Grafham Water Centre, Perry, Huntingdon, Cambs, PE28 0BX			
<b>School</b>	<input style="width: 100%;" type="text"/>		
Address	<input style="width: 100%;" type="text"/>		
Telephone number	<input style="width: 100%;" type="text"/>		
Visiting dates	From: <input style="width: 100px;" type="text"/>	To: <input style="width: 100px;" type="text"/>	
Name of leaders	1. <input style="width: 150px;" type="text"/>	2. <input style="width: 150px;" type="text"/>	
	3. <input style="width: 150px;" type="text"/>	4. <input style="width: 150px;" type="text"/>	
	5. <input style="width: 150px;" type="text"/>	6. <input style="width: 150px;" type="text"/>	
Number of pupils	Total <input style="width: 100px;" type="text"/>	Male <input style="width: 100px;" type="text"/>	
		Female <input style="width: 100px;" type="text"/>	
Number of leaders	Total <input style="width: 100px;" type="text"/>	Male <input style="width: 100px;" type="text"/>	
		Female <input style="width: 100px;" type="text"/>	
<b>Please indicate method of payment of the stage payment @ £50.00 per head</b>			
*Cheque enclosed (made payable to <b>Cambridgeshire County Council</b> ) for:	£	<input style="width: 150px;" type="text"/>	
*Please forward an external invoice for:	£	<input style="width: 150px;" type="text"/>	
*Please forward an internal invoice (transfer) for:	£	<input style="width: 150px;" type="text"/>	
<b>*Please delete as appropriate</b>			
Authorised signatory:	<input style="width: 100%;" type="text"/>		
Position:	<input style="width: 100%;" type="text"/>		
Date:	<input style="width: 100px;" type="text"/>		



### 7.3 Appendix C - Permission Form

<b>PERMISSION FORM</b>				
To be completed by parents or guardians on behalf of the young person attending and returned to the Group Leader.				
<b>School/ group name:</b>				
<b>Dates of visit:</b>	From:		To:	
Name of child attending				
<b>Address:</b>				
Parent/Guardian name:				
Parent/Guardian contact numbers	Daytime number		Evening number	
<b>Date of birth of child</b>				
<b>Medical information</b>				
Doctor				
Doctors address				
Doctors telephone number	Daytime number		Evening number	
Does your child have a rare blood group?	<b>YES/NO</b>	If <b>yes</b> , please state which group		
Is your child allergic to any medicines?	<b>YES/NO</b>	If <b>yes</b> , please give details		
Has your child been prescribed medication to take during your time at Grafham Water Centre?	<b>YES/NO</b>	If <b>yes</b> , please give details		
		<b>This medication should be handed to the Teacher in charge, together with the written dosage instructions.</b>		
Is there any other information concerning your child's health that you feel we should know about? e.g. sleepwalking, asthma, epilepsy, hay fever, diabetes, bed wetting		Please give details		

## Grafham Water Centre - Welcome Pack

Has your child had a Tetanus injection in the last 5 years?	<b>YES/NO</b>	Notes:
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<b>DIETARY INFORMATION</b>	Please indicate any special dietary requirements your child may have due to medical, religious or moral reasons.
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### PARENTAL DECLARATION

**A parent or guardian must complete the following section if the student is under 18 years of age.**

I undertake to inform the visit organiser or the Head Teacher as soon as possible of any relevant change in medical circumstances occurring before the journey.

In the case of accident or illness whilst away from home, I consent to any necessary medical treatment, which might include the use of anaesthetics.

**Please Note:** We may occasionally take photographs or film young people involved in activities. These may be used in various publications, brochures or for TV.

Please tick the box if you **Do Not** wish your child to be included

### INSURANCE ARRANGEMENTS

I agree that (**I / my son / daughter / ward**) will participate in a programme of activities which has been planned between Grafham Water Centre and the school.

I understand that the insurance of Cambridgeshire County Council covers all legal liability to all students on courses. Personal Insurance is provided for all Cambridgeshire County Schools on receipt of the deposit. Grafham Water Centre regrets that the insurance cover is not available to other organisations. Such organisations are strongly recommended to provide their own insurance for personal injury, loss of possessions or cancellation, which should take effect from the time of booking.

<b>Signed:</b>		<b>Parent or Guardian</b>
<b>Date:</b>		

**Thank you for completing this form. Please return it to your Group Leader.**

**7.4 Appendix D - Medical/Dietary Information Sheet for Visiting Staff**

<b>MEDICAL &amp; DIETARY INFORMATION SHEET FOR VISITING STAFF</b>				
To be completed by each visiting Teacher/Leader and returned to the Group Leader.				
<b>School/ group:</b>				
<b>Dates of visit:</b>	From:		To:	
<b>Name:</b>				
<b>Address:</b>				
Medical information				
<b>Doctor</b>				
<b>Doctors address</b>				
<b>Doctors telephone number</b>	<b>Daytime number</b>		<b>Evening number</b>	
<b>Do you have a rare blood group?</b>	YES/NO	<b>If <b>yes</b>, please state which group</b>		
<b>Are you allergic to any medicines</b>	YES/NO	<b>If <b>yes</b>, please give details</b>		
<b>Have you received a Tetanus injection in the last 5 years?</b>	YES/NO	<b>Notes:</b>		
<b>Is there any other information concerning your health that you feel we should know about? e.g. asthma</b>	YES/NO	<b>Notes:</b>		

<b>DIETARY INFORMATION</b>	Please indicate any special dietary requirements you may have due to medical, religious or moral reasons.	
<b>INSURANCE ARRANGEMENTS &amp; DECLARATION</b>		
<p>I understand that I will participate in a programme of activities, which has been planned with Grafham Water Centre.</p> <p>I understand that the insurance of Cambridgeshire County Council covers all legal liability to all students on courses. Personal Insurance is provided for all Cambridgeshire County Schools on receipt of the deposit. Grafham Water Centre regrets that the insurance cover is not available to other organisations. Such organisations are strongly recommended to provide their own insurance for personal injury, loss of possessions or cancellation, which should take effect from the time of booking.</p>		
<b>Signed:</b>		<b>Teacher/leader</b>
<b>Date:</b>		
<b>Thank you for completing this form. Please return it to your Group Leader.</b>		

## 7.5 Appendix E - Final Details Form

## SCHOOLS/YOUTH GROUPS RESIDENTIAL VISITS

### FINAL DETAILS FORM

Please return this Form **AT LEAST EIGHT WEEKS** before the start date of your school's visit  
to Grafham Water Centre, Perry, Huntingdon, Cambs, PE28 0BX

<b>School</b>	
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<b>Visiting dates</b>	From:		To:	
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<b>Visiting leader</b>	
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<p>Please summarise here details of attendees with special dietary requirements and those whose medical information we should be aware of. Please retain the completed application forms and bring them with you - it will be helpful to have telephone numbers and medical information contained in them with you on the journeys to and from the Centre.</p>
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<b>Special Dietary Requirements - names and needs.</b>

<b>Any disabilities or medical conditions of which the Centre should be informed.</b>

<b>Official visitors expected and meals required for them.</b>

<b><i>Your completed Bed List Form should be returned with this form</i></b>
Please use a separate sheet if information does not all go on this form, please ensure the name of the school, dates and person are clearly marked on all copies

**7.6 Appendix F - Evaluation Form**

## EVALUATION FOR VISITS FROM SCHOOL AND YOUTH GROUPS

**DON'T HOLD BACK, WE NEED FEEDBACK!**

 Group: 

 Visit Dates: From:  To: 

 Completed by: 
**1. YOUR PROGRAMME**

What was the specific programme aims for your activities? Please list:

Please score between 1 – 10 (1 being not met, 10 being completely met)

	Activity	Specific Aim or Expected Outcome as Agreed	Score
1			
2			
3			
4			
6			

Please comment:

**2. VISIT MANAGEMENT**

Please score between 1– 10 (1 being poor, 10 being excellent)

	Score

How would you score our management of your stay?	
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Please comment:

### 3. THE CENTRE FACILITIES

Please list below what other objectives you hoped to achieve during your stay:

Additional Objectives from your stay:

Please score between 1– 10 (1 being poor, 10 being excellent)

**Score**

How would you rate the Centre in terms of helping you achieve those objectives and in its facilities, comfort and cleanliness?

Please comment:

### 4. CATERING

Please score between 1– 10 (1 being poor, 10 being excellent)

**Score**

How would you rate the catering?

Please comment:

### 5. ADMINISTRATION

Please score between 1– 10 (1 being poor, 10 being excellent)

**Score**

How would you rate our administration of your booking (both before and during your stay)?

Please comment:

**Are there any other comments you wish to make?**

Has your overall impression of Grafham Water Centre been enhanced?

Yes		No		Same	
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Thank you for taking the time to complete this form. Your comments are valued and will be used to help improve the service we provide for future customers. We would welcome the opportunity of using your comments for marketing purposes. If you would prefer your comments to remain confidential, please tick here.

For office use only:

**PERFORMANCE MONITORING**

ID-----

WA-----

TT-----

Course Director-----

Copy of evaluation sheet to next booking  Entered on data base