



GWC
GRAFHAM WATER CENTRE

VISITOR HANDBOOK

Everything you need to know to help your trip run smoothly

Important Phone Numbers

Duty Manager (08:30-17:30) - 07551279271

On-Call (17:30-08:30) - 07717697686

Main Reception (09:00-17:00) 01480 379500

Door Codes

- Group Accommodation - found on lanyards
- All external door codes you will need will be given on the day of arrival
- Gates will be locked in the evening around 9pm and opened 8am



FAQ'S

Frequently Asked Questions



Q. What is the difference between session duration?

A. Sessions are 3 hours long that involves one activity and a split session involved two 1.5 hour activities

Q. What times are the sessions?

A. **Summer:**

Morning Session- 09:30-12:30,

Afternoon- 14:00-17:00,

Evening - 19:00-21:00

Winter:

Morning Session- 09:30-12:30,

Afternoon- 13:30-16:30,

Evening 18:30-20:30

Q. Can I come for a tour?

A. Yes. This must be organised with reception and all parents must be accompanied by a teacher

Q. How many students can be in each group?

A. Maximum of 12 students per group, at least one teacher needs to accompany a group

Q. Do you provide bedding and pillows?

A. Yes. For all internal accommodation we provide all bedding including pillows. We do not provide these for bell tents

Q. Can students with disabilities participate in all sessions

A. Most of our activities are adaptable and we will try to make sure that all of your student can participate in all sessions. Please contact the centre to find out more information

Q. Can I have access to your risk assessments?

A. No, but our Risk Management Summary is found on our website in the 'Leaders Zone'

Q. How many activities can we choose?

A. If you are here for:

2 day residential = 3 activities

3 day residential = 5 activities

5 day residential = 9 activities

We ideally recommend you pick more activities than you will participate in to guarantee your preferred chose of activities

Q. Do we provide wetsuits?

A. Yes. We provide wetsuits for all watersports but we do not provide wet shoes

YOUR STAY

Overall view about what happens on your stay



Day of Arrival

- When you arrive please head to reception to tell us you have arrived
- We will then contact your course director and they will come and meet you

Arrival Morning

- You will meet your course director you will look after you during your stay and they will go through rules, objective setting and site tour until 12:30

Afternoon Activity

- Lunch is **NOT** provided on your first day
- Lunch will begin at 12:30 and activities will begin at 13:30(winter) or 14:00 (summer)

Activity Program

- You will receive and activity program with the timings and group activities for your stay
- Timings of the day are as follows;

Summer:

- Morning Session- 09:30-12:30,
- Afternoon- 14:00-17:00,
- Evening - 19:00-21:00

Winter:

- Morning Session- 09:30-12:30,
- Afternoon- 13:30-16:30,
- Evening 18:30-20:30

Grafham Water Centre Centre - Activity Programme

Organisation Name: Example Booking group 1 | Number Of Groups: 2 | Nights: 2 | Arrival Date: 10:00, 18 Oct 2023 | Departure Date: 14:00, 20 Oct 2023

Session	Time	Example Booking group 1	Example Booking group 2
Wednesday 18 Oct			
Wed	10:00 - 12:30	Course Director	Course Director
Wed	14:00 - 17:00	Sailing - Funboats	Sailing - Funboats
Wed	19:00 - 21:00	Archery Indoors	Archery Indoors
Thursday 19 Oct			
Thu	09:30 - 11:00	Canoeing	Kayaking Sit On Top Set
Thu	11:00 - 12:30	Kayaking Sit On Top Set	Canoeing
Thu	14:00 - 15:30	Wingsurfing	SUP
Thu	15:30 - 17:00	SUP	Wingsurfing
Friday 20 Oct			
Fri	09:30 - 11:00	High Ropes - Jacobs Ladder	Climbing
Fri	11:00 - 12:30	Climbing	High Ropes - Jacobs Ladder

PLEASE NOTE THAT CHANGES TO THE ORDER OF ACTIVITIES MAY BE NECESSARY UP UNTIL YOUR ARRIVAL WITH US

Date Created: Fri 1st Sep 2023

KIT LIST

Please find below the compulsory and recommended kit list



Compulsory

Tick

- T-shirts
- Sweaters/Fleece
- Warm Trousers (**NOT** Jeans)
- Shorts
- Underwear; Pants, Socks
- Nightwear
- Swimwear
- Bath and Hand Towel
- Washing Kit
- Indoor Shoes; slippers or sliders
- Outdoor shoes; trainers
- Water Shoes; can be trainers but **MUST** be able to get them wet
- Waterproof Coat/jacket
- Waterproof Trousers
- Gloves (winter)
- Wellies (winter)
- Hat; cap for summer, beanie for winter
- Bin Liner for wet clothes
- Drinks bottle with name
- Suncream

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Optional Kit

Tick

- Teddy Bear
- Books
- Money for souvenirs
- Small games
- Scarf (winter)
- Welly socks
- Torch

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ROLES AND RESPONSIBILITIES

Our staff roles during your stay



Duty Manager

- The daily operation of the centre is the responsibility of the Duty Manager,
- The manager will make themselves known on your day of arrival

Course Director

- Oversee the running of all your program throughout the week. They will be your key point of communication should you have any suggestions, concerns or require more information.

Group Instructors

- Responsible for delivering the programme, meeting course outcomes and for the welfare and personal development needs of participants in their groups.

Hospitality

- Between 9am and 5pm there will also be a hospitality team (catering and cleaning), maintenance team and reception business support.
- Please don't hesitate to ask any of them questions.

On Call Staff

- From 5.30pm to 8.30am they assist with the general running of the centre during this time and are available to help course participants.
- This is to ensure there is 24-hour emergency support.



ACTIVITY SESSIONS

We do ask for you to take a small role during your stay to support the young persons experience



Behaviour

- We would be grateful you can support our instructors in making sure all participants are listening and following safety rules

Punctuality

- Please make sure young people turn up on time for activities. There is a kit list, activity info and schedules to help with this

Roles on Session

- These are roles such as being an extra pair of eyes, supporting, encouraging or even riding a tandem bike.

Risk Management

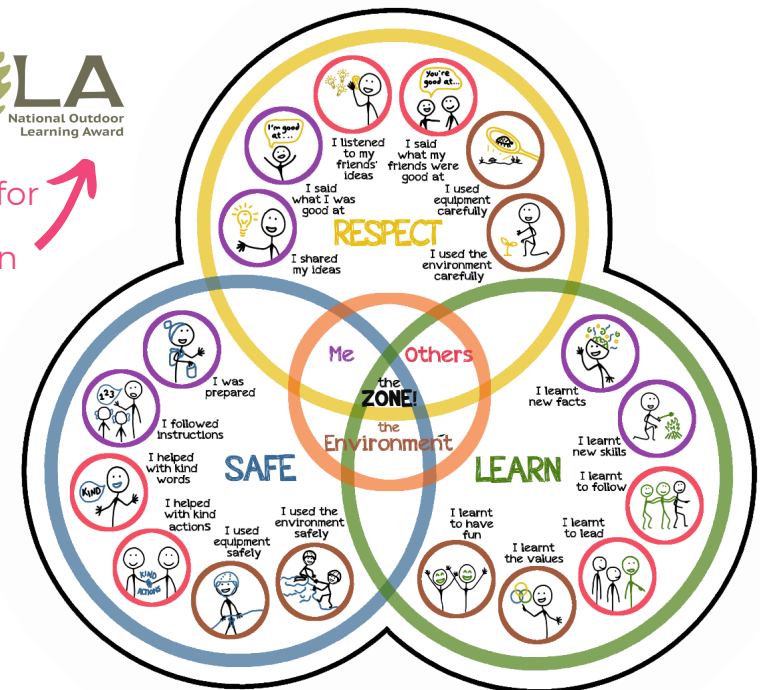
- GWC is AALA licensed, RYA Training Centre and also holds AHOEC Gold Standard, LOTC and Adventure Mark Accreditation
- Policy overview available on our website

NOLA Objective Setting

- The **National Outdoor Learning Award** is an award scheme to celebrate and capture people's participation in an outdoor learning experience.
- During sessions they will be given a certificate and they will be supported to fill this out. On their last session the instructor will sign their awards.



Click here for more information



SAFEGUARDING

Measures we have in place to keep children safe



Activity Time

- GWC are responsible for safety during activity time along with the safety of the equipment and grounds

Supervision

- Young people will be supervised by GWC instructors on session
- In the accommodation, during meal times and free time it is the visiting staffs responsibility
- Accommodation will be locked at night with accessible door codes

Loco Parentis

- Visiting staff at Grafham Water Centre are acting 'in loco parentis'. This means that visiting staff have responsibility for students outside of formal activities and responsibility for behaviour and pastoral care throughout the visit.

GWC Staff

- Staff will always wear a uniform or carry an ID badge.
- Official contractors will wear a visitor lanyard with contractor on the badge.
- Volunteers/work experience will blue lanyards with volunteer emblazoned.

Policy

- Safeguarding policy available on our website

Visiting Staff

- All visiting staff are to wear visitor lanyards as part of the centres safeguarding policy. These are collected from the course director or reception on arrival. Please make sure they are returned on departure.

ROOM INFORMATION

What happens when you arrive?



Bedrooms

- Rooms are prepared on the day of arrival; your Course Director will be informed when the rooms are available to be used.
- Teacher beds will be made up ready to go, however young people will need to make their own beds
- Bed lists should have been sent in prior to your visit and need to be kept to wherever possible.
- If there any changes, please inform your Course Director who will update our fire list.

Room Keys

- On arrival you have the option to have keys for leader rooms and will need to be collected from reception
- On Departure, please hand your keys back to reception.
- Unfortunately, if there are any keys missing, there will in a £5 per key surcharge. This is to cover the cost of replacing the key.

Important Information

- During our busy periods you might share accommodation blocks with other schools however, you will have your own floor.

Bell Tents

- On arrival your course director will tell you when the bell tents are ready to move into
- Until they're ready you will be shown into the bell tent marquee where you will have your introduction talks, safety brief and objective setting talks

Inside the tents

- Inside the bell tents will be camping mattresses for young people and camp beds set up for teachers
- If anyone in your group forgets sleeping bags or other equipment we do have spares.

MEALTIMES

Dining room rules, dietary and medical needs



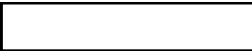
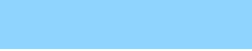
Teacher Talk

- Grafham Water Centre will cater for special diets and medical dietary needs
- You will meet the chef to discuss dietary and medical needs on your arrival morning
- Lunch is NOT provided on the first day

During Dinnner

- The dining room can be a very busy place, so to reduce the risk of messy accidents we ask young people to remain seated except when collecting food or cleaning up.

Dietary Colour Codes

White	Dairy	
Yellow	Egg	
Light Blue	Fish	
Red	Coeliac (Gluten Free)	
Brown	Nuts	
Dark Blue	Pescatarian	
Burgundy	Soya	
Orange	Vegan	
Green	Vegetarian	
Pink	Multiple Allergens	
Yellow and Red	Halal	

Responsibilities

- It is the teacher responsibility to ensure the young people with dietary and medical needs collect the correct food from the servery. These young people will always be at the front of the queue and will wear wristbands

Dining Times

- Depending on the size of your school you might have split meal times or share the dining hall with other schools.

SAFETY INFORMATION

Important fire and safety procedures



Fire Procedures

- Fire bell when it rings, make your way to the fire assembly point highlighted on your tour
- Point out the fire exits in the Lounge. The remainder will be pointed out during the tour.
- Please be familiar with the ones near your bedrooms.

Outdoors

- At night – wake others, put on shoes and warm clothes, line up in the corridor to be counted by teacher, then walk outside.
- The anchor outside the front of the Centre is the meeting point. Marked as the fire assembly point.
- Grafham Water Centre is a semi-open site and at times members of the public may be on site

Accommodation Corridor Alarms

Uncoded alarms

- Simple on/off switch

Coded alarms

- Enter 1, 2, 3, 4
- Red light flashes for 30 seconds
- Alarm active
- To Disable the alarms
- Enter 1, 2, 3, 4
- Alarm disabled

Before and After Session

- Site boundaries will be discussed with your group by the course director. Each boundary has a gate, only the main gates will be unlocked
- Please ensure that all children are supervised whilst walking around site
- Before every activity, meet your instructor. They will tell you everything you need to do and wear for that activity.

FIRST AID AND INCIDENTS

What to do for incidents and first aid



Medication

- Please ensure that the young people have all their medication with them during sessions.
- Instructors on session will remind staff about medication and ask for information they might need to know
- We can give you access to a fridge for medication

First Aid

- All Grafham Water Centre instructors are first aid trained so we can deal with accidents that may happen during session time.
- During non-activity time there is a first aid kit available which you may use for minor incidents. Please contact Duty Manager or On-call.

Emergencies

- In an Emergency, Services may have to be called - alert on-call staff
- Post code is **PE280GW**

Reporting it

- Please let a GWC member of staff know if you have had any accidents, incidents, near misses or safeguarding issues so we can keep a record and take any appropriate action.

Group Consent

- Group consent forms and medical information must be completed prior to your visit.
- It is the responsibility of the group leaders to hold this information.
- Grafham Water Centre can provide secure storage if required.

OTHER INFORMATION

Useful information about your stay



Tea and Coffee

- Will be available throughout your stay, these facilities will be found in the canteen
- There is a small dishwasher in the lower dining room

Dirty Shoes

- Please can we ask that all dirty shoes are removed before entering the buildings, there are shoe racks provided for these

Drying Room

- We provide drying areas for any wet kit in the workshop. Your course director can provide a rail for your school in the drying room.

Souvenirs

- We have several souvenirs on sale that are found in locked cabinets in your lounges
- Please ask your course director for the key, inside you will find a float as change for your participants
- We ask your participants to bring cash.
- We can also invoice the school for the final total amount

Visitors

- If you are expecting any visitors during your stay please report to reception and tell your course director on arrival

Lost Property

- Lost property is held for two, before then being given to charity.

Electricals

- Please avoid bringing electrical devices e.g., mobile phones,
- tablets – the Centre will not take any responsibility for these.

Wi-Fi Instructions

- Find CambWifi Public in your Wi-Fi settings and connect.

FEEDBACK

Tell us about your stay



How to complete

We love feedback! We have an online form for recording your evaluation of your visit to Grafham Water Centre. We kindly ask that this is completed as soon as possible at the end of your visit. Your Course Director will provide a tablet with the form or the form link can be found here by scanning this QR code





GWC
GRAFHAM WATER CENTRE

TEACHER LED EVENING ACTIVITIES

Fill your evenings with even more fun with teacher led evening activities

Important Phone Numbers

On-Call (17:30-08:30) - 07717697686



EVENING ACTIVITY PACK

Useful information about your stay



Free Time

There are a number of free time activities for groups. These are not supervised by Grafham Water Centre staff. Non adventurous activities include:

1. Volley ball kits
2. Table tennis kits
3. Rounders / Quick cricket
4. Boules
5. Giant Jenga
6. TV and DVD player
7. Projectors
8. Quiz

These are all available to be booked out. Please contact your Course Director in the first instance.

Activity Safety

Below is a list of generic safety points that you should consider for each activity, some of the activities also have 'Specific Safety Points' which you should also take note of:

- All safety areas should be checked for sharp objects such as flints and branches before the activity is used.
- All activity apparatus should be checked before use, checking for breaks or obstructions.
- Helmets can be worn on any of the activities if you feel it is appropriate for your group.
- Jewellery that could get caught during activities should be removed, tell the participants that you recommend that they remove any 'dangly' jewellery or body piercings.

About these activities

- These are all problem-based team challenges. They can be used as tools for developing both interpersonal and practical skills, confidence, and teamwork.
- There is no right or wrong way to use these activities.
- There are no set timings for these activities, as the facilitator you must decide how long is appropriate for the group you have.

GRAFHAM CHALLENGE

Evening Activity



Blind Folded Obstacle Course

- The aim is for the whole group to make it through the course together
- Keep your left hand on the rope which leads you through the course
- Place your right hand on the shoulder of the person in front of you
- Listen to the person in front of you. They will tell you what is coming up and what to do
- Tell the person behind you what is coming up and what to do.
- If you get separated tell the person in front of you to stop
- Make sure you know who is behind you and who is in front of you



- Duration: 1.5 hours
- Objectives: Bravery, Encouragement, Self-Confidence, Trust, Support, Communication, Resilience, Safety, Teamwork, Engagement, Attainment, Relationships, Planning, Motivation
- Equipment Needed: Blindfolds; a hoody/coat backwards, buff or snood,

PROBLEM SOLVING

Evening Activity



Variety of through provoking exercises

- Ask your course director for the Problem-Solving folder and to be shown the cupboard where the equipment is
- The tasks have been designed to highlight specific training needs and allowing effectiveness in achieving objectives.
- There are a variety of activities that use different skills such as communication, conflict management and decision making
- There are some activities for outdoors and plenty that can be done from the comfort from your lounge



- Duration: 5 minutes to 5 hours
- Objectives: Encouragement, Self-confidence, Support, Resilience, Safety, Teamwork, Communication, Engagement, Attainment, Relationships, Planning, Motivation.
- Resources: There is a folder in the Problem-Solving cupboard

ORIENTEERING

Evening Activity



Map skills

- Start with how to orientate the map
- The aim is to find as many answers as possible to the clues on your question sheet in the allotted time
- Each group gets one map, one marker, and one answer sheet.
- **No clues** are on the road, **inside**, **offsite** or **in the water** so stay away from those places
- Groups **MUST** be a minimum of three so, if gets hurt, at least one team member can stay while at least one other goes and gets help.
- We have two quizzes: one with odd numbers and one with even numbers
- Set up a base that participants return to either get the next clue or find leaders in an emergency.



- Duration: Up to 2 hours
- Objectives: Teamwork, Independence, Resilience, Encouragement, Trust, Attainment, Relationships, Engagement, Leadership, Communication
- Resources: Orienteering box; ask Course Director or On Call staff.

LOW ROPES

Evening Activity



Agility Course

- Participants may not climb above head height.
- Participants must keep fingers always clear of metal circles.
- There can only be six participants on each element. An element is an area between two poles.
- Participants must lower the hanging vertical poles, instead of letting them go.
- Some participants may struggle with Low Ropes as it requires a lot of upper body strength relative to weight, so be mindful of your groups' ability level before choosing your activity.



- Duration: Half hour or more
- Objectives: Safety, Teamwork, Communication, Engagement, Attainment, Relationships, Planning, Motivation
- Resources: Cones, Balls, water, Low ropes course

LOW ROPES

Evening Activity



Games

Crossover

- Get the group into pairs – each pair choose an element. They start at different ends and then crossover to swap ends.
- To progress: get them in threes, fours, fives, etc; add more elements as you add people

Order up

- On one or two sections get the group to move into a specific order – e.g. names, house number, birthdays, etc.

Shipwreck

- The group helps each other from a set of boards or platform to another using a set of swinging rope.
- To progress – reduce the size of the safe area, increase the distance that they have to bridge

Chain Games

- Pass a tennis ball(s) under chins/ hand to hand around the course so they will need to stay close together. Get the group to form a human chain at the signal from the teachers.

Cone Challenges

- Cups and Saucers – get all cones turned the same way without touching the floor

Ravenous Rhinos

- Split the group into teams, whoever collects the most cones wins

Water Challenges

- Fill the holey tube.
- Participants must block the holes with their hands.
- They must get water from the start point to fill the tube.
- They can use whatever they need to fill it, water bottles, cups, hands, etc.
- To progress – Place a ping pong ball inside the tube for them to rescue, move the starting point, people are immobile while holding water, only use certain elements.

Dead Ants

- The group walk around the outside of the course and follow the instructions given by the instructor.
- Low Ropes – Walking, Dead Ants, Walk like an Egyptian, Be a Chicken etc.
- Last person on after a Low Ropes call are knocked out becomes a judge.

PARACHUTE GAMES

Evening Activity



Making Waves

- Young people can make small, medium, or large movements to make various types of “waves”. You can incorporate a story about a ship on the sea, weather, etc. and/or use your voice as a tool to emphasize directives.

Parachute Tag

- Lift the parachute high in the air. Call out two names. They must trade empty spots before the parachute comes down on them.

Shoe Shuffle

- Number off. All a selected number take one shoe off and throw it under the parachute. On the count of three raise the chute and those young people must find their shoe and get out before the parachute falls.

Bouncing Balls

- Have one or two young people under the chute trying to hit the balls as they touch the surface, knocking them off the top of the chute.

Parachute Tag

- Lift the parachute high overhead. Call one child’s name and have them run/hop/skip/crawl/twirl/jump to the other side before the parachute comes down and tags them.

Shark Attack

- Everyone sits with legs stretched out underneath the chute, which is held chest high. One or two young people are sharks and crawl around under the parachute and try to grab peoples’ legs to pull them under the chute.

Turtle

- The parachute becomes a giant turtle shell with everyone underneath it on hands and knees. Everyone must cooperate and work together to get the turtle to move about.

- Duration: Unlimited
- Objectives: Encouragement, Self-confidence, Safety, Teamwork, Communication, Engagement, Relationships, Motivation
- Resources: ask Course Director for parachute