



ACTION 4 YOUTH **THE CALDECOTTE** **XPERIENCE**



Information Pack
21/22

What to bring on a residential

PACKED LUNCH

Bring a disposable packed lunch for day 1 with a drink – not fizzy.

CLOTHING

These lists are intended as guidance for clothing that should be brought when visiting the Centre for an activity session or a residential stay. 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.

Summer Kit List

For Land based activities:

- Old clothes you don't mind getting dirty (if caving bring a long sleeved top and a pair of tracksuit bottoms)
- A pair of old trainers that you don't mind getting dirty + a spare pair to wear home
- Sun cream
- A sun hat/baseball cap
- Something to drink
- DON'T WEAR JEANS!

For Water based activities:

- Old clothes you don't mind getting wet (including trainers)
- A full change of clothes to go home in (including footwear)
- Swimming costume/trunks/shorts
- Sun cream
- Something to drink
- A towel
- DON'T WEAR JEANS!

Winter Kit List

For Land based activities:

- Old clothes you don't mind getting dirty (if caving bring a long sleeved top and a pair of tracksuit bottoms)
- A pair of old trainers that you don't mind getting dirty
- A spare set of clothes to wear home (including footwear)
- A nice warm jumper
- A water-proof coat
- Something to drink
- Gloves, hat and scarf
- DON'T WEAR JEANS!!

For Water based activities:

- Old clothes you don't mind getting wet (including trainers)
- A full change of clothes to go home in (including footwear)
- Swimming costume/trunks/shorts
- A woolly hat
- Something to drink
- A towel
- DON'T WEAR JEANS!!!!

OVERNIGHT

If you are staying overnight then you also need to bring a sleeping bag (or duvet) sheet, and pillow, towel and wash things, pyjamas etc.

What to bring camping

CLOTHING

These lists are intended as guidance for clothing that should be brought when visiting the Centre for an activity session or a residential stay. 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.

Summer Kit List

For Land based activities:

- Old clothes you don't mind getting dirty (if caving bring a long sleeved top and a pair of tracksuit bottoms)
- A pair of old trainers that you don't mind getting dirty + a spare pair to wear home
- Sun cream
- A sun hat/baseball cap
- Something to drink
- DON'T WEAR JEANS!

For Water based activities:

- Old clothes you don't mind getting wet (including trainers)
- A full change of clothes to go home in (including footwear)
- Swimming costume/trunks/shorts
- Sun cream
- Something to drink
- A towel

Camping Gear

If you are staying overnight then you also need to bring a sleeping bag (or duvet) sheet, and pillow, towel and wash things, pyjamas etc.

- Sleeping Bag
- Pillow
- Roll Mat
- Flash Light

Your questions answered

Kit List

We provide a comprehensive kit list, please find this in Teachers Hub.

Do I need to be able to swim?

Teachers & participants will be provided with buoyancy aids on all water sport activities. Therefore, you do not need to be able to swim to partake in water activities.

Special Education Needs (SEN)

Our experienced team can adapt activity sessions to include a wide variety of additional need participants from SEN needs to Wheelchairs. We do ask you notify us of any additional needs or physical needs of participants – so we are able to adjust our sessions accordingly. This way we ensure all participants can have a challenging & rewarding experience with us.

Best sessions for SEN Groups:

* Access Sailing – with our hoist systems & Access sailing boats we can accommodate participants with limited mobility/wheelchairs.

* Wheely Boat – ramp access for wheelchairs allowing participants to drive

* Access Climbing – we have pulley systems & kite harnesses making climbing accessible for participants with limited mobility.

* Archery – our experienced staff can assist groups with limited ability.

* Bushcraft – this session is easily adapted to groups of all needs.

Consent forms

We provide a booking form for each booking – in which the group leader signs consent for all participants.

Your group will need to use your own individual consent forms from parents if required per your policies.

Do participants need to bring money?

As we do not have a tuck shop or vending machines, there is no need for participants to bring money.

Supervision

Our ratios are 1:10 on activities & we ask that each activity has 1x leader assigned from your school for pastoral care. During activities our instructors will supervise groups, but out of session leaders oversee participant supervision. During evenings your leaders again oversee participant supervision. We do provide all groups with a Duty Manager contact – should any issues arise off sessions.

Safety

All of our staff hold Outdoor 1st Aid certifications, are DBS checked & have attended Safeguarding courses. They are also all qualified & are internally signed off to provide activity sessions.

Accreditations

LOTC – Learning outside the classroom, ALA – Adventurous Licencing Authority, RYA – Royal Yachting Association, BCU – British Canoeing Association, Adventure Mark, NICA – National Indoor Climbing Association. Behaviour

Please find our behavioural standard document in Teacher Hub.

Insurance

Please find our public liability & Employee Liability insurance documents in Teachers Hub.

Cancellation & Reduction in numbers

Please find information in our T&C's document in Teachers Hub.

Terms and Conditions

These terms and conditions are designed to ensure clarity and fairness to all parties. They shall prevail over any other terms and conditions that may at any time have been implied, unless expressly stated in writing by Action4Youth.

Caldecotte Xperience is operated by Action4Youth – a charity enabling young people of all abilities and disabilities to learn to challenge themselves and work with others, learning what they can achieve rather than what they can't.

A binding contract shall be formed once Action4Youth confirms your booking by acknowledging acceptance of your signed booking form and having received your deposit. Once a booking is confirmed it is subject to these terms and conditions.

Payment: A 20% deposit is required at the time of booking. Full payment is due four weeks before the start date. Reminders will not be sent. If you do not settle at the required time, your booking will be considered cancelled. Payment methods are outlined on the relevant booking form (Group form or Individual form). If your booking is made less than 8 weeks before your arrival date you must pay in full.

Changes/Cancellation by you: All change/cancellation requests must be made in writing to Action4Youth. Until you have received written confirmation that your change/cancellation request has been accepted your original booking remains valid. Cancellations, or significant reductions to your booking, are subject to the following cancellation fees.

Cancellation fees:

More than 6 months prior to start date - Loss of deposit

More than 3 months but less than 6 months prior to start date - Deposit plus 50% of the balance

Less than 3 months prior to start date - Full payment is due

Changes: Requests to change your booking after the contract is formed must be made in writing and until acknowledged by email, your original contract remains valid. Any changes requested once your final invoice has been raised, such as numbers or accommodation, if acceptable, will be subject to an administration charge of £20 per person per amendment. Reduction in numbers will count as a cancellation and charged accordingly. Major changes within 8 weeks of booking date, such as a change of course date will be treated as a cancellation. Rebooking will be accommodated if possible.

Cancellation by us: Every attempt will be made to fulfil your booking and ensure you have a great time. If we have to change your booking we will inform you as soon as possible and try to arrange comparable alternatives, for example due to bad weather. Refunds may be provided on an exceptional basis at the sole discretion of Action4Youth.

If A4Y is unable to fulfil the contract with you due to the occurrence of a Force Majeure event, both parties agree to use reasonable efforts to mitigate the effect of the Force Majeure event and fulfil its obligations under the contract, including using its best efforts to agree a revised or rescheduled programme. Should Action4Youth not be able to offer an alternative programme nor be able to fulfil its obligations under the contract, Action4Youth will agree with you to cancel the contract, provided that, for the avoidance of doubt, any non-refundable deposit already paid to Action4Youth shall not be repayable and Action4Youth shall have no liability to repay such non-refundable deposit.

Liability: You will be responsible for any loss, theft, injury or damage, including to your own vehicles under this agreement, provided that Action4Youth will be responsible for any loss or damage caused by our gross negligence or willful misconduct, as finally determined by a court of competent jurisdiction, in performing our obligations under this agreement.

Insurance: In the unlikely event that it is needed, Action4Youth holds full public liability insurance. You may wish to consider arranging your own cancellation and/ or personal accident insurance.

Medical declaration: We must be made aware of any medical condition, disability, learning or communication difficulty that may affect the health and well-being of any participant. This information will be shared by you in full on the booking form when you are booking as an individual. For groups, you will collect this information in advance and share it on your start date and again at the start of each activity. It is your responsibility as parent/guardian or group leader to ensure that all participants bring any required medication.

Terms and Conditions

Parent/Guardian consent and emergency contact details: All participants under 18 years of age must have parent/guardian consent which will be committed by you on the booking form for individuals or collected by you in advance as the group leader. It is the group leader's responsibility to have these completed and available for the duration of your visit.

Dietary requirements: When catering is provided, all dietary requirements and food allergies must be confirmed to us two weeks in advance on the Dietary Requirements Form. Action4Youth will not be held responsible for not being able to cater for special dietary requirements at short notice.

Drugs/alcohol: Participants will not be allowed to join in any activities if, in the opinion of the instructor in charge, they are under the influence of alcohol or drugs. Suspicion will warrant exclusion from the activity session due to health and safety concerns.

Property: All personal effects are always your own responsibility. Customers are advised not to bring any valuables. Lost property will be held for 1 week only.

Data protection: We have measures in place to protect the personal booking information held by us. The contact details provided, including postal address, telephone and email address will only be used to fulfil our contract with you. The personal information provided about individuals will only be used to allow Action4Youth to provide the promised service to our normal high standards. Go to our website for our full Privacy Policy: <https://www.action4youth.org/privacy-policy/>

Photo consent: It is our standard practice not to take photos or video. Occasionally we may seek your explicit permission to take photographs and/or video. This will be sought through a written process, with consent forms, in good time ahead of your visit.

Complaints: In the event you experience any problems please let a member of staff know and we will do our best to resolve it straight away. If you need to make a complaint, please do so as quickly as possible so that we can rectify any problems that exist. Our complaints policy is at www.action4youth.org/policies-and-accounts

Risk: Outdoor education takes place in stimulating and adventurous environments. We are proud of our safety record, but an element of inherent risk will always remain. Group leaders, participants and their parent/guardians should be aware of and accept these risks. At all times participants are expected to comply with all safety instructions provided.

Unruly behaviour: Any behaviour that disrupts the smooth running of an activity and/or the centre may result in the disruptive customer(s) being excluded and/or asked to leave, for which there will be no refund.

Caldecotte Xperience is owned and operated by Action4Youth

We are an established, energetic youth charity that provides positive, often transformational experiences and activities which inspire children and young people. Our aim is to enable young people of all abilities and backgrounds to have experiences and opportunities that grow their confidence, self-esteem and inspire them to achieve more.

last updated 20th November 2020

Course Organiser

Prior to booking

- Check booking form, confirm numbers with staff and parents then return it, signed, to the office to confirm. Please note changes to your booking (e.g. alteration of numbers etc) once your final invoice has been raised will incur a £20 per person administration fee per adjustment.
- Send over P.O number if required per your financial policies.
- Ensure deposit is paid on confirmation of booking.
- Make sure remaining balance is paid 4 weeks prior to booking taking place.
- Return dietary information forms 4 weeks before the booking is due to take place, taking special care to make sure any allergies or preferences are clearly stated.
- Notify and discuss, 4 weeks in advance, any youth or staff needs/medical conditions that are relevant i.e. SEND, wheelchair usage, asthma etc.
- Ensure parents have all the relevant information to give 'informed consent'- this would mean providing as much detail about the course as you can including the activity programme, accommodation, kit lists, travel arrangements etc. This can be done via a parents evening or remotely, have a plan in place to keep parents informed of any changes or deviations prior to, during or at the end of the course.
- Read through, discuss and agree to behavioural contract with all those attending prior to arrival.
- Agree within your team who is responsible for each element of the trip, this includes making sure every member of staff has a copy of the programme so that they are aware of where they need to be and when.
- Ensure you have appropriate support from the time you set off to the time you return, make sure you have a plan for late returns for example.

During your booking

- Coordinate your groups as per the prearranged numbers to ensure smooth transition, particularly if there are several activities taking place throughout the booking.
- Monitor participant and staff well-being, arrange administration of any necessary medication. Please note our staff cannot be responsible for dispensing any medication beyond first aid.
- Remind staff that whilst on session the instructors are responsible for the participants' safety and any interference could result in diminished focus. Any concerns about the activities taking place should be discussed with the course director before the booking commences or after the activity has taken place, not during, unless there is obvious immediate danger.
- Monitor behaviour and deal with any issues arising, referring to the behaviour contract when necessary.
- Maintain moral throughout the stay, keeping in mind that staff and young people will need time to relax and recuperate.
- Keep a log of any issues or first aid incidents to feedback to your organisation, parents and the centre.
- Keep a record of any 'breakthrough' moments, photographs and videos. This can be useful when celebrating the trip with other staff, parents and for encouraging future visits.
- Before leaving double check no items of clothing or personal possessions have been left behind.

After your booking

- Debrief any staff or assistants. Discuss what went well and what could be improved on for further trips.
- Provide parents with a summary of the visit.
- Ensure all admin is completed, report any incidents to relevant people, fill in feedback forms.
- Start planning your next visit and get some well-earned rest.



For further information please do not hesitate to contact us:

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Caldecotte Xperience

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