

COURSE LEADER GUIDANCE NOTES

CONFIRMATION

We will send a confirmation form (R2) approximately four months' prior to your course, time permitting - you will be asked to confirm your final numbers and dietary requirements **no later than 3 months** before your course. The confirmation form (R2), with completed Accommodation Charts, should be returned to the manager along with a copy of your programme.

ADDITIONAL RESOURCES

It is essential that you discuss with the manager in advance if you wish to book any of the available facilities and resources such as: the minibus or audio-visual equipment. We will also need advance notification if you need any additional support staff such as activity instructors, minibus drivers.

SUPERVISION

Your course should be structured to occupy the whole day, and supervision must be extended to all recreational activities. Too much free time is, in our experience, best avoided. You and your participants should be aware that closed circuit television is a security feature.

STAFFING

If both boys and girls are on your course you must ensure that your course leaders include at least one male and one female adult. Fire Wardens for each floor should be appointed before your arrival. You must also have appropriately qualified First Aid cover with you, or be prepared to pay for on call cover. Your staff/pupil ratio must be in line with your LEA's guidelines. We believe Lodge Hill to be most suited for school year 3 and above. Any young people attending below Year 3 will need a completed disclaimer.

FIRE WARDEN DUTIES

Each residential floor used must have a designated Fire Warden who is responsible for knowing who is resident on that floor.

In the unlikely event of the fire alarm sounding the Fire Warden must ensure that all residents on his/her floor have evacuated the building.

The Fire Warden should NOT attempt to tackle any fire, no matter how small. Should the Fire Warden be the person who spots a fire, it then (and only then) becomes his/her responsibility to raise the alarm.

Torches are available if required for Fire Wardens, but emergency lighting renders this optional.

ACTIVITIES

There are plenty of activities to choose from at Lodge Hill - please contact the Activities Manager, Nick Turner, to arrange and book a suitable programme. The 30-acre grounds contain our High and Low Ropes courses, climbing & abseiling tower, traverse wall, sand karting track, archery, sledge run, mountain bike agility course, zip lines, orienteering and tunnelling. Please keep to the Main House side of the grounds - there is **no access** to the campsite without permission. These activities are available by pre-booking. Resources which are freely available include the barbecue site, tennis court, five-a-side football, basketball, table tennis, pool and many indoor board games. Equipment is stored in the Activity Cupboard located in the Course Resources room [opposite room 7].

MEALS & CATERING

Standard meal times are as follows:

- BREAKFAST 8.30am
- LUNCH 12.30pm
- DINNER 6.30pm

These times may be varied up to thirty minutes in one direction (e.g. 9am, 1pm & 7pm or 8am, 12pm & 6pm) - if we are given at least 21 days notice.

In addition, a mid-morning break and afternoon tea are provided - at times to suit your programme. An advisory bell is rung five minutes before meals. You are asked to clear your own tables to the serving hatch after meals. Our catering contractors can provide for most special diets - it is important, however, that we have any relevant information on diets as early as possible to allow time for ordering any special ingredients. Regretfully, we are currently unable to cater for Halal or Kosher diets.

TELEPHONES

We ask that you give our public call box number to participants (01798 831610) rather than using our busy office lines. If the call box receives an incoming call, we would expect this call to be for course participants and would not generally be answered by Lodge Hill staff. The public call box is situated in the Foyer of the main house.

EQUIPMENT

All bedding is provided - participants need only bring towels, clothing and toiletries. If the weather is wet during your stay, we have a drying room. As its name implies, Lodge Hill sits on top of a hill and the grounds tend towards the steep. Sensible footwear is recommended for most outdoor areas.

SMOKING

There is **NO SMOKING** in any of the buildings. Ashtrays are positioned outside the main house and the Meeting Hall.

ON ARRIVAL

The Duty Manager will meet and greet you, and will liaise with you on times of briefing and Fire Drill, room allocation, signing for keys and course float.

A list of room use by other groups will be available. Please do feel free to ask questions. There is useful information for residents on the foyer notice board.

All residents must sign in before they go to bed on the first night of their stay. The signing-in book is kept on the Bar.

Your course will be given a welcome briefing by the Duty Manager. This will include an explanation of the Fire Drill, and general household information, such as mealtime procedures. Bedrooms are usually available from 2pm on the first day of your course and need to be cleared by 9.45am on the day of departure. We do ask that beds are stripped of sheets, duvet covers and pillowcases on the final morning of your stay, and that used linen is folded and left outside rooms.

We will provide you with and ask you to sign for:

- A Course Key. This opens the grey key cabinet in the Course Resources Room (opposite Room 7) which holds the keys you will need during your stay.
- A Course float - usually £40 of change.
- Keys to bedrooms occupied by staff/adults - attached is also a keyfob which allows access through the security doors.
- A photocopier code for use by your course.

If you arrive in the morning we will allocate you a reasonable amount of space for luggage and equipment until your rooms are ready.

Please ensure all keys etc are returned to the office before you leave!

DURING YOUR STAY

- ❑ We like our guests to feel at home at Lodge Hill. Please do encourage your participants to treat the Centre with respect in all things, and to listen to the staff.
- ❑ The Rules of the House are few and, we hope, fair. Obviously, things can get broken or damaged; please ask staff for cleaning materials as soon as practicable after any such incident.
- ❑ Emergency clean bed linen is stored in the Course Resources room on the Ground Floor [opposite Room 7]
- ❑ For adults - tea & coffee making facilities are located in the Course Resources room.
- ❑ With regard to Health & Safety, keep working areas safe, clean and tidy. Report any accident or near miss to the Duty Manager so a record can be kept in the Centre's Accident or Incident Book.
- ❑ Keys are not generally issued to young people. A charge will be made for lost keys.
- ❑ If your participants wish to go off-site we strongly suggest that you set up a signing-in/out procedure.
- ❑ We have a 15 seat minibus on-site, available for hire.
- ❑ The Studio is equipped with table tennis, pool and football tables. The Library and Oak Room are for quiet relaxation. Board games are stored in the Activities cupboard in the Course Resources room. There is also a Karaoke machine available.
- ❑ We can organise taster activities - please ask staff for details.

AT THE END OF YOUR STAY...

Please do your best to leave Lodge Hill as you found it and would wish to find it again! You may find the following useful...

- ❑ A tour of all the rooms you have used, together with a thorough inspection - ask your participants to assist - should ensure that all belongings are removed. We will keep any property found for **three months only**, after which it will be given to charity.

Please report any unserviceable items, damage or breakage to the Duty Manager.

Please do complete an evaluation form - any comments you care to make are taken seriously and may be passed on to the Lodge Hill Trustees.