



Beaudesert

Outdoor Activity Centre

Adventure Made Easy

WELCOME TO BEAUDESERT

Please take some time to look through your welcome pack and if there is anything further you need to know please ask at Reception.

EMERGENCIES

In case of emergency please contact the nearest member of staff. Alternatively call Reception on **01543 682278** or out of hours the Duty Staff on **01543 629098**. First aid kits are held in Reception, The Activity Hut and there is an AED in the wooden shelter at the top of the main car park, adjacent to the Cal Day Centre, the code is 2345. If you need to contact the emergency services please tell them that the entrance is at the junction of Chestall Road & Holly Hill Road, Cannock Wood.

In the event of a fire please make your way to the fire evacuation points. Flag poles at the top of the car park for groups in the main camp centre and Maze site for groups around Owls Nest and Chantrey end. Please conduct a roll call for your group and report to the duty manager when asked. If you are in a building, please familiarise your group with the exits and run a fire drill. Raise the alarm by shouting fire for this, please do not set the fire alarm off to do this.

Site Etiquette

As a centre we are considerate of our visitors and neighbours. All groups need to keep noise to a minimum between the hours of 10.30pm and 8.00am.

Whilst we recognise each group and organisation has different policies & regulations, we ask that smoking and vaping and consuming alcohol is done out of sight of young people on the site. There are two smoking areas on site, one down by the Woodland Chalet and the other by the Everett toilet block.

Please vacate your building by 10am on the day of departure or by 5pm on a weekend booking. If you haven't notified us of an issue, please fill a fix it form available from Reception when you check out.

Please return all unused wood to the wood pile and return altar fires to the store behind the Lodge.

Please complete litter sweep of your site and ensure you leave no trace of your camp.

When vacating your building please ensure that you leave yourself time to carry out the following before you hand back the keys:

- All washing up should be completed, dried and put away.
- Clean the kitchen and leave it as you found it.
- Vacuum all carpets, sweep and mop all other floors.
- Strip used sheets from the beds and leave in one pile in the main room.
- Empty all bins and dispose of rubbish in the main site recycling and refuse bins.

- Turn the heating controls down to 15°, check all cooking appliances are off and turn off lights.

For weekend bookings check in is from 5pm on Friday and departure is by 5pm on Sunday.

Responsibilities

You are responsible for your young people. We take on some of this responsibility for the safety of everyone during sessions and activities, but please respect and support our staff.

Catering and Activities

Included in this pack is a list of any activities and catering you've booked. Please use this information as your definitive programme.

The time shown on your programme is the start time of the activity or meal. It is important that you stick to the timings you have been given to ensure your programme runs smoothly. If you arrive late to breakfast, for example, this could have a knock on effect and delay the start of your or someone else's first activity.

Arrive at your activity five minutes before the start time shown on your booking.

Allow yourself time to get to your activity. Pond and quarry are 15 minutes from the camp centre. Please arrive five minutes before your session starts. If you are late for your session your session will be shorter.

Collect orienteering maps from Reception.

Collect and return pioneering poles from the store.

All other equipment for self led activities will be at the activity location.

Water, Washing and Toilet Facilities, Waste Management

Around the camping areas are brick pillars, these all supply potable water. Please allow them to run for a short period at the beginning of your stay to ensure the water you are collecting is freshest.

There are 3 toilet and shower blocks on site, marked on the attached Accommodation & Camping map. There are washing up facilities for camping areas adjacent to the Walled Garden and the Everett toilet block, please don't wash up in the washroom basins.

Please recycle as much of your rubbish as you can. There are bins located next to the Lodge, at the end of the Cal Day Centre and near the Everett toilet block. Paper, card, glass, metal and plastic goes into the recycle bin loose and everything else should be bagged and placed in the general rubbish bin.

Shop opening and shop etiquette

The shop will be open when reception is open. Please check the opening times on the door.

Please respect other visitors and our staff by politely waiting to get served and keeping the noise of your group at a low level whilst in the shop/reception area. We know it can be frustrating to have to

wait to be served so you may find it better to bring smaller groups spreading your shop visits throughout the day.

We can't offer you a refund on a shop purchase if you've left the shop with it.

Abuse

Please do not abuse our staff and volunteers. They are here to help. Sometimes we are not able to fulfil your request. If this happens please do not take it out on our staff. We have zero tolerance of abuse.

Thank you for coming, we hope you enjoy your stay