

Arthog Outdoor Education Centre

Residential Booking Terms and Conditions 2021-2023

Course Organisers must carefully read these terms and conditions before making their booking.

Standard Programme		Arrive	Depart	Notes
Mon - Fri (4 night)		From 1200hrs	By 1300hrs	In order to properly prepare the Centre for you, bedrooms will be available for use from 1600hrs. Please contact the Centre if you are planning to arrive in Fairbourne early. It may be possible to drop off luggage at the centre, but we cannot provide activities unless pre-agreed.
Fri – Sun (2 night)		From 1600hrs	By 1600hrs	
Fri-Mon (3 night)		From 1600hrs	By 1300hrs	
Mon-Weds//Weds -Fri		From 1200hrs	By 1300hrs	
Extended or bespoke programmes	Please do ask to discuss extended or bespoke programmes with Arthog OEC. Fees can be agreed on a pro rata basis.			
Special Notes				
<ul style="list-style-type: none">• Lunches: Please bring a packed lunch to eat on arrivals day. An Arthog packed lunch will be provided on the departure day. If a Visiting Group specifically requests a lunch then this can be provided for a supplementary fee and this will be added to the course cost. This must be ordered in advance. (Please do not bring lunch boxes).• Changeover days: Please respect arrival and departure times. On changeover days we need to prepare the Centre to ensure hygiene and presentation standards are met, and safety checks are completed. It is essential to contact the Centre if you are planning to arrive in Fairbourne early. It may be possible to drop off luggage at the centre, but we cannot provide activities or supervision unless part of an agreed bespoke programme.• Accommodation Requirements: We will always endeavour to meet your requirements for accommodation. The final arrangements will be dependent on the number of schools on site, and the gender split. We always place the children and young people in rooms where they can be supervised by their school staff. Confirmation of accommodation allocation will be made the week prior to arrival.• 24 hour Duty of Care: Arthog provides 24 hour duty of care including first aid. During the evenings there is an Instructor on duty to support and facilitate self-led activities and a Night Attendant resident overnight to attend to any domestic/building issues and provide a first point of contact in an emergency or other unforeseen event.• Arthog availability: Arthog is open throughout the year including school holidays and weekends and is available for adult and family groups as well as school and youth groups (subject to availability). In addition there are specific leisure or professional outdoor education courses for individual adults. For more information please email info@arthog.co.uk• Arthog Passport to Adventure: ‘Ultimate Adventures’ Arthog offers day courses for young people (10-17 years of age) during the school holidays. ‘Arthog Takeover’ Clubs and groups can book residential at weekends and during the school holidays (minimum group sizes of 12 participants and 2 staff, subject to availability). For more information please email info@arthog.co.uk				

MIN & MAX BOOKING NUMBERS	<ul style="list-style-type: none"> Min. Booking Number – 12 young people plus 2 staff (subject to availability). Max. Booking Number – 90 young people plus staff (subject to availability). 	
EDUCATIONAL VISITS	<p>All Visiting Groups attending should ensure that they have followed the relevant procedures in their Employers Guidance for Educational Visits.</p> <p>The Arthog Wales booking form and process meets the requirements of the Telford & Wrekin and Shropshire Educational Visits Approvals, and covers the requirement of Form 16a.</p> <p>Please note, Visiting Groups are responsible for the risk assessment of their transport to and from the centre, down time and self-led activities. Risk assessing children with medical, dietary behavioural and/or special needs should be undertaken by the Course Leader, and Arthog Wales notified. If further guidance is needed then please contact the following;</p>	
	<p>Telford & Wrekin Schools; Jo Barnett, Outdoor Education Service Manager, Telford and Wrekin Council, Darby House, Floor 6, Wing C, Lawn Central, Telford, TF3 4JA Tel: 01952 382057 Mobile 07973 716547 jo.barnett@telford.gov.uk</p>	<p>Shropshire Schools; Dave Thorley Shropshire Outdoor Education / DofE Advisor Learning and Skills The Shirehall, Abbey Foregate, Shrewsbury. SY2 6ND Tel: 01743 254485 Email: dave.thorley@shropshire.gov.uk</p>
OVERNIGHT SCHOOL SUPERVISION ADULT TO YOUNG PEOPLE (ALL AGES)	<ul style="list-style-type: none"> 1:10 in line with T&W and Shropshire Education Educational Visit Guidance. Free staff places are provided on the basis of this ratio. Free staff places are provided for extra staff required for 1:1 support of a young person. Any other additional staff are charged at 50% of the participant fee. You may wish to bring additional staff to share supervision and allow staff to take time out and/or be available to provide cover for medical absences without affecting the course. <u>All supervisors must be over 18 years old with DBS checks in place.</u> The management and supervision of the children and young people during down-time or during self-led activities remains the responsibility of the school or group, and should be risk assessed by the Course Leader. Arthog is happy to assist with this. Please refer to your Educational Visits Guidance. 	
ACTIVITY GROUPS	<ul style="list-style-type: none"> Adventure Activity groups are up to a maximum of 12 participants with one Instructor and one accompanying member of visiting staff. <p>Visiting staff assigned to an activity group should be aware that activities may take place in a rugged or challenging environment. Any medical or physical condition that visiting staff may have that could affect their safe involvement in such an environment needs to be declared to Arthog in advance. If they are unable to accompany a group on a particular activity due to personal circumstances then the school or group will need to organise for another member of the visiting staff team to accompany the group.</p> <ul style="list-style-type: none"> Self-led activity group sizes and ratios will depend on your risk assessment – Arthog staff are able to advise and support. Or discuss with your Outdoor Education Adviser. 	

PLANNING YOUR ACTIVITY PROGRAMME	<p>At least once every term, Arthog OEC hosts a Course Leader Liaison meeting at Arthog Outreach, Limekiln Lane, Telford TF1 2JA.</p> <p>The Course Organiser & Leader are invited to meet one of our team to discuss their course requirements, and to identify any specific needs. This could be particularly useful for groups visiting for the 1st time, or for a new Course Leader. If you cannot attend, we will try to make an alternative arrangement to meet you at your school/organisation, or to liaise with you over the phone.</p> <p>Before meeting us, please familiarise yourself with the adventure and environmental activity options in your Course Leader Pack, the logistics for your group, and any special or complex needs for pupils that may be in your group</p>
TRANSPORT	<ol style="list-style-type: none"> 1. For information relating to your booking transport to and from Arthog by either coach or train then please refer to the Course Organisers Pack at www.arthog.co.uk. 2. A coach transport booking service is available on request by groups and will be arranged by Telford & Wrekin or Shropshire County Council. This is invoiced separately and not included in the course fee. 3. Arranging transportation by train is limited. Transport for Wales Trains currently allow for a maximum of 60 passengers per booking, and stipulate that booking for places can be received no earlier than 3 weeks in advance of travel. Groups choosing this option will need to make their own arrangements – information is provided on www.arthog.co.uk on how to do this and how to arrange for the separate transport of luggage. 4. The Course Organiser and Leader is responsible for risk assessing the journey to and from Arthog. Please refer to your Educational Visits Guidance.
HOW TO MAKE A BOOKING	<p>Bookings operate on a rolling 2year cycle based on an academic year, September to August.</p> <p>We formally open our booking round in February, when schools are invited to submit their booking requests. Booking requests are then allocated into the following two academic years. Following the February booking round, we can still receive bookings but availability will be more limited.</p> <p>In order to make a booking then please follow the process below;</p> <ol style="list-style-type: none"> 1. Complete a Booking Form for the academic year you want to book and return to Arthog OEC at the earliest opportunity with your first and second choice of course dates. 2. We acknowledge predicting attendance figures is difficult at time of booking, but please be realistic as cancellation fees are based on the attendance numbers on the form. 3. Please note your initial figures enable us to calculate accommodation requirements. We cannot guarantee to be able to host any increase in your final numbers although we will try our best as we do not wish to disappoint any young person. 4. In order for Arthog to confirm your booking, your Booking Form should be signed by your Head Teacher/ Senior Manager who has the authority to formally accept the Arthog Terms and Conditions and enter into a contract with Telford and Wrekin Council. 5. Once dates have been agreed, Arthog OEC will send you via email your Booking Confirmation Form and additional information for Course Leaders, Parents/Carers and Participants. 6. The booking form will constitute a legally binding contract, and a cancellation prior to the course may incur a cancellation fee as described on page 5.

BOOKING INSURANCE	<p>1. We strongly advise schools and organisations have the appropriate insurance to cover cancellation fees that maybe incurred in the event of no longer being able to attend a particular course, or there is a reduction in numbers.</p> <p>For Telford & Wrekin Schools there is an Off Site Insurance Scheme from Telford & Wrekin Council. For further information on this scheme please contact;</p> <p>Paul Meakin, TW Insurance Officer, Governance & Legal Tel: 01952 383739 Email: paul.meakin@telford.gov.uk</p> <p>2. We strongly advise Parents / Legal Guardians to consider personal holiday insurance to cover any cancellation fees they may incur as a result of their child choosing not to attend, or leaving early from a course.</p>
PARENT OR LEGAL GUARDIAN CONTACT	<p>On receipt of your Confirmation of Booking you will receive information for Parents/Carers and Participants via email. Course Leaders can then adapt this information as required.</p> <p>Early recruitment and opportunities to pay with instalments over an extended period of time may enable some Parents/Carers to send their children on the course.</p> <p>Information is also available on the Arthog website and Facebook Page. We encourage Participants to research the Centre, location and activities prior to their visit and to share their experiences of Arthog too.</p>
PRE- COURSE INJURIES (CANCELLATION FEES MAY APPLY)	<p>Arthog often receives enquiries about whether an individual can attend if they have had a recent injury e.g. a fracture to the limb. Before any decision can be made, our policy is that the school or organisation should;</p> <ul style="list-style-type: none"> • Seek medical advice on the appropriateness of the individual attending due to ; <ul style="list-style-type: none"> ○ Nature of the injury, and risk of aggravating further injury ○ The rough / rugged nature of the terrain ○ Potential exposure to weather – windy, wet, muddy and cold conditions ○ Wearing personal equipment e.g. wetsuit, waterproofs, boots, buoyancy aids or helmets. ○ There are local Minor Injury Units in Dolgellau and Tywyn, who often refer to Aberystwyth AE which is over 1hour from centre. ○ Any medical emergency may involve calling 999. • The school or organisation should undertake a risk assessment particularly for travelling to and from Arthog, and off programme activity which is supervised by visiting teaching staff. • Refer to Arthog for a final decision before attending.
SICKNESS	<p>To ensure the welfare of an unwell individual, and to minimise the risk of sickness spreading to others during a stay at Arthog, those individuals who are sick or ill during their stay may be required to go home to recover. Refunds cannot be offered.</p> <p>Dependent on the nature of the illness, if after 48 hours they are well enough and recovered, then it may be possible for them to return to Arthog to continue with their course.</p> <p>Visiting Staff will be required to supervise pupils who are unwell and are off programmed activities. Schools or Groups would need to ensure that cover is maintained with the activity group.</p> <p>Schools and Organisations may consider bringing a car to be used to transport sick or ill individuals. Please inform Arthog of additional vehicles due to the limited car parking at the centre.</p>

Please refer to the key milestones below for the administration of pre-course information, and cancellation of courses or individuals.

We need written notification of cancellations or reduction in attendance. Please email any notifications to info@arthog.co.uk at the very earliest opportunity to avoid or minimise any cancellations fees.

BOOKING TIMELINE	Whole Group Cancellation	Individual Cancellation
<p><u>Up to 6 months before course start</u></p>	25% cancellation fee based on numbers submitted on booking form	No cancellation fee
<p><u>Between 6x months and over 3x months before start of course.</u></p> <p>NOTE: At 4x months prior to the course starting, the school will be asked the final numbers due to attend. Schools will have 30x days to return this information to Arthog.</p>	75% cancellation fee based on numbers submitted on booking form	No cancellation fee
<p><u>Within 3months prior to course starting</u></p> <p>NOTE: Submission of final numbers to Arthog OEC required 3x months prior to course start date. The numbers supplied are critical in order for us to ensure we have sufficient accommodation, staffing and for invoicing purposes.</p>	100% cancellation fee based on final invoice	100% cancellation fee based on final invoice
<p><u>6 weeks prior to course.</u></p> <p>NOTE: An invoice will be sent to your school/organisation based on your final numbers submitted for payment for your course.</p> <ul style="list-style-type: none"> This is payable within 30x days of receipt. For Telford and Wrekin maintained schools a journal transfer will be arranged for payments. Once this invoice has been raised Arthog cannot issue refunds on individual places should numbers fall before the beginning of the course. 		
<ul style="list-style-type: none"> 4 weeks prior to course Consent forms and group information must be sent to Arthog OEC and is available to download at http://www.telford.gov.uk/aoec/info/9/course_organiser_pack/5/course_organiser_packs. <p>This is vital information to allow us to assess the medical, dietary, special or complex needs of your group and individuals. Please see below;</p> <ol style="list-style-type: none"> 1. Parental Consent Forms 2. Arthog Safeguarding Children Statement 3. Groups Lists 4. Special Needs Information (if appropriate) 5. Complex Needs Form (if appropriate) 6. Remission Information Form (if applicable) 		
<ul style="list-style-type: none"> 1 week prior to course Arthog will phone the school or group to confirm receipt of pre-course information, and to discuss with the Course Organiser or Leader specific course or individual requirements. <p>Accommodation will then be allocated to the incoming groups, which will be emailed to the Course Organiser or Leader</p>		