

INFORMATION PACK



Anglia

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Girlguiding



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Council for Learning Outside the Classroom

Welcome to Hautbois

Whether you are looking for a residential break, an outdoor adventure or a team-building experience, Hautbois has something to offer!

Hautbois Activity Centre opened in 1988 as a Residential, Training and Activity Centre, owned by Girlguiding Anglia. The centre comprises an impressive 19th Century country house, set amidst 28 acres of beautiful countryside located on the edge of the Norfolk Broads.

We can provide accommodation in the house for 45 and camping facilities for over 300 people, and the centre boasts its own private cut onto the River Bure and a wide range of on-site activities for all.

Since 2009 Hautbois Activity Centre has developed significantly and now includes fully equipped training

facilities and the Reedcutters' Village accommodating up to 48 guests.

We offer a range of activity qualification courses throughout the year.

All facilities are available to hire, either individually or as a package.

Tailored programmes and packages are designed to ensure that all our customers enjoy a hassle-free visit, cared for by our friendly, experienced and knowledgeable team.

Contact our Bookings Team for more information:



**Hautbois Activity Centre,
5 Great Hautbois Road,
Coltishall,
Norfolk,
NR12 7JN**

**01603 737357 (option 2)
admin@hautbois.org.uk**

How to Book



This section of our Information Pack includes everything you need to know in order to book with us, with a step-by-step guide to the process. If you have any questions at all, please contact us by phone or email - we are always happy to assist.

Step 1: What would you like to do at Hautbois?

Hautbois offers a range of flexible packages, so there is sure to be something just right for your group, from a residential stay to an activity day. This Information Pack should have all the details you need to book something exciting for your group, however, if you have any questions or would like to discuss a bespoke package to fit your requirements please contact us and we will be happy to advise and guide you through the process.

Step 2: When would you like to visit?

Your next step is to decide on a date or period of time when you would like to visit Hautbois, then contact our friendly booking team to check availability. Once a date has been agreed we can make a Provisional Booking. At this stage we will need the following information: Group Name, Contact Name and Details, Dates, Facilities Required and Minimum Numbers.

Step 3: I have a provisional booking - what next?

Once you have made a provisional booking you will receive an email from Hautbois containing: Booking Form, Deposit Invoice and a Bookings Pack. Your provisional booking will be held for 28 days. To confirm your booking, you must return the Booking Form and your non-refundable deposit within 28 days. If these items are not returned your booking may be cancelled. Once your Booking Form and deposit have been received your provisional booking becomes a Confirmed Booking - see Step 4.

Step 4: I have a confirmed booking - what's next?

CONFIRMED BOOKING: We will email you to confirm receipt of your booking form and deposit and send out any necessary forms to be completed.

12 WEEKS TO GO: You will receive your main invoice - additions to your booking can still be made, subject to availability. Please see the Terms and Conditions in this pack for more details.

8 WEEKS TO GO: Your main payment is due. Any additions to your booking after this point will be invoiced for payment by return.

4 WEEKS TO GO: We will need the following forms from your group (*if applicable to your booking*):

1. Bed List and Special Requirements Forms (*applicable to House and Reedcutters' Village bookings*)
2. Medical Forms (*applicable to all*)
3. Pre-Visit Evaluation Forms (*applicable to schools*)
4. Activity Declarations and Copies of Qualifications (*applicable to some self-led activity sessions*)

1 WEEK TO GO: You will receive a pre-visit email from us with details of your booking. Please check this carefully and let us know of any changes or additions such as campfires or hireable equipment. Check your arrival time and catering requirements for your first day as applicable.

ARRIVAL DATE: Please report to Reception upon arrival where you will be given your Welcome Pack which contains Emergency Procedures, Fire Safety Instructions and a summary of your booking with an Activity Schedule (*if applicable*).

PACKAGES



Our packages have been designed to make life as easy as possible for our customers. All you have to do is choose your accommodation type, choose your catering option and choose the length of your stay with us. Find your number of nights against the accommodation listed and you will find your price. Bespoke packages can also be created on request to suit your exact requirements.

Accommodation

HOUSE

Great Hautbois House has twelve bedrooms (eight en-suite), sleeping a total of 45 guests over two floors. (See House Information for more details).

REEDCUTTERS' VILLAGE

Our Reedcutters' Village, comprising six 15ft cabins and a 36ft marquee for communal activities, can accommodate up to 48 guests.

CAMPING

Hautbois has nine campsites located across our 28-acre estate, accommodating up to 375 campers.



Catering Options

HOUSE and REEDCUTTERS VILLAGE

Bookings are available on B&B, half board or full board basis. Our food is freshly prepared and cooked on-site. We vary our meals according to the seasons and source as much as possible from local suppliers. Meals for House groups are served in our eco-friendly dining room and for Reedcutter's Village groups in our spacious dining marquee. The Reedcutters' Village is also available to hire on a self-catering basis.

CAMPING

All our campsites are allocated a fridge and freezer, and there are three altar fires available as well. In addition, three campsites have dry shelters, and two of these are also equipped with gas cooking facilities.

Activities

OUTDOOR ACTIVITIES

We have over 26 on-site activities on offer at Hautbois ranging from kayaking to pond dipping. Activity sessions are 90 minutes long and all equipment is provided. Our instructors are fully qualified and always keen to enable young people to reach their potential in a safe and supported way, whether this is the first time they have tried an activity or if they are pushing their boundaries a little further.

We can also provide evening activities including a campfire circle. Activities can be booked as a package with accommodation or as a bespoke booking.

GREAT HAUTBOIS HOUSE

On arrival there will be a welcome talk and a short tour to ensure everyone knows the fire safety procedures at Hautbois, where everything is and other important information. Between 9.00am and 5.00pm staff will be on-site to assist you. Overnight a Duty Staff Member will be on call in case of emergency but is not resident on-site.

The main house has 12 bedrooms, eight of which are en-suite, sleeping a total of 45 guests over two floors. There is a lift providing access to the

first floor, where there is a wheelchair accessible bedroom with an en-suite wet room. Bedrooms sleep between one and eight people with a mixture of standard beds, pull-out beds and bunk beds.

“You have very lovely comfy beds. You have the best staff money can buy and very very big rooms. Me and Holly pretended we were famous people.”
Gracie, Age 7, Nottingham

Oxfordshire Training/ Dining Room has a capacity of 80 (theatre style). The room is equipped with a projector, WiFi and hearing loop and leads out onto the terrace and rear lawn.

Patteson Room has a capacity of 40 (theatre style), and is also suitable as a break out/ seminar room.

Hertfordshire Sitting Room can also be used as a meeting room, interview or breakout room, and is equipped with a wall-mounted TV.

A full range of training equipment is available including projectors, whiteboards, flipcharts and stationery.



REEDCUTTERS' VILLAGE



The Hautbois Activity Centre “Reedcutters’ Village” is made up of six 8-bed cabins and is intended to fill the gap somewhere between staying in the house and camping - more comfortable than staying under canvas but more exciting than staying in the house.

The cabins are made of wood with insulated walls and roofs. They have a stable door at the front with opening windows to the sides and rear. They are on wheels so they are off the ground with steps to get into them. Inside there will be four bunks (eight beds) with space to stow bags, shoes, etc., and to hang waterproofs. Each bunk will have a little shelf for a torch and water bottle.

Two of the cabins have removable bunks so that they are available for wheelchair access (please make sure you let us know if you need this in advance).

The village has a marquee providing communal space and, for groups with Hautbois catering, meals will be served in the large dining marquee just past the climbing tower, behind Hautbois House.

There are nearby toilets and showers (see site map) and we also have a chemical WC close by the village for overnight emergencies.

Groups need to bring sleeping bags and pillows in addition to the usual outdoors activity kit list.



“The children had a wonderful time and haven’t stopped talking about their experience since returning to school. See you next year.”
Mr Laffety, Teacher,
King’s Lynn



Nine campsites surrounded by 28 acres of beautiful Norfolk countryside, each offering their own unique perspective.

We have nine campsites on the estate (accommodating up to 375 campers) with space for sleeping, eating and activities. Our friendly, experienced and highly-qualified staff are on-hand to ensure your stay is as enjoyable as possible.

Each campsite is allocated two altar fires. Firewood is available free of charge at various locations around our site. There are two pre-bookable campfire circles (subject to availability) and a large gas BBQ is also available for hire.

Tents and camping equipment may be hired; please contact the Bookings Team for a list of items available and associated hire charges. Tents can also be pitched and taken down by our staff, subject to a fee.

CAMPING

“I will never forget this trip because its the best trip ever, I wish I could come back here.” Shelly, Age 10, Bedfordshire





“You have a great set of instructors who made every child and staff member feel at ease, and provided them with fantastic experiences that many have never done before and will never forget.”

Mrs Ziel, Teacher,
Norfolk

Shower blocks are located behind the main house and to the side of the main car park. Bins are located around the site for disposal of rubbish and recycling, excluding glass. Toilet blocks are located at various points around the estate. A chemical toilet disposal point is located to the side of the toilet block on House West campsite.



Campsite	Min. Capacity	Max. Capacity	Equipment
House East	15	50	Exclusive use of dry shelter with water, electricity and gas burners, fridge/ freezer
Limepits Lower	15	50	Exclusive use of dry shelter with water, electricity and gas burners, fridge/ freezer
House West	15	50	Use of shared unequipped dry shelter, fridge/freezer
Limepits Upper	10	50	Use of fridge/freezer within short distance
House North	5	50	Use of shared dry shelter, own fridge/ freezer
House South	5	50	Use of shared dry shelter, own fridge/ freezer
Glebe	5	25	Greenfield site
Curlew	5	50	Greenfield site
Oneida Meadows	5	500	Greenfield site (not included in overall numbers - needs to be booked 18/24 months in advance)



CATERING

Our food is freshly prepared and cooked on-site. We vary our meals according to the seasons.

We have a range of menus and meal types available to suit all appetites and requirements.

Full board catering is provided for most House and Reedcutters' Village bookings. This includes continental breakfast, mid-morning and mid-afternoon refreshment breaks with homemade cookies or cake, a light lunch and a two-course evening meal.

Your first meal will be an evening meal on your day of arrival so bring a packed lunch with you if you arrive before lunch.

Various catering options are available for camping bookings if required - please ask for more information.

“The best part was the food, so full compliments to the chef because the food was delicious.”

Solomon, Age 9, Somerset

Meals are usually served buffet style from our hot servery in the Dining Room (for house guests) or from our Dining Marquee located on the rear lawn (for those staying outdoors).

With prior notice, we can cater for all dietary requirements. Please advise us of any such requirements a minimum of two weeks before your visit. If you have any concerns, please ask to speak to Lesley, the Housekeeping Coordinator.

Your menu will be sent to the Group Leader in advance of your visit and you will be contacted by a member of the Catering Team to ensure that it suits your requirements.

SAMPLE MENU

MONDAY

Dinner Chicken fillets in BBQ sauce with potato wedges and corn on the cob.
(vegetarian sausages)
Banana and butterscotch pudding

TUESDAY

Lunch Jacket potato with various fillings
Fresh fruit platter

Dinner Chicken pasta bake with salad (vegetable pasta bake)
Chocolate brownies with cream

WEDNESDAY

Lunch Soup and sandwiches
Chocolate and cherry crispies

Dinner Mild chilli-con-carne with rice and salad (three bean chilli)
Ice cream tubs

THURSDAY

Lunch Frittata with baked beans
Raspberry mousse

Dinner Chicken curry with rice (vegetarian curry)
Toffee cheesecake

FRIDAY

Lunch Filled baps, crisps and crudites
Fruit jelly

Dinner Pasta bolognese with garlic bread (vegetarian bolognese)
Apple traybake with custard

SATURDAY

Lunch Pizza with crispy potato cubes
Lemon drizzle cake

Dinner Roast chicken with stuffing, roast potatoes and seasonal vegetables
(bean roast)
Summer fruit crumble

SUNDAY

Lunch Cheese, onion and potato pie
Fresh fruit platter

“Hautbois chocolate brownies are the best I have ever tasted, what is the recipe?”
Sharon, Guide Leader, Cambridge.

ACTIVITIES



“Outdoor learning can benefit pupils of all ages, enriches the curriculum and can improve classroom attainment.”
House of Commons Education and Skills Committee.

Hautbois has the Learning Outside the Classroom (LOTC) quality badge and the Adventuremark Accreditation (AAIAC). These accreditations mean that you can be assured that your visit complies with national standards and that Hautbois is able to provide all that is required for your educational visit. Visit the AAIAC (www.adventuremark.co.uk) and LOTC (www.lotc.org.uk) websites to enable you to see what benefits these accreditations have for your visit.

Hautbois has an excellent range of 26 on-site activities spaced out across the estate. Our passionate staff have been fully trained to high internal standards set out by the relevant National Governing Body, Girlguiding or to high in-house standards (where no governing body exists). Each activity offers different challenges, encouraging participants to use a variety of physical and mental skills.

Please see the tables on the following pages for activity details. Green boxes indicate a suitable minimum age. Blue boxes indicate main curriculum targets met. The stars represent how well each activity meets targets for:
T = Team Building C = Communication Skills I = Individual Challenge

CHALLENGE BY CHOICE POLICY

All participants are encouraged to take part and play a role in every activity. Hautbois Activity Centre recognises that everyone is different and that each participant has a different perception of the activity and their ability to take part. Everyone is respected for the part they play in the activity and given an opportunity to succeed to their own ability.

ACTIVITY LIST

ACTIVITY	DESCRIPTION			T	C	I
90/180 Challenge	Ideal for groups wanting to develop key communication and problem solving skills. The challenge takes place over 90 or 180 minutes and consists of cryptic physical and mental tasks designed to challenge!	ENGLISH	7+	★ ★ ★	★ ★ ★	★ ★ ★
Abseiling	Abseiling is all about taking yourself out of your comfort zone, trusting yourself and your ability to complete the challenge on our purpose-built 10 metre tower.	PSHE	7+		★	★ ★ ★
Aerial Runway	You take a deep breath, hold onto the rope in front of you, half close your eyes and... jump! The rush and exhilaration rise from your toes to your nose as you fly through the trees on our purpose-built zipwire.	PSHE	7+		★	★ ★ ★
Archery	Concentrate one eye on your target, you have it in your sights, all noise is blocked out. It's just you the arrow and the target, you feel your fingers slide off the string, the bow flexes and the arrow is gone... GOLD!	CITIZEN	7+	★		★ ★ ★
Bouldering	All climbers start somewhere and it's usually at the bottom! The climbing boulder helps all those who are starting their climbing career to have lots of fun learning the basics of climbing, without the height.	CITIZEN	5+	★ ★	★	★ ★ ★
Bridge Building	With the river rising fast your team has been asked to help Hautbois build a new bridge across the cut using only the equipment provided. As with all good construction projects, you will be asked to test it out as well.	CITIZEN	7+	★ ★ ★	★ ★ ★	★
Bushcraft	Smoke snakes its way through the branches of the Hautbois woodland as the crackle of fire can be heard. Our outdoor cooking sessions let you get back to nature where you will build your own fire and learn to make and cook damper bread.	ENGLISH	7+	★		★ ★ ★
Canoeing	The ripple of the water, the call of the ducks as the canoes glide past them... this is adventure! Our canoe sessions take groups on a journey passing along the River Bure, developing their paddling skills and their communication skills.	CITIZEN	7+	★ ★	★ ★	★ ★ ★
Canoe Safari	Safaris aren't just for Africa! Join us for a Canoe Safari on the River Bure and discover one of the beautiful rivers of the Norfolk Broads area. With the help of Hautbois instructors, master paddling your canoe on a journey up river that takes around 3 hours.	CITIZEN	7+	★ ★	★ ★	★ ★ ★
Climbing (Wall)	The rope tightens against your harness, you look up at the coloured route in front of you, you set your sights on your goal... and go! Climbing not only provides a personal challenge but encourages team work and improves relationships.	CITIZEN	7+	★ ★	★ ★	★ ★ ★

ACTIVITY LIST

ACTIVITY	DESCRIPTION		T	C	I
Crate Stacking	Fancy yourself as a bit of an architect? Show us your building skills on the Crate stack. With the help of a Hautbois Instructor, you and your team will assemble the crates to make the tallest tower possible...with someone stood on the top of course!	CITIZEN	7+	★ ★ ★	★ ★ ★
Compass Course	The North arrow swings on its axes and you're off chasing down your next answer! Using Hautbois' own compass course, students will learn how to use the compass and then put their new found skills to the test in a search and rescue exercise.	GEOG	7+	★ ★	★ ★
Grass Sledges	Sledging doesn't just have to be for winter with our new activity for 2016. Grass sledges offer the perfect opportunity for your group to get a real experience of tobogganing, without the snow.	CITIZEN	5+	★ ★	★ ★ ★
Initiative Tests	Isn't it great when the light bulb moment occurs? A hive of activity ensues and the problem is solved! Students will take on a range of initiative tests, which will challenge them physically and mentally to work together and succeed.	ENGLISH	7+	★ ★ ★	★ ★ ★
Jewel Theft	We know that many young people love board games, and even more so when they are brought outside on a much larger scale! Students relish the challenge of solving the big mystery... who stole the jewels?	GEOG	5+	★ ★ ★	★ ★ ★
Katakanus	Our new for 2017 Katakanus give you all the joy of paddling out on the river but with added confidence. Our katakanus are super stable and easy to paddle, Ideal for groups with special educational needs and those who aren't confident out on the water.	CITIZEN	7+	★	★ ★ ★
Kayaking (Closed Cockpit)	Take to the water in our closed cockpit kayaks. Challenge yourself in our private cut and on the adjoining river, learning skills and techniques from our qualified British Canoe Union instructors.	CITIZEN	7+	★	★ ★ ★
Kayaking (Sit on Tops)	Our sit on top kayaks are new for 2016 and allow everyone to enjoy the water. Sit on top kayaks offer a comfortable alternative to the more traditional closed cockpit. The session takes places in our private cut and out on the River Bure with our fully qualified instructors. As with the closed cockpit kayaks, the session is packed with skills and games to develop a good foundation in paddlesport.	CITIZEN	7+	★	★ ★ ★
Low Ropes	Wobble, teeter and wiggle across our low ropes course but, don't panic, it's only 12 inches from the ground. Can your team complete the course and the challenges that our instructors set you?	ENGLISH	7+	★ ★ ★	★ ★ ★
Monkey Climbing	Strange sounds have been heard coming from Limepits, is it monkeys? No - its just our new activity in use, where students get to climb one of our tallest trees on site in true monkey fashion. A great opportunity to see the treetops from a monkeys eye view.	CITIZEN	7+	★ ★	★ ★ ★

ACTIVITY LIST

ACTIVITY	DESCRIPTION	T	C	I	
Nature Crafts	Nature is beautiful and sometimes with a little guidance we can use it to make some beautiful objects. Guided by our instructors the group will use the natural resources around the site to create their own piece of artwork.	ART	5+	★ ★ ★	★ ★ ★
Nightline	It doesn't have to be dark to complete our nightline. Let your partner guide you through our challenging course filled with obstacles. A great way to help students understand about responsibility and communication in a challenging setting.	ENGLISH	7+	★ ★	★ ★ ★
Obstacle Course	Duck, jump, crawl, balance and climb through our obstacle course. A great team exercise to get all groups to think as a strong unit.	CITIZEN	7+		★ ★ ★
Orienteering	Ever been lost and wished you knew how to find where you were on a map? If so, this is the session for you! Using our on-site 24 post orienteering course, students will be able to learn how to read a map and effectively orienteer themselves around the estate.	CITIZEN	7+	★ ★ ★	★ ★
Pioneering	We won't be discovering a new continent in this session but we will be working together to build a structure that the team can use. Pioneering gets the team to construct a structure using lightweight poles and rope.	GEOG	7+	★ ★ ★	★
Photo Orienteering	I've definitely seen that before somewhere, but where? Use your memory of Hautbois to find where a photo has been taken and to find your next clue. Will you be able to complete the full course?	D&T	5+	★ ★	★ ★ ★
Pond Dipping	We're surrounded by rivers and ponds here at Hautbois and our Pond Dipping sessions are the perfect chance to explore the wildlife that live there. With the guidance of a Hautbois Instructor you'll learn what you'll need, how to dip safely, how to identify the creatures and facts about the pond life.	SCIENCE	5+	★	★ ★ ★
Raft Building	Barrels, poles and a bucket full of rope is all you need to succeed in our raft building challenge - are you ready to set sail? CAUTION: you may get wet!	D&T	7+	★ ★ ★	★ ★ ★
Shelter Building	Try out your Robinson Crusoe skills and learn how to build your own 'back to basics' shelter using natural materials found around Limepits campsite.	D&T	5+	★ ★ ★	★ ★
Wildlife Watch	It's impossible not to learn something while exploring our 28 acre estate. Guided by our instructors, you will explore our parkland and woodland by dipping in the ponds, visiting the bird hide, deconstructing owl pellets and hunting for mini-beasts.	SCIENCE	5+	★ ★	★ ★ ★

Useful Information

Keeping Your Group Safe

It is recommended that a site visit to Hautbois is carried out before your booking date. This will ensure that you can settle in and are familiar with the location of our facilities and services straight away when you arrive with your group. We are always happy to welcome Group Leaders for pre-visits by appointment.

Safety

Safety is a high priority for our staff who will lead your programme for the day. Accompanying leaders with the group have ultimate responsibility for the safety of their groups and should inform our instructing staff if they have any concerns. Accompanying leaders should be particularly vigilant when arriving and departing, and also at mealtimes and during free time, when they will be taking full responsibility for the safety of their group. Groups who are staying overnight in the house, in the yurts or on one of our campsites also have responsibility for their groups when not on Hautbois-led activity sessions.

Risk Assessments

Risk assessments are carried out for the house, all our activities and the estate. These are reviewed annually and are available on our website or from the Bookings Team.

Ratios

Hautbois operates a 1:12 ratio for land-based activities and a 2:12 ratio for our water activities. Please ensure that sufficient leaders accompany each group to comply with Girlguiding ratios.

Additional Needs

Please notify us before your visit if any members of your party have any additional needs or special requirements of which we should be aware. We have a Special Requirements Form that will need to be filled in and sent back before arrival. This will enable us to prepare and plan for your visit so that all members of the group have a rewarding and worthwhile visit. Please speak with your instructor when you arrive if any issues or concerns have arisen prior to your session, of which they may not be aware.

Behaviour

We expect that groups will be well behaved and under appropriate supervision and that they will treat their peers, accompanying leaders, other customers and staff with respect at all times.

“The best part was seeing the girls happy, relaxed and enjoying the challenges before them. It was a great chance to take risks and stretch themselves in a safe way.”

Leader, Girlguiding Hertfordshire.



Arrival/Departure Times

Rooms in the house and the Reedcutters Village should be available from 4pm onwards. You are welcome to arrive earlier but please be aware that you may not be able to access your accommodation. If arriving before lunch, please bring a packed lunch with you as your first meal will be an evening meal (unless otherwise booked).

On the day of departure rooms in the house need to be vacated by 9am and the Reedcutters' Village by 11.15am. We will arrange somewhere for your luggage to be stored until your transport arrives. Your last meal is usually lunch.

Change over time for campsites is usually midday.

Please make sure you advise us of your estimated arrival and departure times in advance.

Car Parking

We have on-site car and vehicle parking available. There is sufficient space in front of the house for coaches to unload and turn round. Please note, that all vehicles are parked at their owners' risk and Hautbois accepts no responsibility for any damage or loss caused whilst on-site.



Valuables

Please note that we cannot accept liability for loss or damage to valuables, mobile phones etc. If these are brought onto the site, they must be kept with you at all times.

Hand Washing

Handling natural materials on the site is often an important part of the visitor experience. Hands should be washed after activities and before eating.

Weather

Our instructors will be mindful of the physical comfort of the group and may modify the programme to restrict the time spent in the full sun. Please bring a water/drinks bottle, hat and sun screen. Please make sure that children (and adults) dress in clothing appropriate for any weather they might encounter as we cannot guarantee a dry space for day visitors. Programmes will continue in all weathers with the exception of thunder and lightning.

Emergencies

The first aid point is at Reception/Main Office. There is a fully equipped first aid kit in the office. Other first aid kits are located in each building and the instructors carry a kit when away from the main house. Please immediately inform the instructor leading your programme if there is an accident. If they are not available please notify our Duty Supervisor. Medical forms must be completed for all attendees and handed in on your arrival.

Food & Drink

We do not have a cafe on site but are able to provide hot drinks and soup via a vending machine located on site.



PATTESON LODGE - NOT OUR PROPERTY

1. House & Dining Marquee
2. Reedcutters' Village
3. House Campsites
4. Lime Pits Campsites
5. Climbing & Abseiling Tower
6. Main Car Park
7. Water Activities
8. Disabled Parking
9. Discovery Zone
10. Campfires

BUSY ROAD: PLEASE BE CAREFUL

THE CUT

REGION OFFICE

MAIN OFFICE AND RECEPTION

Kit Lists

Hautbois House:

Provided by Hautbois:

- Food and snacks*
- Duvet
- Pillows
- Duvet, Pillow and Sheets

*From evening meal on day of arrival to lunch on day of departure.

You will need to bring:

- Clothing appropriate for the weather**
- Indoor shoes ie. slippers
- Outdoor footwear***
- Towel/toiletries
- Medicine
- Tuck money

Reedcutters' Village:

Provided by Hautbois:

- Food and snacks*
- Bunk beds
- Blankets

*From evening meal on day of arrival to lunch on day of departure for groups having Hautbois catering.

You will need to bring:

- Clothing for the weather**
- Warm clothing
- Sensible footwear
- Torch
- Towel/toiletries
- Medicine
- Sleeping bag/extra blankets (it can be cold!), a pillow
- Tuck money

Activities:

Provided by Hautbois:

- Safety equipment for activities

You will need to bring:

- Sensible footwear
- Clothing appropriate for the weather and activities**
- Medicine
- Tuck money
- Dry clothes - just in case & for after water activities

Notes:

*Food and Snacks: Food and snacks are provided for catered events.

**Weather Appropriate Clothing: Please ensure that if it is winter you bring warm clothing and in summer suncream and hats are packed. Please make sure you pack a waterproof.

Activity Appropriate Clothing: If you are taking part in a water activity, ensure you bring a set of old clothes and footwear that could get wet and muddy and a spare set of clothes to change into after the session.

***Outdoor Footwear: Ensure that you bring walking boots and sensible trainers. Wellies and Crocs are not advised for water activities as they easily become loose and lost.

Code of Conduct

EXPECTATIONS OF GROUPS

1. If staying in the house, groups are expected to respect the house and its contents. They are also expected to clear tables after meals and re-set for the next meal, make their own beds and strip them before they leave.
2. If taking part in Hautbois activities all youth groups should have a leader accompanying the group; they do not need to take part.
3. Hautbois procedures should be followed when running Hautbois activities as a self-led session.
4. Groups should not play on Hautbois activities unless they are on a booked session.
5. Groups should respect those camping by not walking through their campsite.
6. Site users are asked to help keep Hautbois clean and tidy by not dropping litter, using bins provided and recycling where they can.
7. Group members should treat all staff and instructors with the same respect as they would wish to be treated.

EXPECTATIONS OF HAUTOBOIS

1. All staff will act in a professional manner.
2. Hautbois will endeavour to provide your group with your required Hautbois activities, however it may not always be possible to accommodate required timings due to demand.
3. Facilities will be presented in a clean and tidy manner.
4. Hautbois staff and instructors will be suitably trained and qualified for the activities being run.
5. Booking requests will be dealt with within 72 hours of receipt.
6. Hautbois will strive to make your visit fun, memorable and challenging, with a 'can do' attitude.
7. Hautbois staff and instructors will treat group members with the same respect as they would wish to be treated.

Terms and Conditions

1. A provisional booking taken by telephone, email or letter will be held for 28 days.
2. Bookings can only be confirmed when a completed booking form and relevant deposit have been received. Deposits are non-refundable in all cases.
3. All prices quoted exclude VAT (where applicable).
4. Groups will be invoiced for bookings 12 weeks prior to arrival date (unless paid fully in advance) and are required to settle within 28 days of invoicing.
5. Any reductions to numbers of participants must be given by 8 weeks prior to arrival date. Any reductions after this date will be treated as cancellations of part of the booking (see point 6 below).
6. Cancellations within 8 weeks of the date of the arrival for all or part of the booking will be charged at 50% of the total amount due (or appropriate proportion thereof if part cancellation) and in full (100%) if within 4 weeks.
7. Groups other than Girlguiding or Trefoil Guild members must ensure they have adequate public liability insurance during their stay.
8. Guests are responsible for their own property whilst on the premises.
9. Smoking is not permitted inside any building and is permitted on the site in designated areas only.
10. No dogs (except assistance dogs) are allowed on-site.
11. Groups must ensure there is no disruptive behaviour, either on- or off-site, which could bring Hautbois into disrepute during their stay.
12. Groups are responsible for the cost of any damage they may cause.
13. Activity sessions which are to be taken by a group's own instructor can only take place when Hautbois receives a copy of the instructor's relevant certificate (if required).
14. Any changes to activity bookings must be notified at least 8 weeks prior to the booking.
15. Hautbois cannot be held responsible for any activities engaged in by parties at Hautbois which fall outside its operational procedures.
16. Hautbois reserves the right to cancel a booking should the need arise. All monies paid to Hautbois in respect of the booking will be refunded in full unless the booking was terminated due to the group failing to meet the Booking Conditions.
17. Group Leaders are responsible for their groups when not being supervised by a Hautbois instructor. This includes before, after and between activity sessions and during residential stays and camps.
18. These Terms and Conditions are subject to change; groups will be advised in writing of any changes.

Notes about my visit: