



# BOOKINGS PACK

Anglia



WE DISCOVER, WE GROW

**Girlguiding**

# WELCOME TO HAUTBOIS ACTIVITY CENTRE

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

## ABOUT US

Hautbois Activity Centre opened in 1988 and is owned by Girlguiding Anglia. The Hautbois estate boasts 28 acres of woodland in the Norfolk countryside on the edge of the Broads national park.

Tailored activity programmes are designed to ensure that you enjoy a hassle free visit cared for by our friendly, experienced and knowledgeable team.

### CHECK US OUT!

All guests are welcome to attend a site visit to familiarise themselves with their accommodation and site facilities.

Visits can be booked with a member of the Hautbois team.



Go online  
to find  
out more

[www.hautbois.org.uk](http://www.hautbois.org.uk) Call 01603 737357

# HAUTBOIS HOUSE

MAX CAPACITY: 60

## MAPS AND BEDLISTS

Please see our maps page for the layout of the house and details of bedroom capacities.

Groups will be asked to complete a bed list so we can prepare your rooms ahead of your arrival.

## BEDROOMS

The house has 11 bedrooms, 8 of which are en-suite, sleeping a total of 60 guests. Our rooms sleep between 2 and 10 guests and have a mixture of single, bunks and truckle beds.

A lift provides access to the first floor to our wheelchair accessible bedroom equipped with fire alarm facilities suitable for people with hearing impairments and wet room. Bed linen is provided.

## DINING ROOM

Our eco-build dining room leads out onto the terrace and lawn and is equipped with projector, Wi-Fi and hearing loop. For residential groups tea and coffee facilities will be readily available.

## COMMUNAL ROOMS

Ideal for groups leaders to escape to in the evenings but also functional as breakout room for smaller teams. Hertfordshire (the sitting room) has a SMART TV and there is a DVD player available on request.

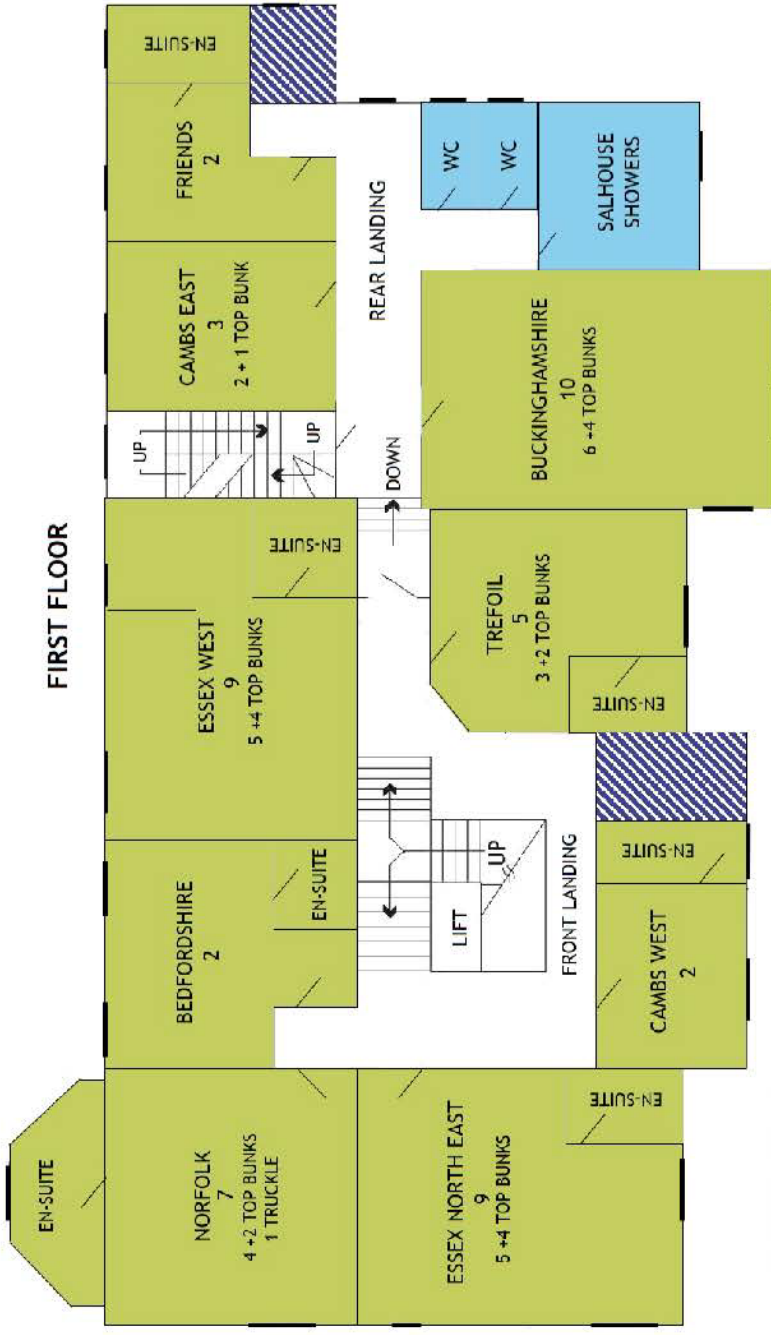
Patteson (the common room) is large enough for indoor activities and is a great space for downtime in the evening.

## EXTRAS

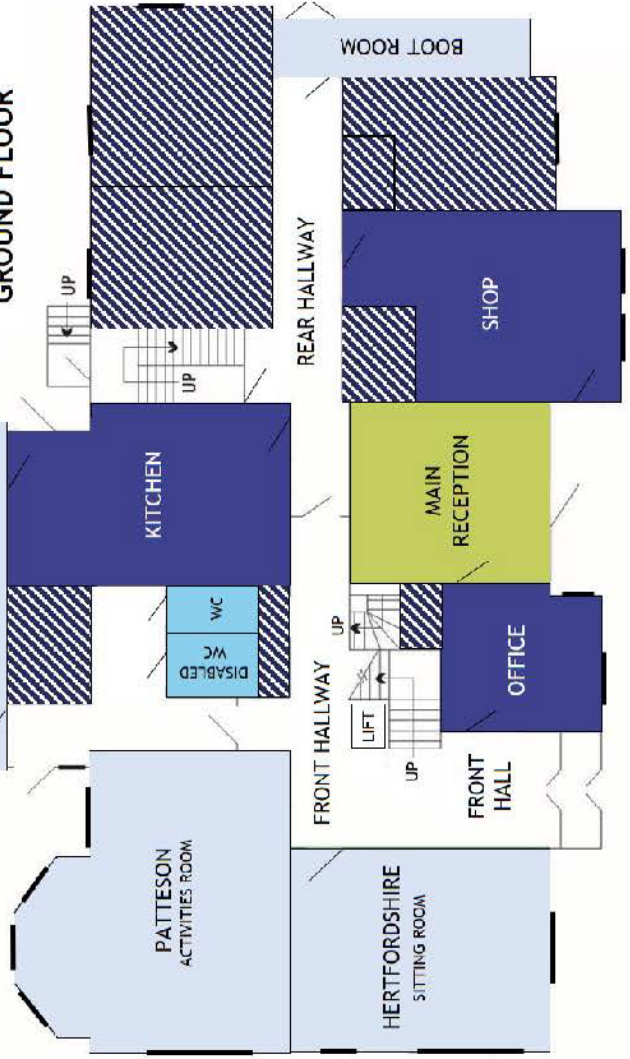
A full range of training equipment is available to book including projectors, white boards, flip charts and stationary as well as a games cupboard with board games, DVDs and play equipment.

Please speak to a member of the Hautbois team when booking for more information.

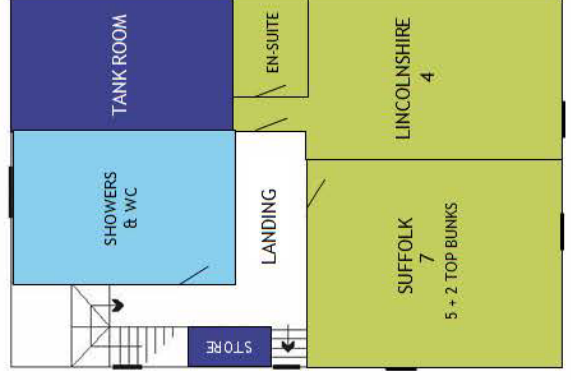
# HOUSE PLAN



## GROUND FLOOR



## SECOND FLOOR



# REEDCUTTER VILLAGE

MAX CAPACITY: 58

CABIN		BEDS
ALDERFEN	6	ROOM 1: x2 Single ROOM 2 x2 Bunks
OULTON	4	ROOM 1: x2 Singles ROOM 2: X2 Single
BARTON, BELAUGH, HICKLING, RANWORTH, ROLLESBY SALHOUSE	8	ROOM 1: x4 bunk beds



## CABINS

8 cabins make up our Reedcutters' Village, sleeping a total of 58 guests. 6 cabins have bunks and our 2 leaders cabins sleep guests on a mixture of single beds and bunks. There is space to stow away luggage and a hook and shelf for each bed to keep personal belongings tidy and accessible. Our cabins do not have electricity and should be treated as a camping facility.

## FACILITIES

A marquee provides a communal area for groups with tables and chairs and a fully equipped dryshelter with running cold water, fridge/freezer, gas hobs and electricity provides the well needed comfort required when glamping!

## TOILETS AND SHOWERS

There are toilets, showers and laundry facilities located close to the village. A chemical toilet can be pre-booked prior arrival providing relief in an emergency and is the responsibility of the group to empty and clean.

## EXTRAS

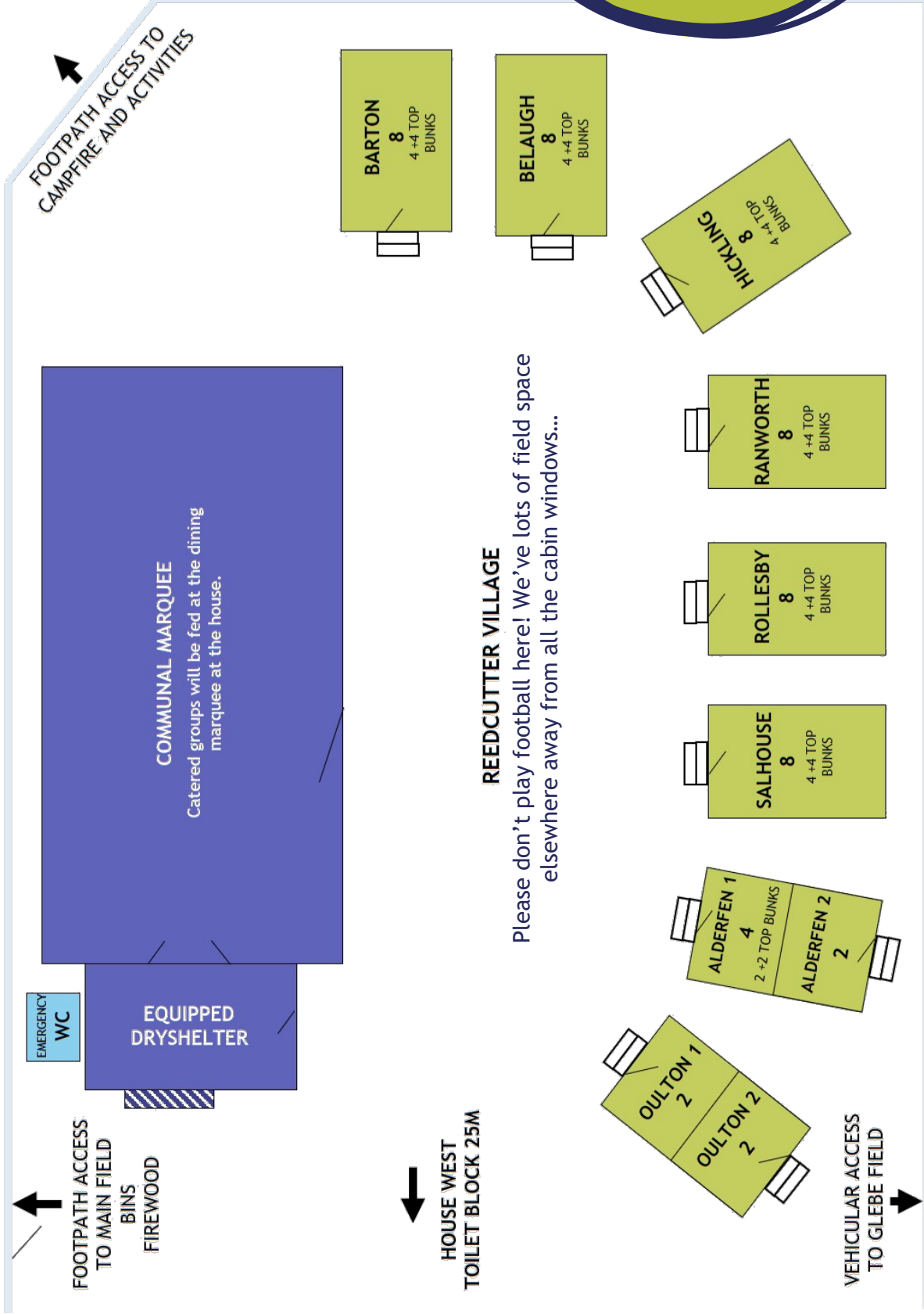
The village has altar fires to use and access to a woodstore, we ask for a small charitable donation for all wood used.

A limited supply Camping equipment is available to hire such as pots and pans, cooking utensils and washing up bowls.

For guests being catered for by Hautbois Activity Centre meals will be served from the large dining marquee near the house, leaving your marquee free for participant use throughout the day.

# REEDCUTTERS' VILLAGE

Groups who have opted to have their meals cooked by us will have access to the main dining marquee up by the house. All other facilities within the village are exclusive to you and include the marquee & dryshelter. A camping toilet for use in emergencies can be hired. The nearest toilet block is 25m away at House West, next to the campers laundry.



# CAMPING

MAX CAPACITY:

SITE		MIN NUMBERS	AMINITIES
HOUSE EAST	HOUSE (ALL)	15	Fully equipped dryshelter backs onto toilets and shower block.
HOUSE WEST		15	Fully equipped dryshelter. Located near HW toilet block and Campers Laundry shed.
LIMEPITS UPPER	LIMEPITS (ALL)	10	Greenfield site. Located near Limepits Toilet and shower blocks.
LIMEPITS LOWER		15	Fully equipped dryshelter. Located near Limepits Toilet and shower blocks.
GLEBE		10	Greenfield site. Nearest toilets located at House West.
CURLEW		10	Greenfield site. Nearest toilets located at House West.

## TENT HIRE

Our 6 man tents are available to hire (please see price list for details) and will be put up and taken down for you- all included in the fee. Mess tents and Marquees are also available to hire, allowing you to pack a little lighter!

## CAMPERS LAUNDRY

If you don't have a dryshelter at your site, our campers laundry is equipped with a fridge-freezer, washing machine and tumble dryer for you to use. This is a shared space between all of our campers so make sure everything is labelled with your groups name!

## WOOD AND CAMPFIRES

It wouldn't be camping unless you enjoy a good campfire! Campfire circles can be booked free of charge upon arrival and there are wood stores located around the site where we ask for a small charitable donation to use. Please use your fire bucket located in your dryshelter and return all matches and firelighters to the office if they have been borrowed.

## EXTRAS

There is a cleaning bucket, washing line and altar fires located at each dryshelter, as well as both rubbish and recycling points on both the house and limepits sites. Phone charging blocks can be borrowed from the office as well as fire lighters and matches.

- A Abseiling & Climbing Tower
- B Zipline
- C Archery
- D Bridge Building
- E Raft Building
- F Bushcraft
- G Canoeing
- H Kayaking
- I Sups
- J Crate Stacking
- K Initiative Test
- L Low Ropes
- M Monkey Climbing

- N Shelter Building
- O Nightline
- P Obstacle Course
- Q Pond Dipping
- R Map Activities
- S Pioneerering
- T Discovery Zone
- U Maze
- V Bird Hide

- R Reception
- Anglia Region Shop
- WCs
- Showers
- Car Park + Disabled
- Bins
- Campfire Circles
- Drinking Water
- Woodstore

- HE House East
- HW House West
- LPL Limepits Lower
- LPU Limepits Upper
- CU Curlew
- LM Lower Meadow
- ON Oneida
- RC Reedcutter Village
- ARGO Girlguiding (Anglia Region Office)
- LC Lodge Cottage



## FINDING YOUR WAY

All of our activities happen right here onsite. Spread over 28 acres our activity areas are safe and secure with plenty of room still available for football and wide games in the evenings.

Instructors will escort you to your activity area - so no one gets lost!

# HAUTBOIS ESTATE MAP

# THE A-Z OF HAUTBOIS ACTIVITIES

We have 25 different onsite activities suitable for ages 4 and above and levels of adventure! Whether you're here for the day or on a residential break, our highly qualified instructors will be on hand to deliver fun and challenging experiences.

- 90/180 CHALLENGE
- ABSEILING
- ARCHERY
- (SOFT) ARCHERY
- BRIDGE BUILDING
- BUSHCRAFT
- CANOEING
- CANOE SAFARI
- CLIMBING WALL
- CRATE STACKING
- INITIATIVE TESTS
- KATAKANUS
- KAYAKING
- LOW ROPES
- MONKEY CLIMBING
- NIGHTLINE
- OBSTACLE COURSE
- ORIENTEERING
- ORIENTEERING JUNIOR
- PIONEERING
- POND DIPPING
- RAFT BUILDING
- SHELTER BUILDING
- STAND UP PADDLEBOARDING
- ZIPWIRE

## CHALLENGE BY CHOICE

Participants are encouraged to take part in every activity. We recognise that everyone has a different perception of the activities we offer and their ability to take part. Everyone is respected for the part they play (no matter how small) and will be given the opportunity to succeed to their own ability.



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# CHOOSING THE BEST ACTIVITY FOR YOU



## 10 IMPORTANT OUTCOMES

As a quality badge holder with Learning Outside the Classroom we aim to involve some form of outdoor learning in each of our sessions, always cleverly disguised of course! Whether you're just coming to let of steam or as part of a development programme, our staff can advise on the best activities for your group.

### PERSONAL

HEALTH AND WELL-BEING  
PERSONAL QUALITIES  
BROADENED HORIZONS

### SOCIAL

CONFIDENCE AND CHARACTER  
SOCIAL AND EMOTIONAL AWARENESS  
ENVIRONMENTAL AWARENESS  
ENJOYMENT

### LEARNING

INCREASED MOTIVATION AND APPETITE FOR LEARNING  
SKILLS FOR LIFE  
ACTIVITY SKILLS



## OUR ACTIVITIES

Our activities are divided by category and are classed for pricing. All activities have a participant to instructor ratio and a minimum age. These are set by our national governing bodies.

We would usually recommend taking part in a variety of sessions from each category.

Our team is always on hand should you have any questions or would like any recommendations.

NAME OF ACTIVITY	MIN. AGE	PRICE BAND	Activity Description	RATIO	LEARNING OUTCOME
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## TEAM BUILDING

90/180 CHALLENGE	7+	ADVENTURE	Designed for our corporate groups and those wanting to develop key communication and problem solving skills. Take part in the challenge over 90 or 180 minutes, completing physical and mental tasks along the way to become top of our team development leader board!	1:12	LEARNING PERSONAL SOCIAL
INITIATIVE TESTS	7+	EXPLORE	Take on a range of mental and physical tests designed to challenge. Teams are tasked with mini games spread across the estate where good communication is key and teamwork a must! Classic problem solving Hautbois style!	1:12	LEARNING PERSONAL SOCIAL
ORIENTEERING	7+	DISCOVER	Using our onsite course, learn how to orientate a map, use compass bearings and grid references to complete the course. Working as a team, navigational skills and communication is crucial!	1:12	LEARNING SOCIAL
ORIENTEERING JUNIOR	4+		Much like its older brother; orienteering junior introduces little explorers to grid references and compass bearings whilst encouraging teamwork throughout. A small course, especially designed for younger visitors. (KS1)	1:12	LEARNING SOCIAL
PIONEERING	7+	EXPLORE	Work together and channel your creativity! Use your engineering skills to design and build a structure using lightweight poles and rope. Patience and a little imagination is all you need.	1:12	LEARNING PERSONAL SOCIAL
SHELTER BUILDING	4+	DISCOVER	Work together and channel your creativity! Use your engineering skills to design and build a structure using lightweight poles and rope. Patience and a little imagination is all you need.	1:12	LEARNING PERSONAL SOCIAL

# PADDLESORT



CANOEING	7+	ADVENTURE	Journey along the peaceful River Bure. Develop your paddle-ability as well as key communication and teamwork skills as you tandem paddle, play games and explore the Norfolk waterways.	2:16	LEARNING SOCIAL
KATAKANUS	7+		All the joy of paddling out on the river but with added confidence! Katakonus are stable and easy to paddle. Ideal for groups with special educational needs or those who aren't confident on the water!	2:16	LEARNING SOCIAL
CANOE SAFARI	7+		Join us for a canoe safari & discover wildlife of the Norfolk Broads. Groups will master basic paddling techniques on a journey up river on a round trip which takes around 3 hours.	2:16	LEARNING SOCIAL
KAYAKING	7+		Hone your skills (and your balance!) on the water with our kayaking sessions. Our activities are packed with skills and games to develop a good foundation in Paddlesport.	2:16	LEARNING PERSONAL
STAND UP PADDLEBOARDING	7+		See what all the fuss is about with the fastest growing Paddlesport in the world. Packed full of skills, games and yoga, our Paddlesport sessions are bound to send you into the water with a splash!	2:16	LEARNING PERSONAL SOCIAL

# HIGH ADVENTURE

CLIMBING	4+	ADVENTURE	A personal challenge to develop technique and encourage peer support as groups learn to belay on our 10m purpose built wall. Great for groups looking for a challenge and with different routes available, individuals can set personal goals and have fun and develop new skills.	1:12	LEARNING PERSONAL SOCIAL
MONKEY CLIMBING	7+		For a different climbing experience ascend one of the tallest trees on the estate in true monkey fashion! With climbing holds to aid your climb its great opportunity to see the treetops from a monkeys eye view!	1:12	LEARNING PERSONAL
ZIPWIRE	4+		A fun and exhilarating activity which sends you zipping through the trees. See the estate and your friends from a different perspective and find out what it's like to fly! ! A great session for facing those fear, developing confidence, trust, courage and bravery!	1:12	LEARNING PERSONAL
ABSEILING	7+		At 10m tall, groups will learn to descend our purpose-built tower, taking them out of their comfort zones and into the open air! A great session for facing those fear, developing confidence, trust, courage and bravery!	1:12	LEARNING PERSONAL

CONTINUED...

CRATE STACKING	7+	ADVENTURE	Working as a team, groups will assemble a tower of crates to make the tallest structure they can...with two members of the team balanced on the top! Good communication and quick thinking is required as it's a real team effort to stop the tower (and the climbers!) from toppling!	1:12	LEARNING PERSONAL SOCIAL
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## SKILL DEVELOPMENT

RAFT BUILDING	7+	ADVENTURE	Barrels, poles and a bucket of rope is all that's required for a successful (or unsuccessful!) raft. Learn about, planning and problem solving before testing your creation on the water.	1:12	LEARNING PERSONAL SOCIAL
BRIDGE BUILDING	7+		Groups are set the challenge of survival in this activity and will be asked to design and construct a bridge over the river to rescue their team of stranded explorers. As with all good construction projects, teamwork and creativity is crucial...you'll be testing the design yourselves.	1:12	LEARNING PERSONAL SOCIAL
ARCHERY	7+	ADVENTURE	Archery will teach groups new skills and techniques, develop control and a bit of healthy competition. Learn the basics, play games and complete challenges on our purpose-built outdoor ranges.	1:12	LEARNING PERSONAL SOCIAL
SOFT ARCHERY	4+		Archery will teach groups new skills and techniques, develop control and healthy competition. Learn the basics, play games and complete challenges on our purpose-built outdoor ranges. Using blunt arrows, Soft Archery is perfect for our younger visitors.	1:12	LEARNING PERSONAL SOCIAL
BUSHCRAFT	4+	EXPLORE	Get back to nature with our Bushcraft sessions. Learn to build and manage your own fire, learn new skills such as paracord keychains and sample some nettle tea! Great for young explorers too, Bushcraft is suitable for all!	1:12	LEARNING PERSONAL
LOW ROPES	4+		Teams work to navigate our low-level course. Sessions encourage communication and cooperation. Each element is different and requires the team to complete a series of ropes, bridges, balance beams and wire-walks.	1:12	LEARNING SOCIAL
NIGHT TRAIL	4+		Teams will guide each other through our challenging course filled with obstacles. A great way to develop skills in taking responsibility and communication in a challenging setting.	1:12	LEARNING SOCIAL
OBSTACLE COURSE	4+		Teams will guide each other through our challenging course filled with obstacles. A great way to develop skills in taking responsibility and communication in a challenging setting.	1:12	LEARNING SOCIAL
POND DIPPING	4+	DISCOVER	Investigate the creatures that live in the Cut. With the guidance of a Hautbois instructor you'll learn what you'll need, how to dip safely, identifying creatures and fascinating facts about pond life.	1:12	LEARNING

# GENERAL INFORMATION



## ENVIRONMENTAL HAZARDS

We ask that all participants who take part in water based sessions shower after their activity. As a minimum, all participants should wash their hands thoroughly after activities and before eating or drinking. Full shower facilities are available.

## RATIOS AND MINIMUM AGES

Our activities operate a 1:12 ratio with 1:8 for Paddlesport sessions. Extra participants and cases where extra instructors are required will be charged separately. Please ensure that sufficient leaders/helpers are able to accompany each group whilst participating in Hautbois activities. Please see the activity description for minimum ages for each session.

## WHAT DO WE KNOW?!

Our instructors are trained to the highest standards set out by the relevant National Governing Body, Girlguiding or in-house qualification (where NGBs don't exist) and assessed by top level technical advisors. We know our stuff!

All of our staff are trained in emergency procedures and should you have an unexpected adventure whilst on our activity sessions we will be on hand to offer first aid support.

## THE PAPERWORK

Each activity has its own Risk Assessment and is signed off by the technical advisor and reviewed annually. For copies of these please visit our website or contact the office.

# EXTRAS

As well as all our fantastic sessions, we have several activities that can be borrowed for your free time.

These items will need to be booked in advance. We have ample room for ball games so visitors are welcome to bring their own equipment for use on-site in the evening.

## BAT DETECTORS

We have bat detectors available to locate any bats visiting Hautbois. If you're lucky enough to spot some you'll be able to identify them with our handy ID charts.

## GIANT GAMES

Giant Connect4 and giant Jenga are available to borrow around site to keep minds busy and create some healthy competition in the evenings!

## GRASS SLEDGES

Our grass sledges are always a firm favourite with our youngest visitors. A quick how to and a helmet is all you need to enjoy this activity and you'll find yourself whizzing down the Hautbois hill in no time!

## JEWEL THEFT

Aimed at our younger visitors the challenge is to solve the mystery of the missing treasure by seeking out the clues left which will lead the participants to a top secret password.

## MAZE

Our onsite maze will keep your explorers busy for hours! Located near the discovery zone the maze is great for running off some steam between sessions or at night with torches!

# EVENTS

If we're not running our normal sessions our event calendar keeps us pretty busy! We offer events for all. For full event listings please visit our website

## ADVENTURE ACTIVITIES

Visit our website to book our adventure activities during school holidays and weekends. Open to the general public from youngsters to the not-so-very young!

## THE HAUTBOIS ADVENTURE BADGE

Available to Guiding and Scouting our adventure badge is open to individual members giving them the chance to take part in three of our exciting and challenging activities. Badge is included. Available to book online.



## TASTE OF ADVENTURE

Available from November through until April, our taste of adventure of days are perfect for units looking for a slice of adventure. Enjoy fantastic on-site activities accessible for all, girls will experience adventures and challenges with friends whilst exploring the Hautbois estate.



## SKILL BUILDER DAYS

Our skill builder days will give girls the opportunity to complete either a CAMP 1-4 or EXPLORER 1-2 stage through taking part in some of the adventurous activities onsite. Badge included.



## HAUTBOIS CHALLENGE BADGE

The Hautbois Challenge badges are available for Rainbows, Brownies and Guides. Over the course of the day, girls will have the opportunity to take part in several adventurous activities and other challenges in order to earn their badge. Badge included.



FOLLOW US ON  
SOCIAL MEDIA TO  
KEEP UP TO DATE  
WITH OUR EVENTS  
@HAUTBOISNORFOLK



Go online  
to find  
out more

[www.hautbois.org.uk](http://www.hautbois.org.uk) Call 01603 737357

# SUITABLE ATTIRE



At Hautbois Activity Centre we do our best to make sure we have everything you need during your time with us, but we ask that you come prepared with a few essentials too.

If clothing is unsuitable for the activity being undertaken Hautbois staff may ask participants to change or the activity may be cancelled. Please contact the office should you have any queries regarding suitable attire.

## ACTIVITIES

### WARMER WEATHER

- ☀️ **SHORTS**  
'Hot Pants' (shorter than mid thigh) are not suitable for activities.
- ☀️ **T-SHIRTS / VEST TOPS**  
No cropped or spaghetti strapped tops for activities please.
- ☀️ **TRAINERS**  
No open toed or open backed shoes (no flip flops for activities)
- ☀️ **CAP OR HAT FOR SUN PROTECTION**
- ☀️ **REUSABLE WATER BOTTLE**

### COOLER WEATHER

- ☀️ **TROUSERS**  
No jeans for watersports (these take too long to dry should they get wet).
- ☀️ **WATERPROOFS**  
We ask that participants 'layer up' and bring a spare for all winter activities.
- ☀️ **WALKING BOOTS / TRAINERS**  
No open toed or open backed shoes (no flip flops for activities)
- ☀️ **HAT AND GLOVES**
- ☀️ **REUSABLE WATER BOTTLE**

### WATER ACTIVITIES

- ☀️ **CHANGE OF CLOTHES**  
No jeans and old clothes only- these will get wet and muddy!
- ☀️ **OLD TRAINERS OR WET SHOES**  
Please no wellingtons or crocs. Open toed shoes are not suitable. (Flip Flops)
- ☀️ **WETSUITS**  
Not supplied by Hautbois but can be worn, although not essential.
- ☀️ **SHOWER GEL AND TOWEL**  
We recommend that everyone showers off after taking part.

### GENERAL

- ☀️ **NO JEWELLERY**  
Please don't wear jewellery and cover any piercings that can't be removed.
- ☀️ **LONG HAIR MUST BE TIED BACK**
- ☀️ **REUSABLE WATER BOTTLE**
- ☀️ **GLASSES AND HEARING AIDS**  
Can be worn for activities at owners own risk ( bring spares if you have them!)
- ☀️ **ALWAYS BRING SPARE CLOTHES!**  
We have showers and changing areas available for all guests.

# KIT LIST



Please ask your teacher/ leader what you need for your trip but here's a few items to get you started.

## HOUSE GUEST

<b>BEDDING</b>	All bedding is provided but you will need to bring slippers/ indoor shoes
<b>TOILETRIES</b>	Toothbrush & Paste, Towel, Shower gel and Shampoo.
<b>CLOTHES</b>	Suitable for activities & weather dependant. Always bring spares!
<b>MEDICINES</b>	Please bring in a labelled bag for your leader to look after.
<b>MISC.</b>	Tuck Money, Sun Hat and cream or Woolly Hat etc (weather dependant)

## REEDCUTTERS' GUEST

<b>BEDDING</b>	Pillow & Pillow Case, Sleeping Bag and Blanket (weather dependant)
<b>TOILETRIES</b>	Toothbrush & Paste, Towel, Shower gel and Shampoo, Shower shoes (optional)
<b>CLOTHES</b>	Suitable for activities & weather dependant. Always bring spares!
<b>MEDICINES</b>	Please bring in a labelled bag for your leader to look after.
<b>MISC.</b>	Tuck Money, Torch Sun Hat and cream or Woolly Hat etc (weather dependant)

## CAMPING GUEST

<b>BEDDING</b>	Pillow & Pillow Case, Sleeping Bag and Blanket. Roll mat or Camp bed
<b>TOILETRIES</b>	Toothbrush & Paste, Towel, Shower gel and Shampoo, Shower shoes (optional)
<b>CLOTHES</b>	Suitable for activities & weather dependant. Always bring spares!
<b>MEDICINES</b>	Please bring in a labelled bag for your leader to look after.
<b>MISC.</b>	Tuck Money, Torch Sun Hat and cream or Woolly Hat etc (weather dependant)



# CATERING

We realise the importance of refuelling your explorers and that's why we hand pick each menu to suit your groups tastes and dietary needs.

## DIETARY REQUIREMENTS

We are able to cater for all dietary requirements.

Please advise us of your requirements by completing our pre-visit form which will be emailed to your group leader.

We're always available should you wish to discuss any requirements or if you would like more info on dietaries and allergens.

## MENUS

Menus are sent out prior to your stay for your approval.

Our food is freshly prepared and cooked onsite. Depending on your package your catering provisions could include up to 3 meals per day plus snacks midmorning and mid-afternoon. A sample menu can be found overleaf.

## DINING ROOM

Guests staying in the house will have their meals in the main dining room. Meals are served buffet style from the servery. Reedcutter & Camping groups will use the dining marquee situated on the lawn.

## SELF CATERING

Fully equipped dryshelters are available for Reedcutters and Camping groups who are self catering. These include a fridge freezer, gas rings and a water boiler. Groups will need to provide their own crockery and utensils for cooking. We have a small stock of pots and pans available to hire. Please get in touch prior to your stay should you wish to hire anything.

# SAMPLE MENU

## MONDAY

			<b>SNACK</b> CHERRY FLAPJACK SQUASH	<b>DINNER</b> PASTA BOLOGNESE GARLIC BREAD FRUIT PLATTER
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## TUESDAY

<b>BREAKFAST</b> TOAST, CEREAL, CROISSANTS AND YOGHURT	<b>SNACK</b> COOKIE SQUASH	<b>LUNCH</b> JACKET POTATO VARIOUS FILLINGS SALAD	<b>SNACK</b> PIECE OF FRUIT SQUASH	<b>DINNER</b> BBQ CHICKEN, WEDGES AND CORN COBS APPLE CRUMBLE
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## WEDNESDAY

<b>BREAKFAST</b> TOAST, CEREAL, CROISSANTS AND YOGHURT	<b>SNACK</b> SHORTBREAD SQUASH	<b>LUNCH</b> SOUP AND SANDWICHES TOFFEE TART	<b>SNACK</b> PIECE OF FRUIT SQUASH	<b>DINNER</b> MILD CHICKEN KORMA, RICE CHEESECAKE
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## THURSDAY

<b>BREAKFAST</b> TOAST, CEREAL, CROISSANTS AND YOGHURT	<b>SNACK</b> PIECE OF FRUIT SQUASH	<b>LUNCH</b> PIZZA BAGUETTES SALAD FRUIT PLATTER	<b>SNACK</b> BANANA BREAD SQUASH	<b>DINNER</b> SAUSAGE, MASH AND PEAS CHOCOLATE BROWNIE
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## FRIDAY

<b>BREAKFAST</b> TOAST, CEREAL, CROISSANTS AND YOGHURT	<b>SNACK</b> BISCUIT SQUASH	<b>LUNCH</b> MINCED CHILLI BEEF TACOS SALAD		
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# USEFUL INFORMATION

## 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. This will enable us to prepare and plan your stay so that all group members have a rewarding and worthwhile visit. Please speak to a member of staff when you arrive if you have any concerns.

## ARRIVAL AND DEPARTURE

Sleeping areas are usually available from 4pm onwards. You are welcome to arrive earlier but please be aware that you may not be able to access your accommodation. On your day of departure rooms should be vacated by 9am. We will arrange somewhere for you to leave luggage until your transport arrives. Please make staff aware of your arrival and departure times when booking.

## SITE WALKS

You are welcome to come for a site visit before your arrival date. That way, you will be familiar with the location of our facilities and services straight away when you arrive with your group. Visits can be arranged with our bookings team.

## EMERGENCY MOBILE

Between 9am & 5pm staff will onsite to assist you. Overnight a duty member of staff will be on call for emergencies but does not stay at Hautbois Activity Centre.

## SAFETY

Your groups safety is the highest priority for our staff who will lead your programme during your stay. Leaders accompanying the group have ultimate responsibility for the safety of their groups and should inform our staff should they have any concerns.

Leaders will be particularly vigilant when arriving and departing, at mealtimes and free time when you will have full responsibility for the safety of participants. Groups who are staying overnight in the house, Reedcutters' village or camping also have responsibility for their groups when not on Hautbois led sessions.

Hatchets, axes and all camping knives including penknives are not permitted on-site.

## NEIGHBOURS AND OTHER SITE USERS

During your welcome, the boundaries of your areas will be pointed out to you. We ask for a quiet site after 10pm and for all visitors to be respectful of others during your stay.

## VALUABLES

Please note that we cannot accept liability for loss or damage to valuables, mobiles etc at any point during your visit.

## FOOD AND DRINK

We do not have a café onsite, please bring food and drink with you if you are not being catered for. All of our outside taps onsite provide drinking water to fill your reuseable bottles.

The nearest shop is located in the village- A 5 minute walk away.

## CAR PARKING

We have onsite parking available. There is sufficient space in front of the house for coaches to unload and turn around. Please note that all vehicles are parked at their owners' risk and Hautbois Activity Centre accepts no responsibility for any damage or loss whilst onsite.

## GREEN POLICY

We try our best to be conscientious of the environment and we ask our guests to do the same. We ask all guests to bring refillable bottles for drinking water and to use the recycling bins on site where possible. All camping groups will be asked to do a litter sweep on the day of departure and house groups will be encouraged to save energy by turning lights off and closing doors and windows.

# TERMS AND CONDITIONS

## BOOKING CONDITIONS

- 1.1 A provisional booking taken by telephone, email or letter will be held for 30 days.
- 1.2 Bookings can only be confirmed when a completed booking form and requested deposit have been received. Deposits are non-refundable in all cases.
- 1.3 All prices quoted exclude VAT (where applicable).

## CHANGES TO BOOKINGS AND CANCELLATIONS

- 2.1 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 cancellation of part of the booking.
- 2.2 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.
- 2.3 Requests to change activity schedules are subject to availability and may incur additional charges where appropriate.
- 2.4 Hautbois Activity Centre 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.

## PRICES AND PAYMENTS

- 3.1 Deposits are non-refundable in all cases.
- 3.2 Groups will be invoiced for bookings 12 weeks prior to arrival date (unless paid fully in advance) and are required to settle within 30 days of invoicing.
- 3.3 Bookings made within 8 weeks of the arrival date or additions to bookings made within 8 weeks prior to arrival date, should be paid in full prior to arrival unless otherwise agreed by Hautbois Activity Centre in writing at the time the booking/addition is made.
- 3.4 Hautbois Activity Centre reserves the right to refuse access to the Centre if payment in full has not been received prior to arrival.
- 3.5 Additions to the booking made within 2 weeks of the arrival date or whilst on site, will be invoiced on departure.
- 3.6 Invoices raised on departure must be paid in full within 30 days of the invoice date.

# TERMS AND CONDITIONS

## CUSTOMERS' OBLIGATIONS

- 4.1 Any additional needs including SEN and physical disabilities must be notified to the Centre prior to arrival. Leaders are responsible for ensuring the activity instructor is aware of these at the start of every activity session.
- 4.2 All allergies, dietary requirements and care needs must be communicated to Hautbois Activity Centre at least two weeks prior to arrival or at time of bookings for last-minute bookings - the Centre will provide reasonable adaptations but cannot provide specialist arrangements without prior notice.
- 4.3 Group leaders are responsible for their groups at all times including before, after and between activity sessions and during residential stays and camps.
- 4.4 Group leaders should take all reasonable precautions to prevent the spread of infectious and contagious diseases including taking any precautions reasonably required by the Centre's staff.
- 4.5 Groups other than Girlguiding or Trefoil Guild members must ensure they have adequate public liability insurance during their stay.
- 4.6 Customers are responsible for their own property whilst on the premises.
- 4.7 Smoking is not permitted inside any building and is permitted on site in the designated area only.
- 4.8 Customers are not allowed to bring dogs (except assistance dogs) or any other animal to the Centre.
- 4.9 Groups must ensure there is no disruptive behaviour, either on-site or off-site, which could bring Hautbois into disrepute during their stay.
- 4.10 Groups are responsible for the cost of any damage they may cause.
- 4.11 Activity sessions which are to be led by a group's own instructor can only take place when Hautbois receives a copy of the instructor's relevant qualification, which must be received prior to the group's arrival.
- 4.12 Hautbois cannot be held responsible for any activities engaged in by parties at Hautbois which fall outside its operational procedures.

VISITORS WHO FAIL TO COMPLY WITH OUR TERMS AND CONDITIONS MAY BE ASKED TO LEAVE.

## STATEMENT OF ASSUMED RISK

Participation in adventurous activities entails some risk of injury. Both participants and persons with parental responsibility must accept an element of risk and that accidents and injuries can happen. To minimise these risks, we have our equipment is inspected regularly and to the appropriate high standards. All staff employed by Hautbois Activity Centre are trained and appropriately qualified to run our activity sessions in line with our standard operating procedures and within national governing body guidelines where applicable. Complying with these guidelines will limit the risk of injury. We reserve the right to cancel or modify any activity if we believe there to be adverse risk.

Participants under the age of 18 years must have permission from his/her parent or guardian before being able to take part in any activity/course offered Hautbois Activity Centre. The parent or guardian needs to be aware and accept the risks involved in adventurous activities and satisfy themselves accordingly. Hautbois Activity Centre reserves the right to refuse to allow participation or to remove a participant from the Activities should it deem it necessary to do so. This includes participants who do not comply with the instructor's direct instructions.

Full activity documentation including risk assessments and safe operating procedures can be requested at any time and are available on our website.