



Bookings pack

Hautbois Activity
Centre



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 everybody!

About us

Hautbois Activity Centre is an impressive 19th Century country house, set amidst 28 acres of beautiful countryside. Located on the edge of the Norfolk Broads National Park, we also have our own private cut onto the River Bure. Our centre is the perfect multi-purpose events venue, with expertise in delivering activity visits, relaxing residential breaks, motivational training and special occasions for groups of all ages.

We can provide accommodation in Hautbois House for 60 guests; a further 58 guests in the Reedcutters' Village; as well as camping facilities for over 300 people. Our friendly, experienced and highly-qualified staff are always on-hand to ensure your stay is as enjoyable as possible.

We welcome a variety of customers including Girlguiding and Scouting members, youth groups, schools, corporate, family and friends groups. A range of challenging outdoor activities run throughout the year and are also available as individual sessions for day visits, team-building, events or just for a fun day out!

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 attended 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 Call 01603 7379696



Accommodation: Hautbois House



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.

Max capacity: 61

Bedrooms

The house has 11 bedrooms, 8 of which are en-suite, sleeping a total of 61 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 (Norfolk) 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 group leaders to escape to in the evenings but also functional as a breakout room for smaller teams. Hertfordshire (the sitting room) has a SMART TV and visitors are welcome to login to their own streaming accounts. Patteson (the common room) is large enough for indoor activities, we have a small selection of games available. It is also a great space for downtime in the evening.

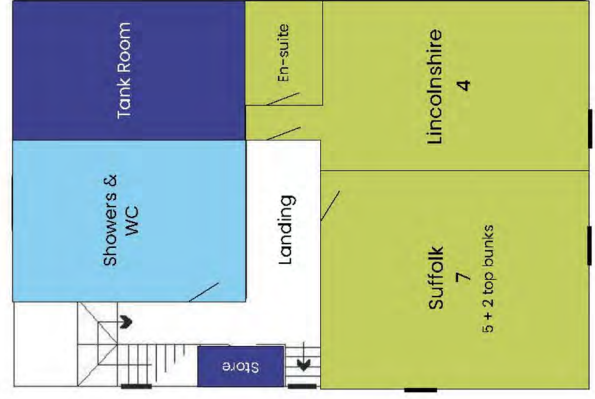
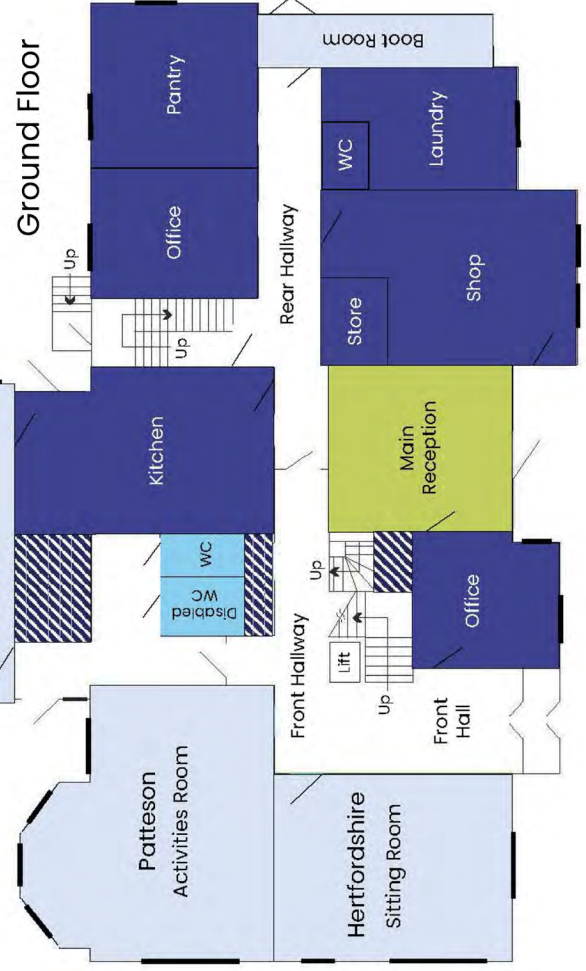
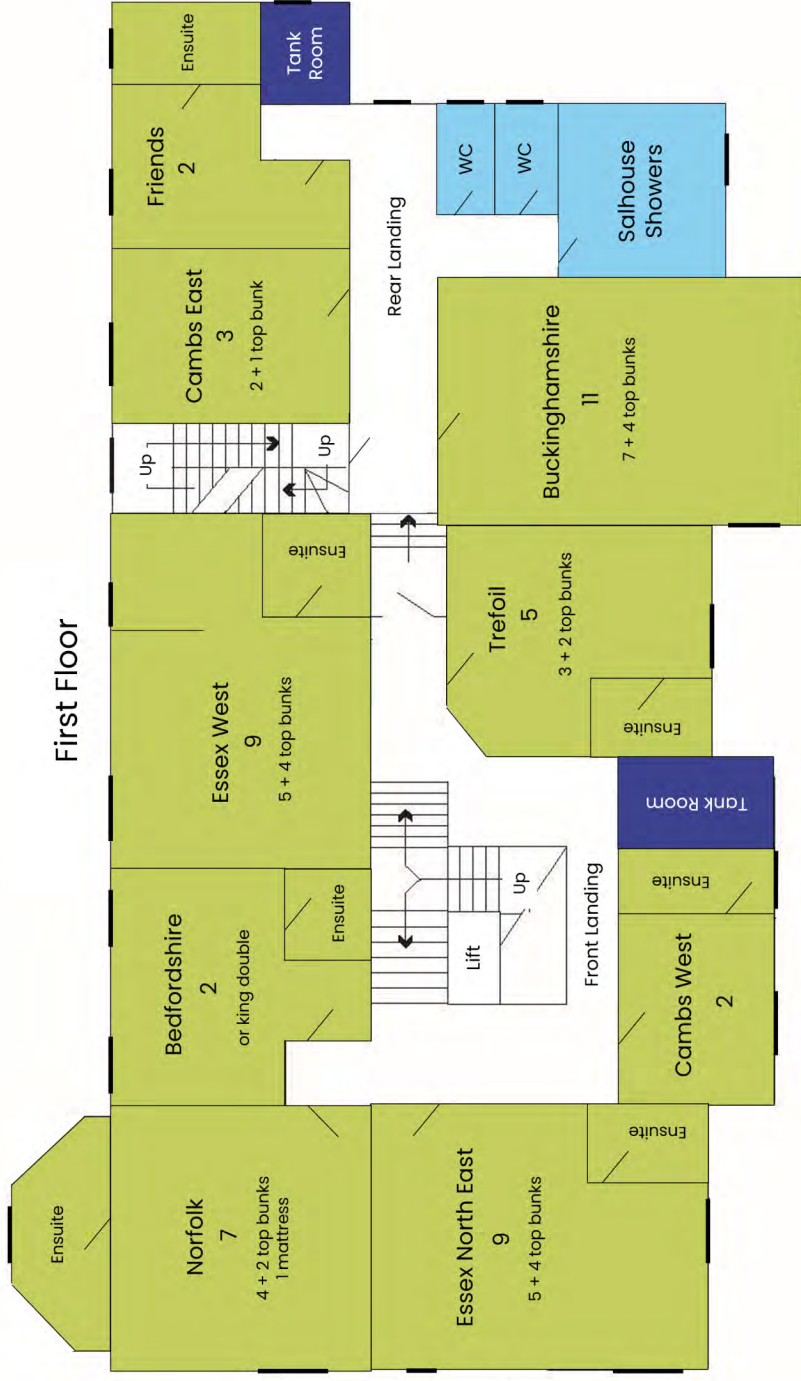
Extras

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

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

House Plan

- Bedrooms
- Communal Areas
- Bathrooms and WC's
- Restricted Areas
- No access





Full House Bedlist



En-suite

TB

Top Bunk

M

Mattress

FOH

Front Of House

BOH

Back Of House

TF

Top Floor

Bedfordshire ★ FOH

1		
2		
3		
4		
5	TB	
6	TB	
7	M	

Trefoil ★ FOH

1		
2		
3		
4		
5	TB	
6	TB	

Buckinghamshire BOH

1		
2		
3		
4		
5		
6		
7		
8	TB	
9	TB	
10	TB	
11	TB	

Essex West ★ FOH

1		
2		
3		
4		
5		
6	TB	
7	TB	
8	TB	
9	TB	

Essex North East ★ FOH

1		
2		
3		
4		
5		
6	TB	
7	TB	
8	TB	
9	TB	

Suffolk TF

1		
2		
3		
4		
5		
6	TB	
7	TB	

Cambs East BOH

1		
2		
3	TB	

Friends ★ BOH

1		
2		

Lincolnshire ★ TF

1		
2		
3		
4		

Cambs West ★ FOH

1		
2		

Please enter only the first names of the guests staying onsite and indicate whether they are adult (A) or youth (Y).

Please note

If you are bringing a small group, you are not automatically given access to all of the bedrooms in the house. Please do contact us further if you would like to request more rooms.

Accommodation: Reedcutters' Village

Access all areas

X2 of our cabins can be made wheelchair friendly. Please speak to one of our team when booking. If you are planning a visit, we would recommend a site tour to see if our Reedcutters' village is suitable for you.

Max capacity: 58

Cabins

8 cabins make up our Reedcutters' Village, sleeping a total of 58 guests. 6 cabins 8 each in 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 benches 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

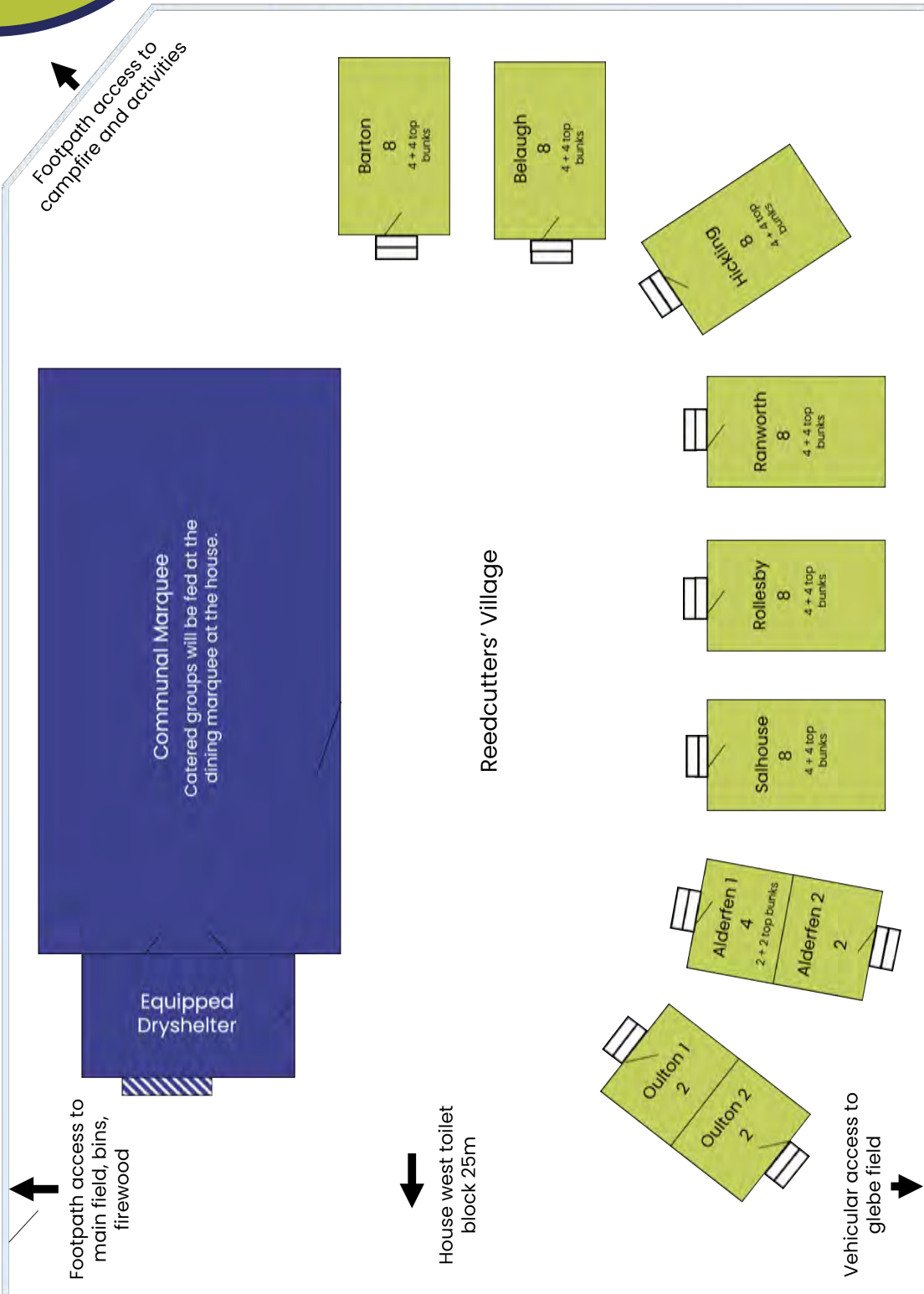
The village has altar fires to use and access to a woodstore, we ask for a small charitable donation for all wood used.

A limited supply of 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 camper's laundry.



Access all areas

2 of our cabins can be made wheelchair friendly. Please speak to one of our team when booking. If you are planning a visit, we would recommend a site tour to see if our Reedcutters' Village is suitable for you.



Accommodation:

Camping



Site	Aminities
House East	Equipped dryshelter backs onto toilets and shower block.
House West	Equipped dryshelter. Located near HW toilet block and campers laundry shed.
Limepits Upper	Greenfield site. Located near Limepits toilet and shower blocks.
Limepits Lower	Equipped dryshelter. Located near Limepits toilet and shower blocks.
Glebe	Greenfield site. Nearest toilets located at House West.
Curlew	Greenfield site. Nearest toilets located at House West.



Minimum capacity: 15

Tent hire

Our tents, which sleep up to 6 each, 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 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

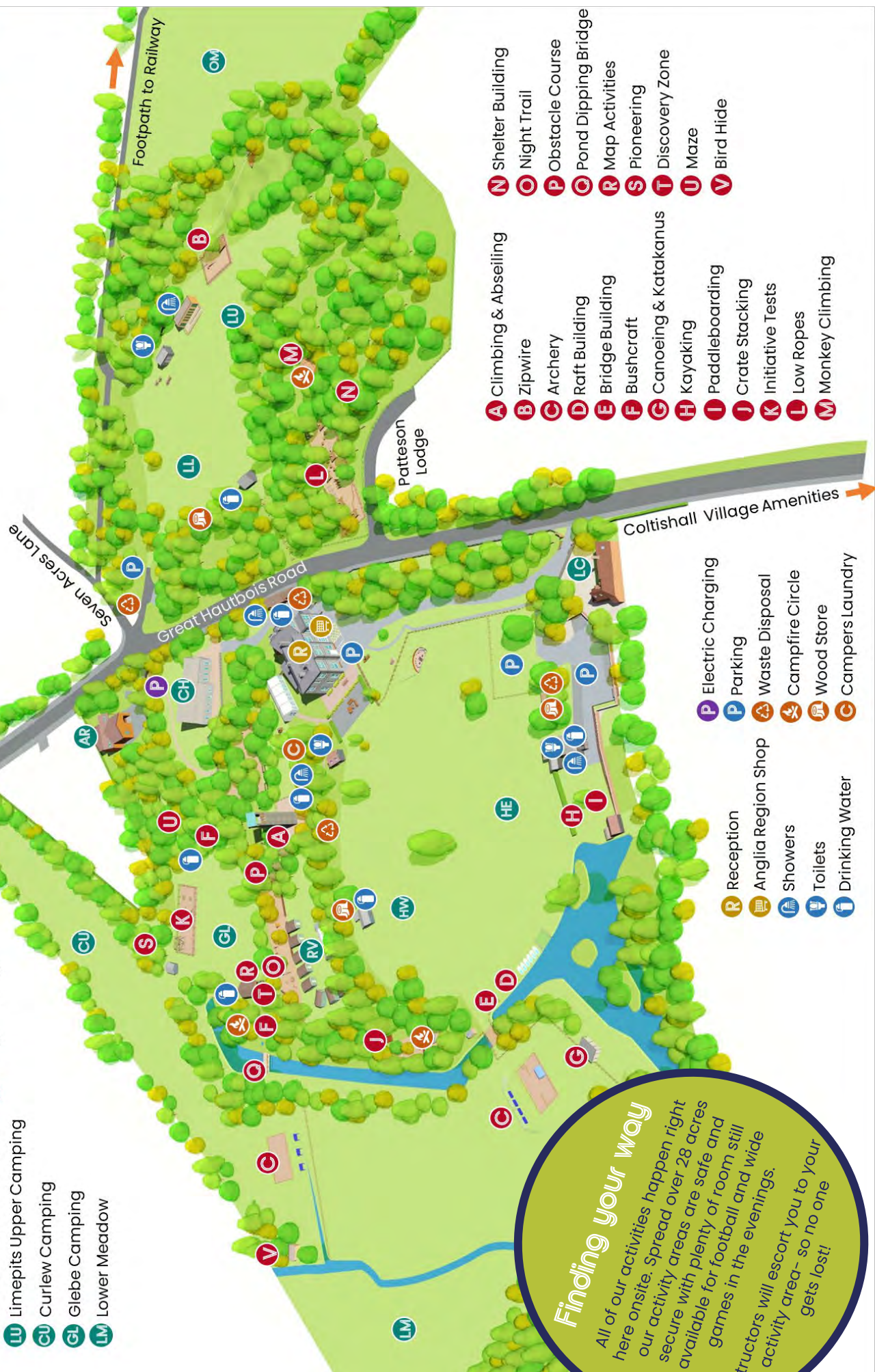
There is a cleaning bucket, washing line and altar fires located at each dryshelter, as well as both rubbish and recycling points on both the house and Limepits sites. Phone charging blocks can be borrowed from the office as well as fire lighters and matches.



Estate Map

HAUTBOIS
ACTIVITY CENTRE

- RV Reedcutters' Village
- HE House East Camping
- HW House West Camping
- LL Limepits Lower Camping
- LU Limepits Upper Camping
- CU Curlew Camping
- GL Glebe Camping
- LM Lower Meadow
- OM Oneida Meadow
- AR Anglia Region Office
- CH Church & Escape Room
- LC Lodge Cottage



- A Climbing & Abseiling
- B Zipwire
- C Archery
- D Raft Building
- E Bridge Building
- F Bushcraft
- G Canoeing & Katakonus
- H Kayaking
- I Paddleboarding
- J Crate Stacking
- K Initiative Tests
- L Low Ropes
- M Monkey Climbing
- N Shelter Building
- O Night Trail
- P Obstacle Course
- Q Pond Dipping Bridge
- R Map Activities
- S Pioneerfing
- T Discovery Zone
- U Maze
- V Bird Hide

- P Electric Charging
- P Parking
- R Reception
- Anglia Region Shop
- Showers
- Toilets
- Drinking Water
- Waste Disposal
- Campfire Circle
- Wood Store
- Camper's Laundry

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!

Packages



We have several packages to offer for different groups and requirements. Below are the packages we offer as well as what is included in each one. You must meet the requirement of the package to book it.

1-night activity package KS1 (4-7yrs)

- > Accommodation of choice
- > Full board catering
- > 4 x 1-hour activities (soft archery, zipwire, junior orienteering, pond dipping, shelter building, night trail, low ropes, obstacle course)
- > 1 x campfire
- > Use of 1 x free resource

1-night activity package (7+)

- > Accommodation of choice
- > Full board catering
- > 4 x activities (1 x paddle, 2 x adventure, 1 x explore OR discover)
- > 1 x campfire
- > Use of 1 x free resource

2-night activity package (7+)

- > Accommodation of choice
- > Full board catering
- > 8 x activities (1 x paddle, 1 x water, 4 x adventure, 2 x explore OR discover)
- > 1 x campfire
- > Use of 1 x free resource

3-night activity package (7+)

- > Accommodation of choice
- > Full board catering
- > 12 x activities (2 x paddle, 1 x water, 6 x adventure, 3 x explore OR discover)
- > 1 x campfire
- > Use of 1 x free resource

4-night activity package (7+)

- > Accommodation of choice
- > Full board catering
- > 16 x activities (2 x paddle, 2 x water, 6 x adventure, 4 x explore, 2 x discover)
- > 1 x campfire
- > Use of 1 x free resource

The time of year that you visit us may affect the paddle and water activity choices. From March–October we offer all our paddle and water activities. From October–March we only offer canoeing as a paddle activity and no water activities.

If you book a package with us from October–March, you can swap the paddle and water activities for an adventure activity.

The A-Z of Hautbois activities

We have 26 different onsite activities suitable for ages 4 and above and all 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

● Katakonus

● Kayaking

● Low ropes

● Midi-fencing

● Monkey climbing

● Night trail

● Obstacle course

● Orienteering

● Junior orienteering

● 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.



Go online
to find
out more

Choosing the best activity for you

10 important outcomes

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

Personal

Health and wellbeing
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	Activity Description	Ratio	Learning Outcome
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Paddlesport

Canoeing	7+	Journey along the peaceful River Bure. Develop your paddling ability as well as key communication and teamwork skills as you tandem paddle, play games and explore the Norfolk waterways.	2:16	<div>Learning</div> <div>Social</div>
Katakanus	7+	All the joy of paddling out on the river but with added confidence! Katakanus are stable and easy to paddle. Ideal for groups with special educational needs or those who aren't confident on the water!	2:16	<div>Learning</div> <div>Social</div>
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	<div>Learning</div> <div>Social</div>
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	<div>Learning</div> <div>Personal</div>
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 paddleboarding sessions are bound to send you into the water with a splash!	2:16	<div>Learning</div> <div>Personal</div> <div>Social</div>

Water/adventure

Raft building	7+	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	<div>Learning</div> <div>Personal</div> <div>Social</div>
Bridge building	7+	Groups are set the challenge of survival 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.	1:12	<div>Learning</div> <div>Personal</div> <div>Social</div>

Adventure

90/180 challenge	7+	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	<div>Learning</div> <div>Personal</div> <div>Social</div>
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 fears, developing confidence, trust, courage and bravery!	1:12	<div>Learning</div> <div>Personal</div>
Archery	7+	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	<div>Learning</div> <div>Personal</div> <div>Social</div>
Soft archery	4+	Learn 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	<div>Learning</div> <div>Personal</div> <div>Social</div>
Climbing	4+	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	<div>Learning</div> <div>Personal</div> <div>Social</div>
Crate stacking	7+	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	<div>Learning</div> <div>Personal</div> <div>Social</div>
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, it's a great opportunity to see the treetops from a monkey's eye view!	1:12	<div>Learning</div> <div>Personal</div>
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 fears, developing confidence, trust, courage and bravery! This activity has a weight restriction of 18 stone (114.5kg).	1:12	<div>Learning</div> <div>Personal</div>

Explore



Initiative tests	7+	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!	1:12	Learning Personal Social
Pioneering	7+	Work together and channel your creativity! Use your engineering skills to design and build a structure using lightweight poles and rope.	1:12	Learning Personal
Bushcraft	4+	Get back to nature with our Bushcraft sessions. Learn how to be safe around fires, to build and manage your own fire, learn some new knot-tying skills to create paracord keychains!	1:12	Learning Personal
Low ropes	4+	Teams work together to navigate our low-level course. 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
Midi-fencing	5+	As one of our more unique activities, midi-fencing is a fantastic way to build focus, accuracy and lightning-fast reflexes whilst having fun. No previous fencing experience is required.	1:12	Learning Personal Social

Discover

Orienteering	7+	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
Junior orienteering	4+	Much like its older sibling; junior orienteering 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
Shelter building	4+	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
Pond dipping	4+	Investigate the creatures that live in the Cut. With the guidance of a Hautbois instructor you'll learn what equipment you'll need, how to dip safely, how to identify creatures and fascinating facts about pond life.	1:12	Learning

Bookable resources

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

All resources must be booked in advance. We have ample room for ball games, so visitors are welcome to bring their own equipment for use on-site.

If you have booked a package or are visiting for the day, you get one free resource from the list below.

Outdoor sports equipment

Hire our outdoor sports equipment and have a game of rounders with your group and create some healthy competition!

Giant games

Giant Connect4 and giant Jenga are available to borrow around site to keep minds busy.

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 using the information supplied.

Booking the below resources will come at an additional cost.

Grass sledges - £5 per group for 1 hour 30 minutes

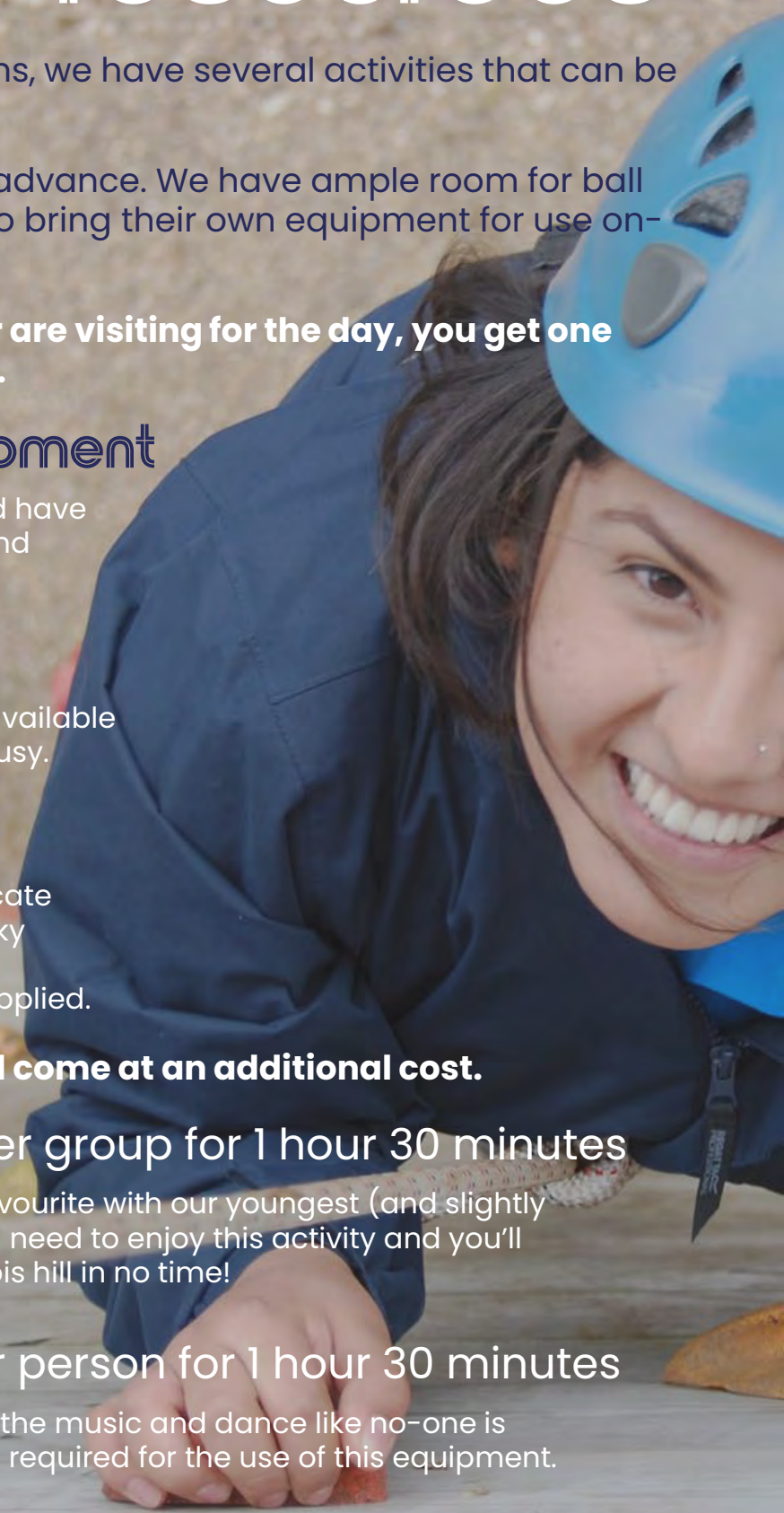
Our grass sledges are always a firm favourite with our youngest (and slightly older!) visitors. A quick how to is all you need to enjoy this activity and you'll find yourself whizzing down the Hautbois hill in no time!

Silent disco - £2.50 per person for 1 hour 30 minutes

Hire our silent disco kit, lose yourself in the music and dance like no-one is watching! A minimum charge of £25 is required for the use of this equipment.

Campfire - £5 per group

If you have booked a package with us, you get 1 free campfire included. Any additional campfire are charged for.



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.

Always ask!

We can accommodate all dietary needs. Staff are always on hand to discuss any questions or queries that you may have!

Dietary requirements

We are able to cater for all dietary requirements. Please advise us of your requirements by completing our dietary 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 mid-morning 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. Reedcutters' & 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, running water 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

			Snack Chocolate crackle Water or squash	Dinner Pasta bolognese, garlic bread Lemon drizzle
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Tuesday

Breakfast Toast, cereal and yoghurt, fruit	Snack Whole fruit Water or squash	Lunch Jacket potato, various fillings, salad Fresh fruit platter	Snack Biscuits Water or squash	Dinner BBQ chicken, wedges and corn cobs Apple crumble
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Wednesday

Breakfast Toast, cereal and yoghurt, fruit	Snack Whole fruit Water or squash	Lunch Cheese and ham croissants Fresh fruit platter	Snack Chocolate crackle Water or squash	Dinner Mild chicken curry, rice, naan bread Cheesecake
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Thursday

Breakfast Toast, cereal and yoghurt, fruit	Snack Whole fruit Water or squash	Lunch Mini pizza muffins, salad Fresh fruit platter	Snack Cookie Water or squash	Dinner Sausage, Mash and Peas Chocolate Brownie
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Friday

Breakfast Toast, cereal and yoghurt, fruit	Snack Whole fruit Water or squash	Lunch Minced chilli beef tacos, salad Fresh fruit platter		
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General information



Environmental hazards

All participants who take part in water-based sessions should shower after their activity. There may not always be time for a full body wash and shampoo so please just rinse off if this is the case. As a minimum, all participants should wash their hands thoroughly after activities and before eating or drinking. Shower facilities are available.

Ratios and minimum ages

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

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.

What do we know?!

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

Kit list

What you'll need:

Be prepared

Please be aware that we do have limited washing and drying facilities. We do also advise labelling clothes/shoes. Please make sure that you check the weather forecast before your visit.

Essentials:

Toiletries	Toothbrush, toothpaste, towel, shower gel and shampoo, shower shoes (optional).
Clothing and footwear	Suitable for activities and weather dependant, always bring spares! Water shoes or an old pair of shoes for water activities.
Medication	Please bring a labelled bag with any medication in for your leader to look after.
Miscellaneous	Tuck money, torch, sun hat and cream or woolly hat (weather dependent).

Bedding:

Hautbois House	All bedding is provided but you will need to bring slippers/indoor shoes.
Reedcutters' Village	You will need to bring a pillow and pillowcase, sleeping bag and blanket (weather dependent).
Camping	You will need to bring a pillow and pillowcase, sleeping bag and blanket, roll mat or camp bed.

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.

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 are heavy & take too long to dry).
- ☀️ **Waterproofs**
We ask participants to 'layer up' and bring spares 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**
Old clothes only – no jeans – clothes will get wet and muddy!
- ☀️ **Old trainers or wet shoes**
Please no wellingtons or crocs. Open toed shoes & flip flops are not suitable.
- ☀️ **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!)
- ☀️ **Spare clothes!**
We have showers and changing areas available for all guests.

Useful information



Additional requirements

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 visit

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.

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.

Additional things to do

Located near the discovery zone is the maze, great for running off some steam between sessions or at night with torches! We are fortunate to have many and varied footpaths and walks in Horstead and Coltishall and nearby in the Norfolk Broads National Park. Many of our guests enjoy a walk during their stay. Please contact us if you wish to find out more details about the walks around the local area. Thanks to our wonderful Friends of Hautbois we are lucky enough to have a Bird Hide on site and binoculars enabling us to observe at close range without disturbing the wildlife and birds.

Continued...



Emergency mobile

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

Valuables

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

Safety

Your group's 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 should be particularly vigilant when arriving and departing, at mealtimes and during free time, when you will have full responsibility for the safety of your group. Groups staying overnight in the house, Reedcutters' village or camping also have responsibility for their groups at all times when not on Hautbois led sessions.

Hatchets, axes and all camping knives including pen knives 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.

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 reusable bottles. The nearest shop, located in the village, is 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.

Girlguiding Anglia Shop

The on-site shop is available for personalised merchandise, badges, small gifts, keyrings, Guiding merchandise for groups and has some flexibility around opening times. Most groups will have a shop visit pre-booked for them, however, this can be changed if required. We always do our best to accommodate your schedule and fit a shop visit around this.

Shop opening times

Monday	10.00–17.00
Tuesday	10.00–17.00
Wednesday	10.00–17.00
Thursday	10.00–17.00
Friday	CLOSED
Saturday	10.00–16.00
Sunday and bank holidays	CLOSED

Please contact the shop directly at:
shop@hautbois.org.uk to confirm information during your visit and to make any pre-orders for clothing and stock.

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 Activity Centre or Girlguiding Anglia 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 Activity Centre receives a copy of the instructor's relevant qualification, which must be received prior to the group's arrival.
- 4.12 Hautbois Activity Centre cannot be held responsible for any activities engaged in by parties at Hautbois Activity Centre 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 by 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 activity sessions should staff 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.