

Important Information for Visitors - Read in full prior to your arrival

Arrival / Departure: For **instructor-led activity sessions**, please **arrive 15 minutes before** your activity session is due to start and report to the Woodrow High House purple gazebo. For **self-led activity sessions**, please arrive **5 minutes** early. Unfortunately, if you arrive late, we cannot guarantee that we will be able to run the full activity session for you.

On arrival you'll be greeted by a friendly member of our team who will log your group's arrival as part of our Track and Trace records, and hand you a coloured sticker for your booked activity. Please ensure this is clearly displayed on your clothing throughout the duration of your time on site. All adults will also be required to read and sign our Risk Acknowledgement and Waiver.

After your activity (or activities) are finished, you will be required to **vacate the premises promptly**. Alternatively, if you wish to stay a little longer, you can book for a self-led orienteering / scavenger hunt session and explore the grounds together as a family, at your own pace.

What to wear / bring: You'll need to ensure everyone in your party is wearing suitable outdoor clothing. All those participating in activities **must wear close-toed shoes** and long hair needs to be tied back, for safety reasons. Unfortunately, we are unable to deliver activities to anyone wearing unsuitable footwear. Please also bring a face mask with you.

Specialist Safety Equipment: We will provide all safety equipment such as a helmet and harness. There is no need to bring your own equipment.

On site: There is **no indoor space available**, so make sure you're prepared for the weather on the day.

Woodrow High House is **not open to the public and therefore anyone onsite without a pre-booked activity will be asked to vacate the premises immediately**. Please do not visit us if you do not have a pre-booked activity session(s). Some areas of the site are off-limits (e.g. dedicated activity areas), you will be briefed on arrival and these areas will be clearly marked with signage.

We ask that you please dispose of any personal rubbish in the bins provided and remind you that smoking and / or vaping is not permitted anywhere on site.

Parking: We have plenty of free parking available on site. The main car park is outside the Leisure Centre, and the secondary car park is situated next to the Astroturf pitch, at the bottom of the driveway. **Please do not park on the grass verges**. Please note, any valuables left in your vehicle are at your own risk.

Dogs: Family Activity Days are dog friendly. However, there are some rules you will need to follow. We allow one dog per family group booking. Your dog must be kept on a 2-metre lead at all times. All waste must be collected and disposed of in a bin. Please note that dogs can cause distraction on adventurous activities. You will need to manage your dog's behaviour and decide if a member of the group will need to sit out to supervise the dog. You are welcome to

leave your dog in your vehicle as long as you take appropriate steps to ensure the welfare of the dog.

Refreshments: Drinking water is available to fill up your personal bottles.

COVID-19: If we're unable to run your activity session due to COVID-19, you will be entitled to a full refund. If you choose to cancel your activity session for other reasons, our terms and conditions will exist in the normal way.

As we are guided by government and industry advice, currently we are restricted to offering family / household bubble activity sessions only. **Family activity sessions are suitable for families / household bubbles of up to a maximum of 8 people. It is the responsibility of the person making this booking to ensure that your group meets the COVID-19 guidelines and restrictions on household bubbles.**

Some of our activities will require safety checks to be carried out by our instructing team e.g. on High Adventure. Where this is the case and our instructors are required to come within 2 metres of participants, they will be wearing the appropriate PPE. Similarly, if first aid is required to be performed for any reason, the appropriate measures will be adhered to.

All participants aged 12 or over must have a suitable face covering available to use if required (e.g. on High Adventure). We strongly recommend you bring your own hand sanitizer for use throughout the day, although hand sanitizer will be available and bathroom facilities too.

Any questions? – If you have any questions, or would like to discuss your family activity session in more detail, please call us on 01494 433 531 or email hellowoodrow@londonyouth.org