Visitor Guide

Your trip to Woodrow High House

2024

Woodrow High House
LONDON YOUTH

Visitor Guide

This visitor guide will provide you with all the information you need to help you plan a great residential at Woodrow High House. You may also wish to share some of this information with your attendees.

Please read this information before logging into your ***Customer Connect Portal*** and completing the relevant details ahead of your trip.

Please get in touch if you have any questions:

- **Operations Team** (whhprogramming@londonyouth.org) regarding your activities, bedroom list, medical and dietary needs.
- **Sales & Marketing Team** (hellowoodrow@londonyouth.org) regarding booking queries.
- **Finance Team** (finance.woodrow@londonyouth.org) regarding invoice and payment queries.

If you would like to give us a call, please phone the office on **01494 433531**.

We look forward to meeting you and your group soon.

Code of Conduct & Group Expectations

We want all our guests who visit Woodrow High House to have a safe, enjoyable, and memorable experience. We understand that residentials can be a busy time when you are looking after your young people, and our facilities and operations teams have worked hard to put in place simple processes to support you from arrival, during your stay, through to departure.

On arrival, you will be met by a member of the team who will take you through the necessary paperwork, including a site induction talk and health & safety expectations. It is imperative your group leaders are clear on these, and that your young people, in turn, also understand these.

Before access to rooms is permitted, a member of the team will do a check-in walk with the main group leader, room by room, to ensure you are aware of any known damages and note the cleanliness of the facility. A check out inspection will follow once rooms are vacated on departure morning, where damages and levels of cleanliness will be recorded. Where it is deemed by the Facilities Manager and Head of Centre that the damages and / or cleanliness are not reasonable, in terms of expectations from a residential, groups will be invoiced for said damages and any additional cleaning required.

As we have young people on site for much of the time, Woodrow has a zero-tolerance policy regarding alcohol, and it can neither be brought onto, nor consumed on our site.

At the end of this document, you will find a copy of the *Group Expectations Agreement* which was sent to you / your booking team, at the point of booking. Do ensure you have read through this, as our team do reiterate this during your stay. We appreciate your assistance in ensuring these are communicated to your group before arrival and are adhered to during your stay.

Programme Information

You should have already completed your ***Activity Preferences Form*** as part of the initial booking confirmation stage. If you haven't yet selected your activities, please email whhprogramming@londonyouth.org as soon as possible, and we will share the link with you.

Our Operations team will then create a bespoke programme for your group. You will find a link to the full list of our activities below. For more details, including sample programmes with timings, please the team on whhprogramming@londonyouth.org.

Arrival / Departure Times

We expect weekday groups to arrive between 10:00am – 11:00am and depart around 2:00pm on the final day (i.e., after lunch).

Weekend groups can arrive from 5:00pm on Friday and must depart no later than 2:00pm on the Sunday.

Please let us know if your group will be arriving by coach, minibus, or parent drop-off / pick-up, as this will help us to control the potential flow of traffic through the car park.

Structure of the Day

We operate four 90-minute sessions each day; two in the morning and two in the afternoon. We also offer a further optional evening activity. All activities are at set times to ensure that they fit around mealtimes and allow sufficient breaks.

Pastoral Care

When on activities we expect you, as group leader, as well as all other supporting staff members, to be in attendance to support our instructors. Whether that is assisting with managing group behaviour, or where young people need to make visits to the toilet, etc. During free time, mealtimes, and break times you are responsible for your group and will act in loco parentis throughout the duration of your trip.

A Duty Instructor will be on hand overnight, and a Duty Manager on call 24/7. This is in case of emergencies only, you will be provided with a mobile contact number on arrival.

Activities

Woodrow offers a wide range of exciting and adventurous outdoor activities. All activities must be booked in advance by completing the ***Activity Preference Form***. Our Operations team will then create a bespoke programme for your stay.

You can view a full list of available activities on our website here. Please note, some of our activities have a minimum age requirement of 8 years-old (high ropes, archery, and swimming).

We are limited on availability for some of our more popular activities and may only have access at specific times. Therefore, please complete the ***Activity Preference Form*** as soon as possible. We aim to send a draft programme for your stay out to you 10 weeks ahead of your stay. If you have any questions, email whhprogramming@londonyouth.org.

Evening Activities

We offer an instructor-led activity for one of the evenings you are staying with us (or two for groups staying on a four-night residential). For evenings when your group are not participating in a programmed activity, we have a variety of resources which you are welcome to use to run your own self-led activities (e.g., disco, quiz night, movie night etc.). Please discuss this with the team when planning your activity programme.

Meals

Your group will receive an evening meal on your arrival day, followed by three meals a day up until, and including, lunch on your day of departure**. If you are arriving before lunch on your first day, please ensure that all guests bring a packed lunch**, preferably in disposable packaging to ensure lunch boxes aren't misplaced.

Our standard mealtimes are: 7:45am, 12:15pm and 5:30pm. For groups arriving on a Friday evening, prior to the weekend, we typically offer a later hot dinner service until 6:30pm, after which time the kitchen may be able to prepare a cold buffet dinner for your group instead. Later arrivals should be discussed with the team in advance. Where possible, we will accommodate your request, subject to group numbers and operational capabilities.

The team will let you know the mealtime you have been allocated, and any further details will be included on your programme.

Dietary Requirements

Our catering is provided by external provider Holroyd Howe, who will deliver a range of freshly prepared meals throughout your stay. They can cater for a range of known dietary requirements and the 14-known allergens (as required by law). **You must inform us of any dietary requirements in the *"Visitor Details"* section of the *Customer Connect Portal*. We require this information 30 days, but no later than 14 days, prior to your visit, to ensure we can appropriately cater for your group's needs**.

Alongside your main meal, you will have the choice of variety of sides and / or salad bar, plus a dessert (at lunch and dinner). Please encourage your group to make their main meal decisions prior to approaching the food counter, to ensure efficiency through the servery.

Bedroom Allocation

Your group will be allocated a specific bedroom zone upon booking. **You must complete the bedroom list via your *Customer Connect Portal* prior to your arrival**. **We require this information 30 days, but not later than 7 days, prior to your visit.**

All bed linen is supplied, but all guests will need to bring their own towels. Guests are required to make their beds on the first evening and strip their beds at the end of their stay. Our leaders' rooms have two, or three, single beds. Our mattresses are waterproof and spare linen is available in case of accidents, at no extra charge.

Please note that rooms will be available from 5:00pm onwards on your arrival day. On your departure day all guests must vacate their rooms by 9:00am, so that our housekeeping team can gain access and clean ahead of our next arriving group.

Medical / SEND / Disability Information

We need to be aware of any medical conditions, special educational needs, or other special requirements of your group members ahead of your visit. **You must complete this information on the Customer Connect Portal. We need to receive this information 30 days, but no later than 14 days before your visit, to ensure that the team can prepare adequately for any specific needs**.

Please note, we will be unable to offer any specific adjustments to activities until we have received this information.

Inclusive Facilities

We have a 'can do' approach towards inclusivity and are always looking for new ways to improve our offer. We are continuously learning and are on a mission to become a fully inclusive centre. Our Inclusivity Working group always welcome feedback from visiting groups, to support us on our journey. Please feel free to feedback directly to your Course Director during your stay, to the Operations Manager, or email whhprogramming@londonyouh.org with your comments.

Currently, we can offer several accessible bedrooms. Our Lower Heather Zone comprises four bedrooms with en-suite shower and toilet facilities (including handrails and a moveable shower seat). Our Buttercup zone is accessible by lift. In this zone you will also find 2 accessible bathrooms. Sanitary waste bins can be provided, if required.

Our bathroom facilities can be allocated to meet your group's preferences. In their present format they comprise of male, female, and unisex facilities. All bathrooms comprise of single, lockable units. If the signage on the bathrooms are not what you require, please do speak with a member of staff and they will get the correct signage in place for you.

Special / Bespoke requests

As standard, a residential trip to Woodrow High House is inclusive of your accommodation (with bed linen provided), meals (from dinner on arrival to lunch on departure), and all instructor-led activities. Your group will also be allocated a lounge area for the duration of your stay and will have access to the cellar games room.

If you would like to make any adjustments to your trip, or have any special requests, please let us know as soon as possible. We will always do our best to accommodate your request, wherever possible. Please note, some requests will incur additional costs.

Special requests may include:

- ✓ The use of more than one lounge area (chargeable)
- ✓ Use of a projector and projector screen (you will need to supply your own laptop. If you are using a Mac, you will also need to supply your own adaptors for cabling)
- ✓ Use of tables and chairs to facilitate self-led, classroom style workshops
- ✓ Use of flip chart stands, paper, and pens (there may be a small cost associated with this)
- ✓ Use of Woodrow office equipment e.g., a computer and / or printer
- ✓ Adjusted arrival and departure times
- ✓ Adjusted mealtimes, or packed lunches (e.g., if going offsite – this may incur additional costs)
- ✓ Use of a prayer, or quiet room
- ✓ Use of our leisure facilities, including 3G Astroturf pitch and sports hall (available around existing bookings for external customers)

Please email whhprogramming@londonyouth.org and hellowoodrow@londonyouth.org as soon as possible.

Tuck Shop

Our tuck shop sells a variety of sweets, drinks, and Woodrow-branded souvenirs. We can open the shop for your group at pre-arranged time slots. Or, if you prefer, we can prepare a gift bag for each guest, for a set amount. We recommend guests bring approx. £5, preferably in coins, rather than a note. We do now also accept card payments.

If you would like us to prepare gift bags, please email whhprogramming@londonyouth.org to arrange.

Feedback from your Stay

We hope that your group has a fantastic visit, and that your leaders and group members will be able to provide us with feedback at the end of your trip, in order to measure the impact of your stay. We use this information to find out what's working and what isn't and can share the results from you group back with you if you would be interested.

If you are visiting us with a funded residential, there will be some additional feedback that we will need completing. This will aid getting any more funding in the future.

Residential Kit List

What to Pack?

We ask that guests bring the following with them to enable them to take part in the activities on offer:

- Packed lunch: if you are arriving on site before lunch on the first day, make sure that you have a packed lunch in your bag.
- Several pairs of comfortable trousers (preferably not jeans as they are uncomfortable if they become wet) and shorts in the summer months
- Warm clothing such as a tracksuit, long and short-sleeved t-shirts and a couple of fleeces / jumpers
- Underwear and socks
- Pyjamas
- Waterproof coat and trousers
- Swimwear (if you have booked the swimming pool or raft race activities)
- Sun hat, warm hat, gloves, scarf, sun-cream (weather dependent)
- 2 x towels (please note that we do not provide towels and do not have washing or drying facilities for drying towels or swimwear)
- Toiletries (please avoid aerosol products as these can set off the fire alarm)
- Personal medication
- Indoor shoes (e.g., clean trainers or slippers)
- Outdoor shoes or boots - wellies or walking boots are recommended
- Trainers with non-marking soles, suitable for the sports hall
- Drinks bottle
- Day rucksack (to take on bus and large enough to contain a packed lunch, drinks bottle, and wet weather gear). Please note that if arriving in the morning, groups will not have

access to their main bags until being shown to their rooms around 5pm, so pack what you need for the first day into your smaller day bag.
- Camera (disposable is preferable)
- Torch and batteries
- A book to read, or small travel games
- Plastic bin bags / carrier bags for wet / muddy clothing

N.B. Guests are likely to get wet / muddy depending on the weather, so we ask that they bring plenty of old warm clothes. Charity shops and some discount shops are a good source if they don't have any suitable old clothes.

We ask that you speak to your group to prevent guests bringing mobile phones, MP3 players and other personal electronic equipment. The phone signal is very poor, there are limited facilities for charging batteries, and we cannot guarantee security at all stages of the visit.

Camping Groups: You will need to make sure that you bring your own camping equipment including tents, roll-mats, sleeping bags, etc., unless other arrangements have already been agreed with the team.

Useful Links & Documents

You will find a range of useful documents and FAQs on our website, as well as a copy of our e-brochure (which can be used as a presentation), how to find us, and our virtual tour.

- E-brochure / presentation
- Virtual tour
- Useful documents (e.g., Risk Management Summary, LOTC Certificate, IOL Certificate etc.)
- How to find us

If you have any questions, please email hellowoodrow@londonyouth.org

Group Expectations Agreement

Group Expectations Agreement between you (the 'Customer') and the Federation of London Youth Clubs ('London Youth') in relation to Woodrow High House (the 'Centre')

By booking a residential visit to Woodrow High House, you agree to abide by the Group Expectations Agreement outlined in this document. Failure to abide by this may result in termination of your booking and / or loss of fees paid.

Facilities

On your departure day, a full check-out inspection will be carried out by London Youth. Any damage, or excessive cleaning requirements, will be reported to the group leader as soon as possible.

1) Any problems relating to the facility are the responsibility of London Youth and should be reported as soon as possible by the Customer. If at any point during your stay you notice any facility defects, please report them to your Course Director, or a member of the Operations Team (Chief Instructor or Operations Manager).

2) All visitors are expected to leave their bedrooms, and all other allocated spaces (e.g., lounge areas and communal spaces), in a clean and tidy state. London Youth may, at its discretion, charge the Customer for any excessive cleaning required, which is attributable to the Customer or its group members.

3) The Customer is liable for any damage caused by its group members during the visit, where such damage is not the fault of London Youth. A bill for damage will be included in a final invoice following the visit.

4) Responsibility for the collection / return of any lost property lies with the Customer.

Group Behaviour

It is the responsibility of the group leader(s) to manage the behaviour of the group throughout the duration of the residential trip. This includes during activity sessions, mealtimes, free time and overnight.

1) The Customer is responsible for the behaviour of all members of the group. Offensive or illegal behaviour will not be tolerated and may result in the police being involved. Offensive or aggressive behaviour or language towards our staff is not acceptable

2) The Customer, and any member of its group, may be requested to leave immediately if, in the reasonable option of London Youth, they are under the influence of drugs or alcohol.

3) The Customer's group may be asked to leave immediately if the group's conduct: a) results in police attendance or is considered inappropriate by London Youth; b) is likely to cause harm, or impair the enjoyment, comfort, or safety of anyone.

4) No compensation will be given to the Customer in the circumstances set out above, and London Youth reserves the right not to accept any future bookings from the Customer.

Amersham, Bucks, HP7 0QG

www.woodrowhighhouse.org
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