

Walton Firs Activity Centre



Trail's End Pod Village

Welcome to Walton Firs

Hello - and a very warm welcome to Walton Firs Activity Centre. If you are a first-time user then thank you for choosing to visit us, and I'm delighted to welcome you back if you have stayed with us previously.

Please return this to the office on check out with the key.

We welcome you to the Trail's End Pod Village, with the use of this pod village you have the area inside the fencing to be used for any extra tents required or fun and games.

Using the Pod village: -

We hope you find the Pods and shelter area in a good state if there are any issues on arrival please inform the staff team.

Vehicles

There is 1 parking space at the back of the Brunswick area on the leftside, all other vehicles should be left in the car park.

The shelter

you will find: -

1. 5 Benches.
2. A kitchen plinth.
3. A metal cupboard for food storage.

Please do NOT use the hob rings as heating under the shelter.
(fridge & freezers are located next to the crew hut for site use.)

The Pods

- The Pods have beds for 30 people (3x 8 person and 1x 6 person)
- The Pods have a pre set heating schedule.
- The boxes outside are for outside shoes.
- Plug sockets are for charging mobile phones and laptops ONLY. (do not use anything else ie kettles, heaters, lighting, etc)

Fire

Outside fires are allowed in the fire holes only (inc BBQ's) but please make sure you have something to extinguish the fire if necessary.

Cold ashes can be disposed of behind the woodstore in the metal bins.

Site Areas

Car Park

All vehicles are left at your own risk, Walton Firs takes no responsibility for any damages or theft from vehicles. Vehicles should be left in the car park or over flow car park. Only vehicles with permission to access the site may use the track down to the buildings.

Bins

The bins are located in the corner of the car park, we request that you do NOT put black bags in the small site bins located around the site. (There is no need to separate recyclables as our contractor sorts the collection at their depot.)

Communal area's

There are some communal areas around site that is there for everyone to use. Please be kind and considerate to others if you chose to use these areas.

Toilets

There are two toilet blocks on site for all users, the top block has showers and toilet facilities including separate leader showers and accessible toilets/showers. (ask at reception for an NKS key)

Fenced area's

All fenced areas are a staff only, and we ask all visitors to keep out of these areas for your safety.

Activities

- The activities are all fenced off with a gated entrance, we request that all visitors do not enter these areas until invited by the instructors or the gate being opened for your group.
- There a lot of different activities around the centre which can be booked via reception.
- The instructed activities are in groups of 12 participants and must be accompanied by an over 18-year-old leader.
- Suitable clothing must be worn at all activities.
- Groups are expected to arrive promptly at the activity location.
- Groups must listen carefully to the safety briefings.
- Group leaders should notify the instructor beforehand of any individual physical restrictions which may affect the conduct of the activity.

If you wish to book anymore activities, please contact a member of the centre staff to arrange.

Shop/Providore

The Centre has a small shop next to reception, which is stocked with a range of camping necessities (including gas bottles), badges, souvenirs and sweets. Please liaise with the Reception staff or the Duty Manager if you would like the shop opened for your group.

Equipment Hire

If you require any extra equipment to help with your visit, then please ask a staff member or at reception to enquire for availability

Code of Conduct

The Centre hosts a wide range of youth groups - both residential and day visitors. As such we ask that everyone abides by some simple rules which help everyone to enjoy their stay.

We ask that:

All site visitors conduct themselves in an appropriate behavioural manner. Please always avoid using foul or offensive language and respect the other users of the site. (Walton Firs have a no tolerance to abusive/inappropriate behaviour policy)

Leaders are asked to ensure that:

- All visitors are back in their own site/ hut area's by 10:30pm.
- Noise is reduced to an absolute minimum by 11:00pm.
- All the equipment, facilities and natural environment are treated with respect.
- All visitors respect the authority of the site staff and their decision is final.
- You leave the site as clean as you would wish to find it on arrival.
- Dogs are not allowed on site (with the exception of assistance dogs, with prior notification to Centre staff before arrival).
- As a residential site, smoking is not permitted anywhere except the car park.
- DO NOT allow your children to go off site, especially in the direction of Manor Pond which is to the south of the site (near the ravine).

Please notify the Duty Manager if you encounter any problems.

Emergencies

Medical - Please call 999, our postcode is KT11 1HB (full address at the end)
 - Notify the Duty Manager on 07508 623547
 - The nearest Hospital is: St Peter's Hospital, Guildford Road, KT16 0PZ
 Hospital Telephone: 01932 872000

Please remember that not every medical incident is an emergency. There are First Aid trained members of staff on hand, and there is a 'walk-in' surgery in Cobham which may be more suitable for minor injuries. Please discuss with the Duty Manager if you are in any doubt.

Emergency Fire Procedure

- Raise the alarm
- Clear the immediate area of anyone at risk and Evacuate to the Assembly Point (the large field outside the front of the Pembroke building)
- Notify the Duty Manager on 07831 237400
- Assist with any further evacuation instructions as necessary

Accidents/incidents

- Notify the Duty Manager on 07831 237400

Safeguarding

Below is an extract from our Safeguarding Policy:

Guidelines for staff and volunteers working with young people and vulnerable adults:

- Respect everyone as an individual.
- Try to ensure that your actions cannot be misunderstood or cause offence and are acceptable and appropriate within a relationship of trust at all times.
- Do not place yourself or another adult or a child or a young person in a vulnerable position unnecessarily e.g. by meeting with the child one to one in a closed space.

All persons in charge of visiting groups are required to ensure:

- That all adults over the age of 18 supervising young people within their party have undergone full enquiry procedures and checks by their organisations and have a clear enhanced DBS check confirming that they are suitable to work with young people. (If they are unable to do so a suitable member of Walton Firs staff may be appointed to the group at the discretion of the Centre management.)

- The Group Leader has the ultimate responsibility for the supervision, safeguarding and for the activity programme set up for the young people in their care. However, during their stay the Foundation has an overriding responsibility for the well-being of all those using the Activity Centre.
- That all adults within their group must be informed that contravention of the “Child Protection Code of Practice” will lead to them being required to leave the Centre.

Our Child and Vulnerable Adult Safeguarding Policy are available at Reception, and the Duty Manager will be available to advise if required.

Site security

The site has CCTV that covers the car park and entrance areas and the site is ringed by a perimeter fence.

Photography/videotaping

Parental permission is required for adults to take photographs or film any young people while they are at the centre. Any filming must not be for public release or identification.

Additional Centre Information

The Walton Firs Activity Centre staff are here to help you get the most from your visit. The team is made up of a variety of permanent staff, seasonal staff and volunteers.

All our staff have undergone enhanced DBS checks and participate in a comprehensive training programme. They hold the appropriate National Governing Body qualification where required or have been internally trained and assessed on the specific equipment in use.

During office hours (Monday to Friday - 9am to 5pm) you can easily contact a member of staff via the activity centre Reception if required. When the office is closed the Duty Manager is on call in the event of an emergency.

Some other useful information about the site:

The tap water on site is checked regularly and is safe for drinking.
Please report any damages on departure.

Please contact the centre staff if you have any questions.

Social Media is a great way of sharing your experience, and really helps us advertise the Walton Firs Foundation charity to a broad audience. If your group wishes to use social media, please encourage them to use our official accounts at:

Facebook: Walton Firs Activity Centre (@WaltonFirs)
Twitter: @WaltonFirs
Instagram: waltonfirsactivitycentre

Thank you for taking the time to read this far! On behalf of the Patrons, Directors and staff here at Walton Firs we wish you a very enjoyable visit, and I hope your group leave the site with some great, happy and long-lasting memories from their time here.

Until next time....

