

Thank you for making a booking with Entrust Outdoors. We are absolutely committed to making sure your experience with us is the best it can possibly be. We want you to feel inspired and for you to see a real and lasting difference made, as we journey with you along the way.

This 'Welcome' pack should contain most of the information you need at this early stage of your journey, but if there is anything else you need then just get in touch, either by e-mail to oe@entrust-ed.co.uk or on 0333 300 1900. We'll be more than happy to help.

We won't actually look to finalise much of the detail around your course until about two months before the visit starts but there's still plenty we can do to support you as you plan your visit, launch it to others and answer all those questions that will no doubt pop up as we go.

Once we get nearer the time, we'll start working with you on the finer detail of your course, and that's when our great staff in the centres will start bringing everything to life, ready for the best part of the journey to begin - as you embark on the trip itself.

We have many fantastic experiences ready to share, with one team of like-minded souls for whom exploring is a way of life. We've got great activities we can offer you, and wonderful places to visit with highly trained and well qualified instructors. Take a look at our website and watch our short films – it gives a real flavour of what we're about, and should be a useful resource for you - www.entrustoutdoors.co.uk

I am excited about the path ahead and very much look forward to our team sharing that journey with you.

Go well,

A handwritten signature in black ink, appearing to read 'Chris Dillon', written in a cursive style.

CHRIS DILLON
HEAD OF ENTRUST OUTDOORS

ABOUT ENTRUST OUTDOORS

Entrust Outdoors has a sixty-year pedigree of providing high quality outdoor education for children, young people and adults, with the skills and expertise to deliver a wide range of outcome focused activities.

At our four exciting residential centres spread across Staffordshire and an increasing number of more widespread seasonal camps we have ready access to a range of stunning natural locations throughout the UK. Here we encourage all our visitors to embrace our 'Explore and Inspire' theme and follow their own path of discovery and adventure.

All our activities are led by highly qualified, passionate, and active outdoor practitioners with great experience and some of this country's leading professional awards and training.

'The children loved the whole week with all of the activities spot on and really engaging.
The offsite day to the Roaches was one of the best days out the school has ever had.'

Pebble Brook Primary, Crewe

SUPPORT AND GUIDANCE ALONG THE WAY

By now you will have signed and sent back your booking confirmation form, so your journey is well under way!

Let's keep in touch

Hopefully, the guidance in this pack is going to be a useful resource for you but do remember our Customer Service team are only ever a phone call away on 0333 300 1900 or at oece@entrust-ed.co.uk

We will keep in touch with you between now and your visit, just to make sure everything is going well and to see if there's anything we can do to support.

How do I amend a booking?

We always seek to be as flexible and accommodating as we can with any booking. Changes to dates are often difficult to make, particularly during our busier periods, but changes in the numbers of participants and staff are usually easier to manage, as are most other changes. All we typically need is plenty of time to adjust to any proposed changes.

It's important for us to make sure we've got the right level of resources for you, and we also want to avoid you having to pick up any unnecessary cancellation charges, so it's important if there are any changes we get them out in the open early.

Please note that the 30% deposit per participant is non-refundable and there will be a 60% charge for any reductions in participant numbers made within 60 days of the start of the course. If you would like to amend your participant numbers, please do so in writing to oecebookings@entrust-ed.co.uk

Amendments/cancellations Charges	
Amendments/ cancellations made up to 40-days after signed confirmation received by Entrust	No charge
Amendments/ cancellations made after 40-days of signed confirmation received by Entrust and before 60-days of start of course	30% per participant
Amendments/ cancellations made within 60-days of start of course	60% per participant

How do I pay for a booking?

Paying for a booking is straightforward. A non-refundable deposit of 30% per participant will be due 40 days after we have received your signed confirmation. Final payment (the remaining 70% plus any supplementary charges) will be due 30 days after the completion of the course.

We typically offer one free staff place for every ten course participants. For additional members of staff wishing to join the group, for some or all of the stay, there would typically be a charge of £20 B&B per night (subject to availability). Additional meals will be charged at £5 per meal if required (i.e. a full 24-hour stay would be charged at £30.00 inclusive of meals).

What are the Terms & Conditions?

A copy of our standard terms and conditions is available on our website. Please go to www.entrustoutdoors.co.uk and look under 'Plan your visit' and then 'Downloads for Leaders'.

Promoting the Visit

Our Entrust Outdoors website and particularly the short films therein have been developed with a view to helping you promote the trip in school. These should prove to be useful resources for encouraging that all important early engagement with participants and parents alike.

Where practicable, for new schools which haven't visited any of our centres before, we will come out and help you with your first parent presentation.

Please visit our website to view our short films - www.entrustoutdoors.co.uk

Planning Your Programme

It's usual when a booking is made that there is some discussion on programme content and on the activities to be undertaken. It's good for us to know what activities you are interested in and also how we can help build the programme to achieve your identified outcomes.

If you have expressed any preferences at the time of booking or in the period up until the centre teams pick up the programmes (around 2-3 months before your visit is due to take place) we'll be sure to record these and pass the information on. The centre teams will then work with you to agree and finalise the planned programmes, at the same time as finalising participant numbers and accommodation allocations.

Due to the nature of outdoor learning there are many things, not least the weather, which can make late programme changes beneficial. We won't suggest or make any changes which we don't think are necessary or advisable, and we'll always discuss any proposed changes with you first.

What's my role and what are my responsibilities?

The principal areas which visiting staff are asked to take responsibilities for are in the pastoral care and effective supervision of their group. We run all of the daytime structured activities but do find that course aims and objectives are most successfully achieved when visiting staff play an active role in supporting their delivery. Visiting staff know the individuals and the group and this knowledge is of huge importance in helping steer activities so as to maximise the benefits to those individuals and to the group as a whole.

During the evenings we have structured activities that are available, but you may be asked on some evenings to lead a particular activity. These will be straightforward, with all the necessary guidance, resources and support provided.

Settling residential groups at night and maintaining good behaviour throughout a visit are key roles for visiting staff. Entrust staff will not usually go to the accommodation areas unless there is a need to do so but will always be around to support and give first aid if required.

Visiting staff are responsible for dealing with any pastoral problems such as homesickness, and for contacting parents and/or school in the event of an accident or illness. Visiting staff will also typically be responsible for administering medication.

Visiting staff are always separately accommodated and close to their group overnight so as to be immediately available to them if needed - something which will reassure parents.

During activities, visiting staff should not feel under pressure to 'join in' and it should be left to their discretion and the activity leader's judgement as to the level of involvement.

We like to keep courses 'busy' but there are always some periods of unstructured activity or 'down time', often after a structured activity session has ended or before or after a meal. Although centre staff will do what they can to help supervise groups during these times the responsibility for effective supervision still rests with the visiting staff.

What information and documentation will I need to gather beforehand?

Around 2-3 months before your visit the centre team will be in touch to help you pull together all the final detailed information on your course, including an agreed activity programme and accommodation allocations showing who is staying where etc. At this point you will need to start gathering all that vital information on the course participants, making sure you've got signed parental consents and, nearer the time, up to date medical and health information. Blank parental consent forms and medical forms are downloadable from our website together with kit lists and other useful bits of information. Please go to www.entrustoutdoors.co.uk and look under 'Get in Touch' and then 'Downloads for Leaders'.

The Outdoor Education Advisers' Panel have produced some excellent and very comprehensive guidance on the management of outdoor learning, off-site visits and learning outside the classroom. You can view it at www.oeapng.info

STAYING SAFE, KEEPING WELL & HAVING PEACE OF MIND

Safety is our number one priority. All our staff are enhanced DBS checked and have undergone extensive and rigorous training in all aspects of safety management relevant to their roles.

First Aid

We will always have a trained first aider on-site when residential groups are with us at the centres or out on activities. Entrust Outdoors is a recognised first aid training provider.

Medication

Visit leaders need to ensure necessary medication is brought with anybody who needs it and, where necessary, take charge of it. If someone suffers from hay fever, asthma, epilepsy, or diabetes, it is essential that medication, including inhalers etc., is brought, even though it may not be required. Parental approval should be gained to dispense any prescribed medication.

Transport Safety

We operate a fleet of mini-buses and a coach under a standard vehicle operator's license issued by the Traffic Commissioner. This means all our drivers are trained and qualified bus and coach drivers and the vehicles themselves are kept and maintained to exacting standards. If alternative transport is contracted in this is always from established operators of whom we have prior experience as vetted suppliers.

Water Safety

Some of our activities take place in, on or near water, with the majority taking place on very sheltered water such as canals, suitable sections of lakes and calm sections of rivers at normal levels. Weak swimmers and non-swimmers can often still participate at such venues. All Entrust staff leading activities with water hazards are suitably qualified and experienced to do so, having been trained to various syllabi of National Governing Bodies (NGBs) such as the Royal Yachting Association, British Canoeing, Mountain Training and the British Caving Association.

Fire Safety

All our centres have up to date fire detection systems installed that are subject to regular testing and inspection. For all residential courses a full 'practice' is conducted early in the course to ensure emergency procedures are known and followed.

Food Allergies

Our caterers are highly competent in advising on and providing for a wide range of special dietary requirements and allergen avoidance. Please advise dietary needs in plenty of time before your visit - ideally with 4-weeks' notice if possible, to your course coordinator.

Risk Management

It's what people do that is important, not necessarily what is written down, and we are experts in what we do. We employ a sensible, proportionate and dynamic approach to risk management, ensuring we use our expertise to maintain the highest standards. Risk assessments and operating procedures, both specific and generic, shape and inform our practice and our culture.

The benefits to people of engaging in outdoor learning are at the heart of our risk management processes. Where there are risks identified these will be managed effectively but it is often the case with some adventure activities that a degree of risk remains in order for the activities and the intended outcomes to have value, worth and meaning.

Risk assessments are available on request, although it should be noted that much of their content is quite technical and not likely to be readily appreciated without a level of activity specific knowledge. That's one reason why we have looked to a variety of independent agencies for independent inspection and accreditation, such as the Council for Learning Outside the Classroom, from whom all our centres have received a 'Quality Badge'. Recognising such nationally accredited, provider assurance schemes not only reduces unnecessary bureaucracy and teacher workload but is often more meaningful to an employer than simply gathering in risk assessments.

Overnight Arrangements

We will always have a first aid trained member of our staff on site. They'll always make sure you know where to find them in case you need them during the night.

Lost Property

Although children and young people are encouraged to look after their own belongings during their stay we do ask for all the help we can get in ensuring nobody leaves anything behind. Labels in clothing and initials on torches and shoes are really useful.

Communications and Contact

Part of the joy of being at Base Camp is that there are precious few screens and not much call for participants to stay tied to their phones. For safety reasons we ask that access to phones is tightly controlled and advise that for most participants phones are best off left at home.

A young girl with curly hair is smiling and peering out from the opening of a green tent. In the background, other children in yellow shirts are visible at another tent in a wooded area.

entrust
Inspiring Futures

BASE CAMP

An overnight experience on your school grounds

Real life adventure is closer than you think...

Base Camp

Itinerary overview

Base Camp offers young people the opportunity to immerse themselves in the outdoors, camp, learn new skills and take part in a range of exciting activities with their friends.

Based within your school grounds and where possible surrounding area, working in teams, pupils spend their time learning basic Bushcraft skills and survival techniques, including shelter building, fire lighting, Bushtucker cooking, navigation, campcraft skills and Wilderness first aid. Campfire sessions meanwhile introduce more light-hearted elements into the programme, whilst teambuilding tasks and reviewing sessions allow individuals to practise and develop key life skills, such as communication, decision making and teamwork.

Wherever possible, and to the extent that it is safe and practical, participants are encouraged to make their own decisions as a team and take responsibility for their actions. In this manner, young people can participate in an exciting outdoor activity programme with their friends and potentially spend their first night ever under canvas, whilst simultaneously undertaking basic personal development training.

Exact timings for the Base Camp programme can be tailored to fit around your needs, but for a typical itinerary see Annex A.

Logistics (pre-course)

Your Entrust Business Development Manager (either Paul, Richard or Paula) may have already discussed with you much of the logistics outlined below, most likely during their initial visit to the school. As a follow-up to their visit, you will also receive a phone call from us approximately 60 days in advance of the course to talk through the finer details. Should you require specific information prior to this, however, please do not hesitate to contact us, either via your Business Development Manager, by emailing us at oebookings@entrust-ed.co.uk, or by calling us on **0333 300 1900**.

When we contact you in the weeks leading up to your course, you will be asked for the male-female split amongst pupils and amongst adults, so that an appropriate accommodation plan can be created in advance. At this stage, you will also be asked whether there are any specific medical issues or dietary requirements amongst the group. See **Annex C** for documents to assist you.

Base Camp is an outdoor activity programme, and although there are wet weather plans in place, we try to spend as much time as we can in the fresh air. The intention wherever possible is for pupils to be outside all the time and so they should be advised to dress accordingly.

A **kit list** is attached at **Annex B**. Given the non-technical nature of the programme, it is usually best for pupils to use their own clothing and equipment. However, if there is a particular item that they do not own (eg. a sleeping bag), please inform us in advance and we will ensure that we have sufficient items that can be loaned out.

Logistics (during the programme)

Base camp is based on your school grounds, utilising the familiar safe surroundings that the children see on a daily basis.

The Entrust Team will arrive at your School at 09:00 (estimated) on Day One of delivery.

Team sizes will usually be in the region of 10 - 14 pupils, depending on the size of the overall year group. Teaching staff are usually best suited to decide on team composition, given that they will understand the dynamics of putting certain individuals together. We would also ask that you please bring a list of attendees with you on the course and pass it on to the senior Base Camp Instructor upon arrival.

As a general rule, we like to involve the teaching staff as much as possible and there are plenty of opportunities to join in with the activities, should staff members wish, although there is obviously no pressure to do so.

For both Day 1 and 2 of the expedition, pupils and teaching staff should bring a packed lunch with them. Day 2 lunches should not contain any meat or fish products as there will be no access to a refrigerator.

Evening meals are a choice of boil in the bag style packs consisting of stews, casseroles, pastas and curries. Breakfast is served hot (sausage and beans or something similar)

Liquid refreshments are available throughout the course.

Pupils are accommodated in tents, with 2-3 pupils per tent, depending on the exact team size and the male-female split in each group. Teaching staff, meanwhile, are accommodated in slightly smaller tents. Depending on the number of school staff attending and the male-female split, teachers *may* have a tent to themselves. It is more likely, however, that staff will be asked to share a tent with one other person (i.e. one of their colleagues).

A key element of Base Camp is that pupils are able to immerse themselves in nature and develop a genuine connection with the natural world.

Running water, and flushing toilets are all available throughout the course, and Entrust Instructors will also be permanently on hand to ensure that an appropriate balance is struck between adventure and comfort.

A medical declaration and parental consent form is attached at **Annex C** and we would ask that all parents complete and sign this form in advance of the course running. The Base Camp senior instructor will wish to see this documentation on the first day of the expedition and will discuss with you any existing medical conditions amongst the group.

Annex A: Sample itinerary

At Base Camp we offer a 2-day programmes.
A typical 2-day itinerary looks as follows:

Day 1	Day 2
<p>Arrival and welcome</p> <p>Set up camp</p> <p>Fun and exploration E.g. Fire Lighting and Shelter Building Team Building</p> <p>LUNCH</p> <p>Afternoon of fun and exploration E.g. Shelter building and Fire lighting Team Building</p> <p>EVENING MEAL</p> <p>Campfire Bedtime</p>	<p>Wakey Wakey</p> <p>BREAKFAST</p> <p>Pack up Camp</p> <p>Morning of fun and exploration. If the surrounds allow, an expedition within the local area encompassing how to wear a rucksack properly, appropriate expedition clothing, navigation, an introduction to the Countryside Code.</p> <p>LUNCH</p> <p>Review and conclusion Depart</p>

Annex B: **kit list**

Whilst no specific type of clothing is needed for a Base Camp expedition, we would advise pupils to wear clothes that are warm, comfortable and appropriate for conducting light physical activities. We would also suggest wearing clothes that pupils do not mind potentially getting a little bit dirty (mud, grass stains etc).

The following is a suggested kit list for your Base Camp expedition:

Sufficient outdoor clothing for two days e.g. T-shirts, jumper/fleece, trousers

Sufficient underwear for two days

Outdoor shoes e.g. trainers/walking boots/wellies

A second pair of shoes that can be used in the event your outdoor shoes get wet

Pyjamas/nightwear

Towel

Wash kit (soap, toothpaste, toothbrush etc)

Sleeping bag

Pillow and Pillow case

Plastic mug or beaker

Personal medication (e.g. inhalers) as necessary

Torch

If the weather is likely to be cooler than usual, we would also suggest the following items for when sitting around the campfire at night:

Warm jacket

Hat

Gloves

Alternatively, if the weather is likely to be warmer than usual, we would also suggest:

Shorts

Sun hat

Sunglasses

High factor sun cream

We have a number of items in the Base Camp equipment store that can be loaned out to pupils (e.g. sleeping bags, waterproof jackets) should they not have their own. All that we would ask is that you let us know in advance of the course starting, so that we can ensure that we have enough in stock.

Annex C: Medical declaration and parental consent form

A medical declaration and parental consent form is attached overleaf. We would ask you to please ensure that all parents complete and sign this form in advance of the course running. The Base Camp senior instructor will then talk through this documentation with you on the first day of the expedition and discuss any existing medical conditions, medications being taken etc.

MEDICAL DECLARATION

In advance of your child's forthcoming Base Camp expedition, please complete and sign this form and return it to school not less than two weeks in advance of the course starting.

Thank you.

Date of Residential Visit:

...../...../ 2020

Child's name:

Date of birth:

Address:

.....
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.....

Name of parent/carer:

Relationship to child:

Home telephone number:

Work telephone number:

Mobile telephone number:

Name of child's doctor:

Doctor's address and telephone number:

.....
.....
.....
.....

Tel:.....

1) Will your child need to bring any medication on the course? YES / NO

2) Has your child suffered from, or been in contact with anyone suffering from, an infectious or contagious disease in the last four weeks? YES / NO

- 3) Does your child suffer from any of the following?
- a) Epilepsy? YES / NO
 - b) Diabetes? YES / NO
 - c) Asthma? YES / NO
 - d) Allergies (including allergies to any medication and any food)? YES / NO
- 4) Does your child have any condition that may restrict, or be aggravated by, physical activity? YES / NO
- 5) Has your child received a tetanus injection within the last ten years? YES / NO

This section is to be completed only if you have answered **YES** to any of the questions listed above.

1) Please give details of any medical treatment or medication needed during the expedition (e.g. hay fever remedies, inhalers). If regular medication is needed, please ensure that your child brings sufficient to last three full days.

2) Please give further details of the nature of the infectious disease and the manner in which your child was affected.

3) If your child suffers from epilepsy, diabetes, asthma or an allergy (including a reaction to certain types of medicine or certain foods), please provide full details below. This should include the severity and frequency of episodes, the approximate date of the last attack and details of any medication taken regularly or kept for emergencies.

4) Please provide further details on any condition which may restrict, or be aggravated by, physical activity

PARENTAL CONSENT

I consent to my child attending a Base Camp expedition. I further give permission for my child to receive, if necessary, medication (at a dose appropriate to their age) as follows:

- | | |
|-------------------------------------|----------------------------------|
| 1) For colds causing congestion | Decongestant lozenge (eg. Tunes) |
| 2) For headache | Paracetamol or Calpol |
| 3) For insect/plant stings or bites | Proprietary spray or cream |
| 4) For sore lips | Lip salve or Vaseline |
| 5) For sun protection | Sunscreen |

Occasionally photographs are taken of pupils participating in the various activities and then used in our Marketing materials, including on our website.

If you have any objection to your child's photograph being used for this purpose, please tick the box.

I declare that I have answered all of the above questions to the best of my ability and have not knowingly withheld any information regarding the health or physical fitness of my child. I undertake to inform the leader in charge of any changes to the above between the date signed and the start of the visit.

Parent/Carer signature.....

Date.....