



Residential Welcome Pack v10

Tony Baker

This welcome pack contains vital information regarding your stay at BF Adventure using our campsite and its facilities.





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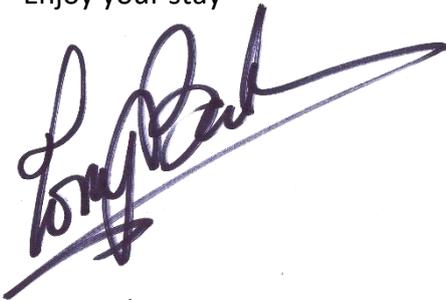
Introductions

Welcome to BF Adventure! We want you to have a fantastic, memorable time here with us and you leave wanting to return. To maximise your stay we have compiled this booklet which should tell you everything you need to know about the site and our facilities. If you feel that we have missed something out or you want to know more then please do not hesitate to contact us and we'll do our best to help.

We have worked hard over the past 5 years to upgrade our campsite following feedback from our guests. If during your stay with us you have any feedback, positive or negative, please contact reception and ask to speak with the Duty Manager who will be happy to help.

Meanwhile have a great time and I look forward to seeing you on site.

Enjoy your stay



Tony Baker

Centre Manager



Responsibilities

Our responsibilities

To keep you safe and informed whilst providing a fun challenging adventure experience for your group.

Your Responsibilities

Before arrival

- Complete and return the booking form and pay your deposit to secure your date.
- On receipt of the programme e-mail please check the information and allocate beds for your group – remember to consider male and females and group leaders.
- Indicate your dietary requirements on the catering form and return it to the Bookings Co-Ordinator.
- Complete the group registration form and return to the Bookings Co-ordinator.
- Familiarise yourself with the contents of this pack before arrival.
- Please settle the balance 4 weeks in advance of your stay.
- Catering – our catering need to know you dietary requirements at least two weeks before your arrival. Please use the customer connect or medical registration form for this. Please contact us before this time if you have any high risk allergies so we can put you in contact with our catering team

On arrival

- You will be met by your Lead Instructor.
- Please ensure you are familiar with fire assemble points, fire drills and emergency contacts (p10).

Please report any concerns regarding accommodation, activities, catering to either your lead instructor or the Duty Manager.



Safety

Camp Site Rules

Major Hazards

BF Adventure is built in a converted quarry works. There are cliffs and bodies of water around the site so please observe all warning signs.

- a. No entry is allowed to any bodies of water unless permission has been granted by the Duty Manager. Keep away from all cliff edges, observe all signs and close gates.

Smoking

BF Adventure is a non-smoking site. We respectfully ask all users to refrain from smoking during their stay with us. If this causes you any problems then please ask to speak to the Duty Manager before your arrival. A full copy of the smoking policy is available upon request.

Shoes

The site is adventurous and good footwear is essential. Flip flops, crocks and open toe shoes are not suitable. Trainers, welly boots and hiking boots are essential.

Cover up policy

We ask that on sunny days, everyone wears at least a t-shirt and a pair of shorts. This is for safeguarding purposes and also to protect from the sunshine.

Sleeping arrangements

We insist that when allocating people to tents / rooms the males and females are separated. A campsite plan will be made available during your booking phase and careful allocation of males and females should be considered. The camping cabins have 2 rooms in them. The smaller room of the two is better suited as a teacher/ group leader room.

Lights out

Although we have no immediate neighbours, we suggest that 2200 hrs is quiet time and that lights are out by 2300 hrs. This way young people and leaders are mentally and physically prepared for the day ahead!

On arrival



- Check in between 1200 and 1300 hrs is normal. This is to allow ample time for cleaning. On occasions, it may be possible to settle in earlier, please talk to our booking team in advance before making any plans to arrive before 1200
- Please check your facilities and please report any damages to the Duty Manager. Collect mattress covers (1 per bed for camping room) and roll mats (1 per person) from the Laundry Station.
- Make up beds.

Before departure

We ask that groups leave the site relatively tidy, this includes:

- Removing all belongings and litter from accommodation areas by 0900 of the day of departure.
- Returning roll mats (and sleeping bags if borrowed) to the collection point.
- Moving tables, chairs and benches back to their original location.
- Reporting any damages or issues before departure.
- Removing used mattress covers and pillow cases and take them to the collection point.



Fire procedures

During your visit to the BF Adventure camp site you will be responsible for the fire safety for your group. Please make sure your group understand what to do and where the emergency assembly area is. Below is an outline of procedures you need to follow as a group and be aware of during your stay.

During you stay, someone will be available to assist with evacuation and roll call. Please see the time table below:

Times	Staff Available
08:30-16:30	Duty Manager available on site.
16:30-20:00	An on call member of staff will meet you before 1700 hrs and introduce themselves and provide contact details. During this period they will be contactable and can be on site within 30 minutes.
20:00-08:30	The on call person will stay on site for the night. They will be contactable via mobile phone and can assist in an emergency.

All buildings have appropriate and inspected fire fighting equipment.

On discovering a fire:

1. Sound the alarm.
2. Make sure yourself and the entire group evacuate to the emergency assembly point immediately.
3. Dial 999 and ask for the fire brigade.
4. Assemble the group and take a register.
5. Report to the office / contact the on call person and let them know the situation.

The fire assembly point is:

1. opposite the equipment store in the office hub area for people staying in cabins.
2. In the Via ferrata carpark for campers

Full evacuation plans are located in the kitchen and camping cabins.





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Please ask everyone to have a set of shoes near the accommodation entrance and also a coat handy so in the event of an evacuation in the middle of the night they are warm and can walk safely.

For all children at primary schools, an evacuation drill on their first night is essential. All other groups can request an evacuation drill. Please see the Duty Manager to arrange this.

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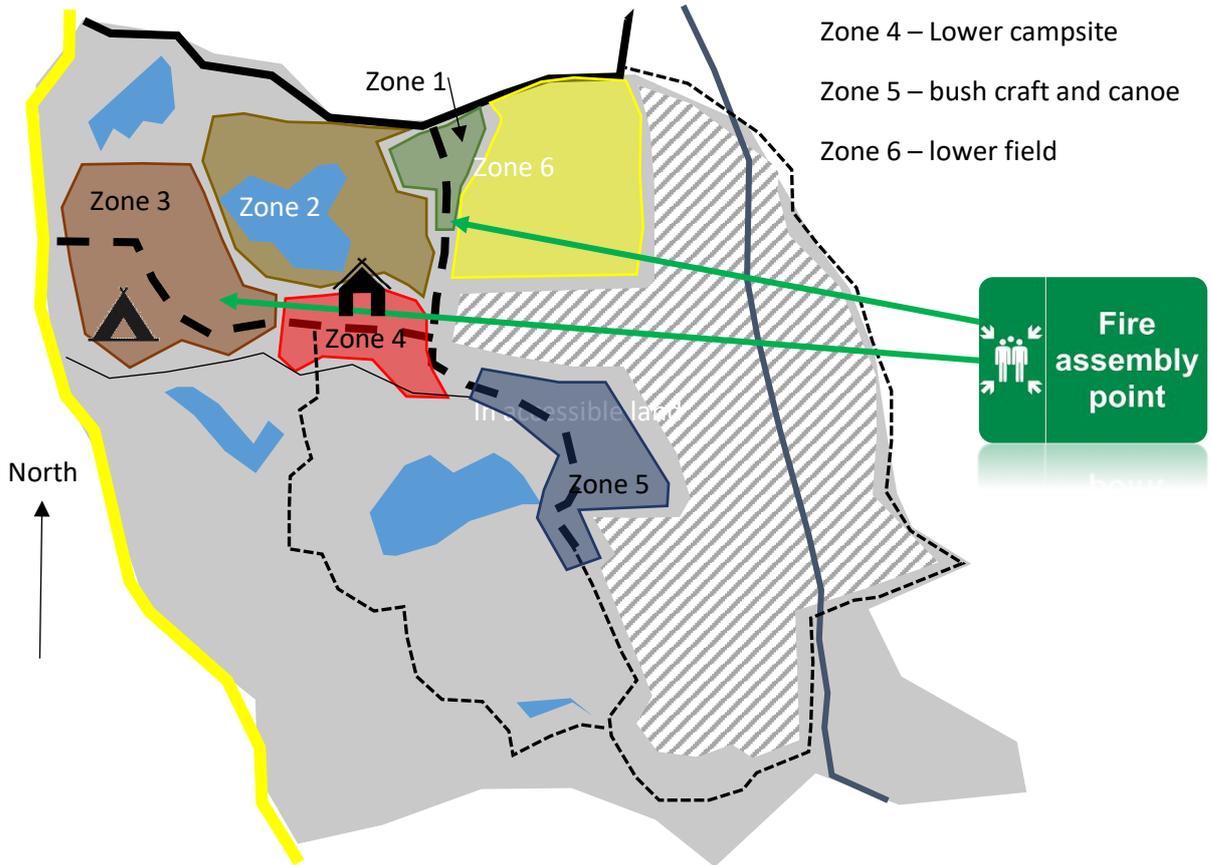


Whole site fire assembly point



Public highway
 Access track
 Internal track
 Footpath

- Zone 1- Hub area
- Zone 2- Top office area
- Zone 3- Upper campsite
- Zone 4 – Lower campsite
- Zone 5 – bush craft and canoe
- Zone 6 – lower field



Hazards around the site

BF Adventure is made up of 5 converted quarries. We have numerous steep cliffs and deep bodies of water. Appropriate precautions such as signs and gates inform users when approaching dangers but nothing compares to being vigilant and in good group control.

Both camping and cabin areas are separated very clearly from any dangerous areas. The safe areas of the site for the group to use are the:

- Camp site
- Lower field
- Top field
- NCS walk (excluding the adventure quarry area)



Here are some do's and don'ts...

- Never go exploring through deep ferns or bracken away from the path
- Always observe all safety signs
- Be very careful around bodies of water
- Permission to enter the water must be obtained by the Centre Manager
- Never jump into the water from the top of cliffs
- Keep well away from any cliff edges



Lights around the Camp Site

Lights that can be switched on permanently are located in the toilet block and community kitchen. These provide good coverage for the majority of the camp site.

When walking at night time it is recommended that people carry a torch with them to safely shine the way.

Car Parking

There is a drop off space by the top kitchen large enough for 2 cars to park temporarily. We kindly ask for all cars to park above the top campsite gate or in the main carpark.

Please drive very slowly around the site as we have young people on site at all times. The speed limit is 5 mph. Please also keep off the grass areas.

Safeguarding and accidents

Toilets and showers - the campsite has plenty of individual toilet and shower facilities for everyone to use in the toilet and shower block. We recommend that group leaders use the accessible wet room in the toilet and shower block.

Accommodation - we recommend that adults do not share rooms / tents with children. However, there may be situations where groups may have an adult in the same room / tent as a young person. On these occasions we ask that a detailed risk assessment is carried out by the visiting group and this decision is made with care.

Accidents, incidents and disclosures - during your stay when you are not on planned activities you will be responsible for your own safety provision. This includes providing your own first aid kit and first aider. You need to inform the Duty Manager if:

- You or a member of your group become injured during your stay
- You notice something potentially dangerous around the site
- You have a safeguarding concern



The following security procedures are in place:

1. All gates will be locked at 2000 hrs. This includes the 2 main access points to the centre.
2. A member of staff will be contactable for the duration of your stay to assist in an emergency as follows:

Times	Staff Available
08:30-16:30	Duty Manager available on site.
16:30-20:00	An on call member of staff will meet you before 1700 hrs and introduce themselves and provide contact details. During this period they will be contactable and can be on site within 30 minutes.
20:00-08:30	The on call person will stay on site for the night. They will be contactable via mobile phone and can assist in an emergency.



Useful contact numbers

POC	Number	
On call mobile	07591 165 630	
Duty Manager	07833 096 875 01209 842 523	(if on call not available)
CEO	07446 381 448	(if DM not available)
Falmouth minor injuries	01326 430 000	Address: Trescobeas Road, Falmouth, Cornwall, TR11 2JA
Falmouth Taxi	01326 312 181	

Website: <http://www.peninsulacommunityhealth.co.uk/our-hospitals/falmouth-community-hospital.htm>

For all emergencies call 999

You are located at:

BF Adventure (formally known as the Bishops Forum)
Goodygrane Activity Centre
Halvasso
Longdowns
Penryn
Cornwall
TR10 9BX
Tel 01326 340 912 Grid Ref 745 342



Camping Cabins

There are 6 camping cabins located opposite the kitchen. These are simple buildings converted into accommodation

- Bed sheets and pillow cases will be allocated at the start of your residential by your lead instructor
- Personal belongings should be placed under the bed to prevent an obstruction in the event of a fire
- If any person is prone to sleepwalking, please ensure they sleep on the bottom bunk
- The buildings have keys or key pads, please take precautions for ensuring the codes are not leaked to people outside your group and that keys are kept safe. Lost keys will be charged at £5 per key
- At the end of your stay, all dirty mattress protectors should be taken to the kitchen to be cleaned
- Please pick up your litter and Hoover your accommodation before departure



Tents

BF Adventure has a range of tents.

- No food is to be brought into the tents. This will encourage animals into the tents which often leads to damage
- On arrival please collect sleeping mats from the laundry station.
- Belongings should be as tidy as possible to allow adequate room for moving around your tent
- The doors are simple lace up doors, please do not tie knots in the cord as this breaks them leading to expensive repair bills. Please ask a member of staff if you do not know how this system works
- The doors can be slow to do, it is recommended that a 1 M space is left around the entrance to allow people space to undo the lace system in the middle of the night



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Adventure

Adventure Barn

This can be booked as part of your visit. For large groups of 30 or more this may be automatically added to your booking. This facility has lights and a large space suitable for a wide variety of uses.



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Community kitchen (Cabin Groups only)

This impressive building was created by the local people and businesses of Cornwall in 2014. We are very proud of this and would like it to stay in good condition so groups in the future can benefit from it too.

This building has:

- A large kitchen
- Space to sit 60 people
- Table tennis table and equipment upon request
- Power points
- Fire place log burner



Conditions for using the community kitchen

1. The kitchen is a catered facility only, ONLY bf caterers are allowed in the kitchen
2. The dining space is for groups use outside of meal times
3. Please report any damages as they occur to reception.
4. Please return all tables and chairs to a tidy stack in the far corner after your visit.
5. When using the fire place, please open the kitchen window to provide good air circulation.
6. Fire wood is not provided, groups should supply their own
7. Please do not place any blue tac or sticky tape on the walls as this will damage the paint.





Adventure

Toilet and shower block

This block has:

- 4 individual toilet cubicles
- 3 showers
- Accessible wet room (includes ceiling hoist and changing table (2018) 1 x toilet and 1 x shower)
- 3 x Hand washing sinks
- 1 x cutlery washing sink
- 1 x drinking water tap

These facilities are cleaned and checked at the start of each day but if the facilities need attention then please report the issue to reception.

Drying and washing facilities

For most stays the need to wash clothes and dry them out is not required. However if required please contact reception and arrangements can be made to wash cloths and dry them in either our tumble dryer or our drying room.



Water Tap

These are located at the toilet block and also on the outside of the Community Kitchen.

Fire pit

We were lucky to have a team of young people from Cornwall College participate in the NCS programme in 2014 who as part of their time at BF Adventure built for us our fire pit.

Please follow the rules when using the fire pit:

- Keep the fire flames below knee height
- Do not use the wood from the wood store behind the kitchen as this is specifically for the stove in the community kitchen
- Supervise your groups well
- All users of the fire pit do so at their own risk.
- Please fill the buckets/water containers provided, keeping them by the fire pit during any lit
- Please provide your own fire wood

