



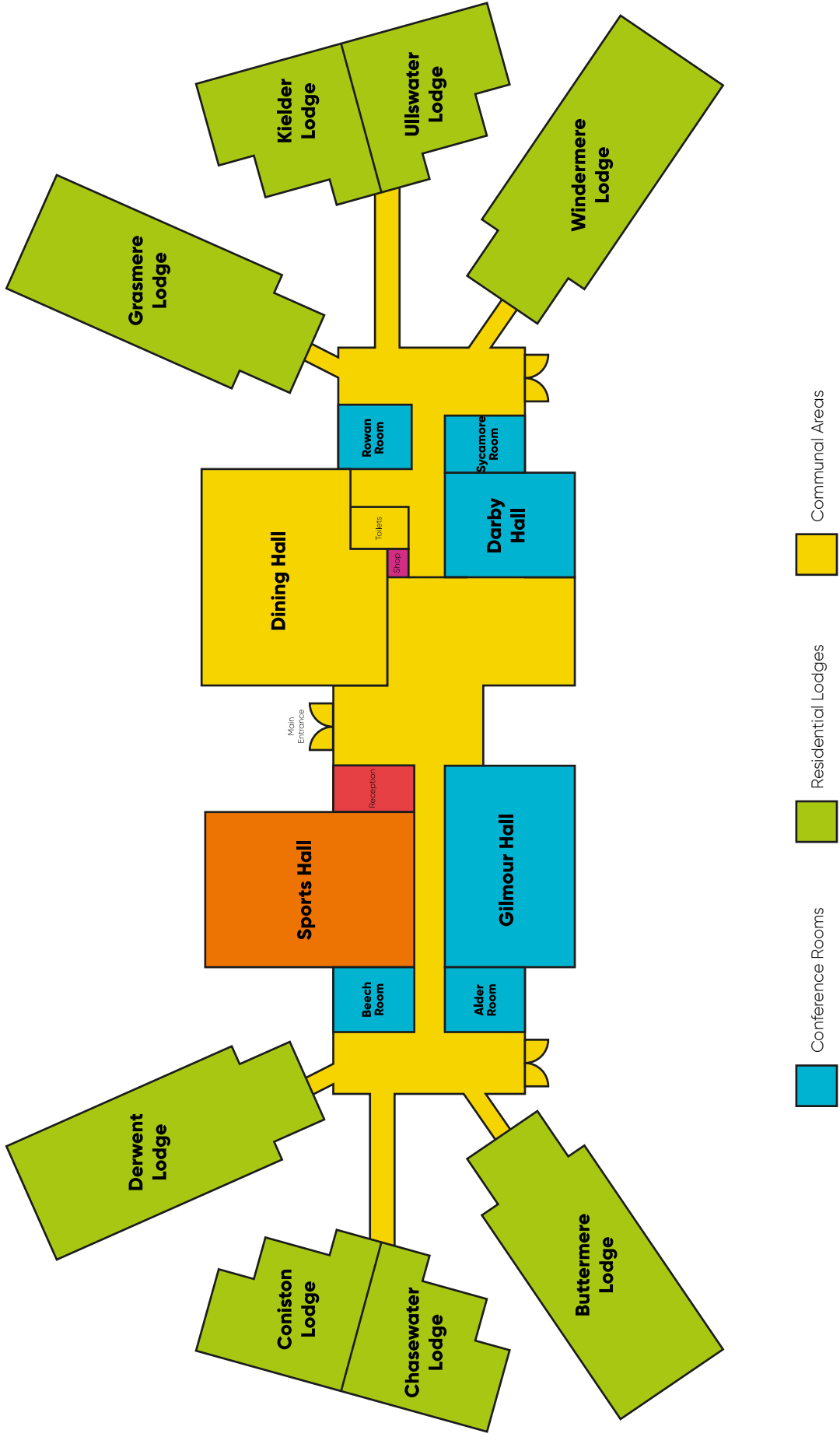
A big welcome from Whitemoor Lakes!

Information Pack



acuk
conference and activity centres

Site Map



Site Rules & Conditions of Use

To ensure your safety and well-being, please take note of the following rules and regulations around site:

- ID Badges must be worn by visiting group leaders at all times.
- Adult supervision for all under 18s in your group is your responsibility.
- Alcohol and illegal drugs are prohibited on site. Persons found with these items in their possession will be immediately dismissed from site.
- No smoking anywhere on site, except for the designated shelter. Please dispose of your butts in the provided ash bin.
- No pets, except assistance dogs, will be permitted on site.
- Parking is available in designated areas only as all drives must be kept clear for emergency vehicle access. Please observe the 9 mph speed limit.
- Access to residential lodges other than your own booked accommodation is not permitted.
- Tampering and abuse of fire alarms is a criminal offence, and will result in a £50 fine per incident.
- Strictly no access to activity equipment or the lake unless accompanied by a qualified member of the Whitemoor Lakes instructional staff.
- Quiet hours are between 11.00pm and 7.00am. For the comfort of guests, our residential staff members, and our neighbours please keep your noise to a minimum after hours.
- Keep our site secure by turning off lights, closing windows and locking doors in your lodge each night before going to bed.
- Lost or unreturned keys will incur a £20 replacement charge each.
- Please strip linen from all used beds and leave them in a sensible place in the bedroom where you won't trip over it before breakfast on the day of your departure.
- Littering creates unnecessary work for our staff and harms our local environment. Please use the bins around site instead. Groups found littering on site will be asked to pick it up.
- Observe the country code if you're walking off-site, and respect our neighbours by leaving gates as you found them and taking all litter home with you.

Dining Hall

We want to make your experience at Whitemoor Lakes the best it can be, here are a couple of guidelines to help you and your group:

- You may meet several Dining Hall Supervisors during your stay, they can be recognised by their blue shirt.
- Each group has allocated tables to use for every meal and the number of chairs indicates the number of people the table is prepared for. This normally ranges between 8 and 10, depending on the table size.
- Please request if you wish to have a separate table or tables for staff.
- Please try to bring your group to the dining room on time for each meal.
- When guests come into the dining hall for a meal they should go straight away and sit at their tables.
- The group leader, or someone designated by them should take charge and organise each table to go to the servery or serveries in turn. The purpose of this is to avoid long queues and minimise the numbers of people on their feet and moving about during a meal.
- If a child really will not eat a particular meal we will try to provide an alternative. Ideally we need to know about this at least one meal beforehand.
- If a table needs extra drinks or cutlery etc. please ask the Supervisor or someone in a Black polo shirt.
- Hot drinks are always available in the dining hall at the self service drinks point.
- Fresh fruit is also available throughout the day in the dining hall.
- At the end of their meal everyone is requested to take their plates, cutlery etc. to the clearing stations.
- Guests are advised to wear shoes or trainers in the dining hall for health and safety reasons. Bare feet are strongly discouraged.

Please note: Guests who have requested a special diet should be brought to the supervisor or go to the designated servery.

Dining Hall (Continued)

Meal times are usually at the times shown below, unless otherwise stated. Please be prompt. Meals are served from the serveries at the front of the dining hall. To avoid congestion, please dismiss your group one table at a time to be served. Breakfast cereals and salads are self-service from the buffet in the centre of the dining hall.

Tea/Coffee are available all day. Please help yourself from any of the points set up around the centre.

Meal Times

	Monday - Sunday
Breakfast	8.30am
Lunch	1.00pm
Evening Meal	6.00pm

Food Allergies & Special Diets

Guests who have pre-booked for special diets can obtain their meals using a named dietary ticket; allergies need to be signed for by a responsible adult.

Food Hygiene

Due to Health & Safety, we are not permitted to heat any food items brought to the centre by guests.

Parents Pack

This page and the following page have been attached so they can be sent out to parents if necessary.

Photography

ACUK want to ensure that our promotional materials give an accurate representation of the centre. In order to do this, we use photographs and videos of children who have previously attended our centres.

We would like to make you aware of the photography clause in our terms and conditions that states **'During your visit official photographs may be taken for inclusion in future Action Centres UK promotional material. We are happy to exclude any member of your group; please advise us in writing of their details.'** This has always been in our terms and conditions however it is often missed and we therefore want to bring it to your attention.

We understand the time constraints on teachers' during a residential and how this often includes visually documenting the trip for the school and parents. We are building our social media presence in order to alleviate this pressure on teachers or group leaders whilst providing an opportunity for parents to see and engage with the exciting activities their child has enjoyed at our centres.

Safety is our priority. It is our policy to never identify any child by their name in our photo or video content.

We are more than happy not to take photos your child however, we must be made aware in writing prior to the trip and the group leader must make staff aware on arrival.

Suggested Kit List

Outdoor Activities

	One set of clothes per day
	Warm layers
	Trainers or outdoor shoes
	Waterproof jacket
	Sun hat or woolly hat and gloves
	Hair bobbles for long hair

Water Sports

	Clothes you don't mind getting wet
	Shoes you don't mind getting wet
	Spare towel
	Plastic bag for wet things

Indoor Activities

	Indoor Shoes
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Optional Items

	Waterproof trousers
	Wellington boots
	Torch

General Items

	Pocket money (we recommend no more than £5/£10 in small change)
	Packed Lunch (if you are arriving at the centre in the morning)
	Towel
	Wash kit (toothbrush, tooth paste, soap, flannel, shampoo, roll on deodorants only)
	Sun cream
	Insect repellent/hay fever medication if necessary
	Nightware/Pyjamas
	Enough underwear and socks for your stay, plus spares in case you get wet
	Water bottle
	Optional: books, teddy, quiet games such as cards or board games
	Small plastic bag for dirty clothes

Please make sure all the items on the list are clearly labelled. The idea of the list is to keep you comfortable during your stay. If you don't have something, try and borrow it. You don't have to buy everything new just because it is on the list. Check your programme with your group leader and to save time, it is recommended that you travel in clothes suitable for your first activity session

Please note, jeans, 'short' shorts and crop tops are not suitable for activities, we advise tracksuit bottoms. Open-toed shoes are not suitable footwear for activities.

When packing please bear in mind the weather forecasts and adjust your clothing accordingly.

All bed linen is provided.

A few things to remember:

- Your clothes may get dirty, so don't bring your best stuff.
- Please do not bring electronic games, radios, personal stereos or anything else that makes unnecessary noise or may get lost or broken.
- No aerosols please (our fire detectors in the bedrooms are extremely sensitive and will be triggered by spray deodorants)
- We advice bringing a suitcase or soft holdall for your main kit as it's easier than a rucksack to keep tidy.