

# Frequently Asked Questions

---

## Can food intolerances be catered for?

Yes, during the booking process the group leaders/ teachers will ask for details about dietary requirements and then pass that information to us, we will then ensure everyone is catered for. If you do have any particular concerns please get in touch.

## How many people are there to a room?

Our bedrooms are made up of bunk bed rooms for 2 – 8 people, with some ensembles, bedding is provided by for your stay. The nature of our building allows us to break down areas of the building to accommodate mixed groups easily. During the booking process we work with you to allocate rooms before you arrive. Most of our group leader & teachers rooms are also single bunk rooms and are mainly ensuite. We will have a duty person on call every night of your stay.

## Do teachers and leaders need to participate in the activities?

Ideally we do encourage everyone to be involved, as we believe it benefits the pupils and the relationships they have with their staff.

## Can children bring electrical devices?

It is the choice of the group leaders whether young people bring mobile phones and any other devices. The centre is not responsible for the devices if lost or damaged. It is requested that young people do not bring mobile phones out on activities, due to safety reasons and damage protection, but also for the benefits of time away from a screen and embracing the activities. All of our staff carry phones for safety reasons.

## Do you provide evening activities?

Yes, at Sealyham we have a range of indoor and outdoor evening activities, which are run by our staff.

## What do the students need to pack?

We will share our kit list with you during the booking process. We request that parents do not send expensive clothing as it may get damaged or lost. Clothing will get dirty and wet at times so please be prepared for that on their return. We do have a drying room that will be used during the week.

## **What happens if weather is bad?**

We carry on unless it is unsafe to do so then we will substitute the activity with a more appropriate one.

## **What equipment do you provide?**

We have all the specialist equipment that you would need for our courses. From wetsuits to canoes and paddles. All equipment is inspected, cleaned and serviced regularly to maintain the highest standards of safety.

## **Is transportation provided?**

We have our own minibuses which are used to transport the groups to activity venues and this is included in the price.

## **What are your health and safety procedures?**

As a company we complete extensive risk assessments and detailed Health & Safety policies, which are regularly monitored and reviewed. Please get in touch to request a copy. All programmes comply with Local Authority safety guidelines and all activity equipment is regularly inspected and used for its intended purpose. Food is procured from reputable sources and stored safely. Food hygiene is controlled by trained staff, our kitchens are also inspected by the food hygiene agency. Comprehensive first aid kits and emergency medical kits are nearby on all courses and any incidents are managed through a detailed incident, emergency, and communication plan.

## **What are your first aid procedures?**

All of our instructors are first aid trained. In case of emergency, the Centre Team will assist with transportation to the nearest A&E department. Throughout the season we have a dedicated 24-hour line to handle any incidents and relevant emergencies. If you're a parent, emergency contact details can be requested from your school.

## **Do you provide insurance?**

We have our own comprehensive public liability insurance to cover you once you arrive at our centre, however you will need to take out trip insurance to cover yourselves for any eventualities during the journey, or if you need to cancel the trip.