

# Frequently Asked Questions

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## 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 The Towers 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, those that aren't have separate group leader bathrooms

## What food will be on offer?

Healthy, happy and homely is the best way to describe our food. Our menus are designed to cover a broad range of tastes and also fulfil nutritional requirements. Breakfast is usually a choice of cereal or porridge and is followed by a small cooked breakfast. Dinner is a choice of 2 main meals and dessert. Packed lunches are provided and eaten wherever that day's adventures take your child. Fresh fruit is always available with all meals.

## 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.

## 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.

## **Are the activities safe?**

As an Outdoor Learning centre safety is paramount and The Towers holds an Adventure Activities Licencing Authority (AALA) Licence, AHOEC Gold Standard award, the Learning Outside the Classrooms (LOTIC) Quality badge and Adventure Mark and a 5 star rating for food hygiene. Along with this, the buildings and grounds have in depth risk assessments and groups undergo a full induction including a fire drill where appropriate.

## **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.

## **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 equipment do you provide?**

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

## **Do you have a kit list for pupils and teachers?**

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.

## **Do you provide evening activities?**

The Towers has a range of indoor and outdoor self-led evening activities, these are simple activities and are supported on the first night by one of our team.