

# Frequently Asked Questions

## Churches



### **What time can we arrive at, and when do we need to leave by?**

We ask that groups arrive after 5pm on the day of arrival, and depart before 2pm on their final day. If this does not work for your group however, do feel free to contact us and we will do our best to facilitate more convenient arrival and departure times. We cannot guarantee this will be possible though, as there may be other groups booked in.

### **What are the accommodation arrangements like?**

We have 10 comfortable dormitories which sleep up to 6 people in 3 sets of bunk beds. The dorms are arranged on two separate corridors of four rooms each with two separate rooms on the end of the block. Groups are responsible for the allocation of beds within the accommodation. Often groups chose to have separate corridors for boys and girls with leaders using the end rooms. Please view our Dormitory plan.

### **Do we need to bring bedding?**

Sheets are provided on all the beds, we advise people to bring their own duvets and pillows but these can be provided at a cost of £6 per person per visit.

### **Are the bedrooms ensuite?**

Yes, all of our rooms have modern ensuite bathrooms, including showers.

### **What is provided in the kitchen?**

We have a well equipped modern kitchen. Below we have listed many of the things provided:

Dishwasher

2 large commercial sized gas oven

1 chest freezer, 1 work top freezer and 1 work top fridge

Large catering pots/pans/trays and utensils

Large Knife set

Mixer

Coffee Machine

Urns

Toasters

Tea towels, oven gloves, washing up and cleaning products are provided

### **What recreational facilities are available at Oakwood?**

Whilst staying at Oakwood you will have the use of two table tennis tables, badminton, table football, a basketball net, a football cage, two football pitches and the ability to plug in video games consoles.



## **What AV equipment do we need to bring?**

In the Octogon we have 4 projectors. These can be used individually or together. They can project the same thing simultaneously onto up to four walls or can project from different sources such as games consoles, laptops or a DVD player. The projectors are linked to an AV cupboard which has a small integrated sound system. There is also a DVD player and wifi available. We provide the relevant wires to link up laptops to our projectors. Many groups also bring their own sound system for worship; there is plenty of space in which to set it up.

## **Do we have use of the grounds?**

Yes, you have full use of the Oakwood grounds. However, although you have sole use of all of the residential facilities there may be a few activity sessions taking place during your stay. These groups will be accompanied by an instructor when they are moving around site and will not have use of any of the facilities onsite apart from the activities. We never have activity sessions onsite on a Sunday. Feel free to contact us if you would like information about this.

## **What should parents and leaders do regarding illness?**

We would ask that parents and leaders are observant before the child's trip to Oakwood, if the child shows symptoms you can contact us directly for more information.

## **Does Oakwood have insurance?**

Oakwood has insurance cover for negligence and 3rd party injury during activity sessions, as well as public and property owner's liability. If you wish to take out insurance cover for the loss of personal possessions or for any activities carried out under supervision of your own leaders then this is separate and would be the responsibility of your group to organise.

## **What about valuables and lost property?**

Group members bring valuables at their own risk, Oakwood cannot be held liable for loss or damage of personal property. All residential buildings can be locked and your group leader will be given a full set of keys for the duration of your stay. Within the two corridors the individual bedrooms do not lock. Secure storage of valuables can also be provided at Reception. If you discover you have lost personal possessions when you return home, please contact us immediately. If found, we will happily return the property to you by post or you can come in and collect it.

## **As leaders. when are we responsible for our group?**

Except for activities run by Oakwood staff, responsibility for the safety and discipline of the group lies with you. We ask that you assist the Centre Manager in the smooth running of the Centre by addressing any disciplinary problems as they occur. Oakwood instructors take responsibility for leading groups during the adventure activities. In the interest of safety, all participants must agree to abide by any instructions given by the Oakwood instructors during this time.

## **Is there anything else we should be aware of?**

We ask that outdoor shoes are removed whilst inside the buildings. We therefore recommend that if you are staying at Oakwood you bring some house shoes with you.



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## For Oakwood Activities

Our activities are run by qualified instructors in line with national governing body regulations.

### **Do I need to fill out a health form?**

Yes. Every person, adult or child, participating in an activity at Oakwood is required to complete a health declaration form to allow Oakwood to ensure that the activities are suitable for them and that we have appropriate emergency contact details.

### **Do you have minimum or maximum group numbers for activities?**

We ask that you keep activity group sizes to between 10 and 12 people. Lower numbers may result in an extra charge per person and higher numbers cannot be catered for with our staff to child ratio policy.

### **Is there a minimum age limit on activities?**

Yes. The minimum age for young people participating in any roped activities (excluding climbing) is 8 years. The minimum age for young people participating in any ground level activities and climbing is 7 years.

### **Do we need to bring any equipment with us to do the activities?**

At Oakwood we provide all the specialist equipment, such as harnesses and helmets, that you will require for the activities. However, we do ask that all participants bring their own waterproof jackets and trousers, walking shoes or trainers and enough clothing to ensure they will be warm. See our Kit List for more information.

### **What about children with special needs?**

We aim to provide activity sessions and accommodation for children with special needs. We are able to cope with a variety of different needs but ask that leaders make us aware of these at the time of booking. During activities children with special needs will be given extra care and attention. We will advise and discuss if we think that we are not equipped to cope with a specific need or situation.



## For Parents

### **What care is there during the night?**

Leaders are located in nearby rooms to the young people at night.

### **Will my child cope?**

All the staff at Oakwood are fully trained and take responsibility of the children who are in their care during activity sessions. Sessions will be run at a level that will allow everyone to participate, challenge themselves and achieve. Outside of activities your child will be in the care of the leaders of the group with whom they have come.

### **Will children need additional pocket money?**

At Oakwood all children's needs are cared for, we do not have a shop at the centre and so there is no need for additional pocket money, unless otherwise specified by the group leaders.

### **Can parents telephone their children?**

In special circumstances parents may telephone their children but in our experience we have found that parents phoning just to talk actually makes the time away from home more difficult, rather than easier.

### **What shouldn't my child bring to Oakwood?**

Anything valuable which would cause distress is broken or lost. For example, mobile phones, expensive cameras, electronic games, iPods or favourite jewellery, clothes or games.