

Frequently Asked Questions

Churches

Residential

What experience does Oakwood have working with schools?

At Oakwood we have been working closely with local schools for the past 20 years and have built up strong relationships. These relationships have allowed us to continually improve the outdoor activity sessions we offer to incorporate school projects, goals and individuals' development. This desire to improve and work with schools to achieve their particular aims brings many schools back time and again to Oakwood.

What are the accommodation arrangements like?

Dormitories: (x60 people):

Our dormitories comprise of 10 bedrooms with 3 bunk beds in each room and all with their own ensuite bathroom therefore sleeping 60 people in total.

The Range: (x8 people):

Comprising of 2 bedrooms each sleeping 4 people (2 single beds + 1 bunk bed in each room) both rooms with own ensuite. The range also has its own small lounge area with sofas .

Please note that the range is accessible for your stay if your numbers exceed 45 people.

However if you require this accommodation with numbers lower than 45 people there would be an additional charge for services for this room of £50 for your stay.

Safari Tents (x 32 people):

We have 5 Safari tents that have 2 single beds and 1 bunk bed in each tent therefore sleeping 8 people per tent.

We also have a "teachers/leaders" tent which has 2 single beds.

The tents have direct access to a shower block/ toilet facilities.

The tents are included in your booking if your numbers exceed 60 people.

Do we need to bring bedding?

Sheets are provided on all the beds, we advise people to bring their own duvets/sleeping bag 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 the food like?

Breakfast, lunch and dinner are served in our dining room and the food is chosen with health and nutrition in mind. We can also cater for children with dietary or religious needs if we are informed in advance.

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, a football pitch and the ability to plug in video games consoles.

Do we have sole use of the grounds?

Yes

What equipment is there in the Octagon?

In the Octagon 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 Wi-Fi available. We provide the relevant wires to link up laptops to our projectors.

We are using the kitchen as we are self catered. What is provided?

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

Dishwasher

2 large commercial sized gas ovens

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

Microwave

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

What should parents and teachers do regarding illness?

We would ask that parents and teachers 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 Residential 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.

For Parents

What care is there during the night?

Teachers are located in nearby rooms to the children 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 teachers.

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 church.

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 should my child not bring to Oakwood?

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

For Oakwood Activities

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

Do I need to fill out a consent 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. School groups and churches as sent the form via the residential manager and participants visiting for the day can use the online waiver found on the homepage of the climbing centre website www.oakwoodclimbingcentre.com

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 additional needs?

We aim to provide activity sessions and accommodation for children with additional 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 additional 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.

Is there somewhere where the children can eat lunch when they are on an activity day?

Yes. We have plenty of picnic tables in our grounds. The Beehives - our cluster of outdoor timber pods also has plenty of seating and offers more shelter. In inclement weather we can also provide indoor areas to eat in.

Is there somewhere for children to buy food and drink?

No. We do not have a canteen or vending machines on site. We ask that children bring food and drinks with them. We do have facilities to fill up children's water bottles.

What should children not bring to Oakwood?

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