

Joining Instructions

Thank you for booking with Whitlingham Adventure, we hope you have a fun and high-quality learning experience with us. We understand that the information below is lengthy, however we ask that you take the time to read this as it is essential in ensuring that we offer a safe provision for young people.

On the course we will provide

All necessary safety clothing and equipment

Participants will need to bring

- For water activities – closed toe footwear with laces/zip/Velcro fastening. Light comfortable clothes you don't mind getting wet, suitable for the weather conditions on the day.
- For land activities – closed toe footwear with laces/zip/velcro fastening and warm clothing layers, suitable for the weather conditions on the day. Long sleeves for climbing.
- Food and Drink appropriate for the duration of the course / activity
- At least two changes of clothes
- Plastic bags for wet and dirty things
- A towel
- Sunscreen & sun hat when warm
- Hat and gloves when cold
- Change of footwear
- Any personal medication relevant to the needs e.g. inhaler
- We would advise all jewellery is removed prior to the activity session
- Long hair should be tied back
- Any cuts or grazes should be covered with waterproof dressings

Arrival

Course registration will begin at the time stated on your confirmation email. Space at the centre may be limited so please do not arrive any earlier than 15 minutes before your stated start time. On arrival at the centre, a member of staff will be available to greet you. Please note all young people under the age of 16 years must be registered by a parent or guardian before being left unsupervised.

For more information please contact us

whitlingham@norfolk.gov.uk
01603 632307

Equipment - please note: Participants may use their own specialist clothing but it must be checked and approved by the Duty Manager prior to use. It must meet current safety standards, be in good condition and fit for purpose.

Storage of bags/clothing

The centre has changing rooms with accessible toilets and showers for your use. These are used by all groups and participants. No property may be left unattended. The centre has a small number of lockers for valuables (which are free using tokens) and a shared group cabin for bags. Please do not bring valuables with you unless necessary. The centre holds no responsibility for loss or damage to private property.

Lunch Breaks (if applicable)

Please bring food and drink appropriate to the duration of the session and weather conditions. All participants will have access to drinking water. All young people under 16 years will be asked to remain at the centre for the duration of the course. There is no food available for purchase at the centre.

Departure

Participants will have changed and be ready to leave at the stated finish time and it will be necessary for them to vacate the centre as soon as the course has finished. All young people under 16 years will be supervised until collected but please ensure that this is at the stated finish time. (If you wish to have someone other than the next of kin pick up your young person/persons, we will require notice at registration that morning).

Lost Property

Any property found after a session will be kept for 7 calendar days and then disposed of. Please ensure you take all personal belongings away with you.

Cancellations by you

All cancellations must be advised of in writing either by post or email at least 28 calendar days from course commencement.

In the case of cancellation more than 28 days before the start of the course a refund of fees less 25% of the fee will be made to cover administration costs.

The Centre will acknowledge a cancellation within 5 working days of receiving it. Until the customer has received confirmation the original booking remains valid.

The customer will be charged on the following basis;

50% of the total course fee where cancellation takes place less than 4 weeks but more than 2 weeks before the commencement of the course; or

100% of the total course fee where cancellation takes place within the period of 2 weeks before the commencement date of the course; or

100% of the total course fee where cancellation takes place on or after the commencement date of the course.

We advise all of our customers to take out personal insurance to cover cancellations by you.

Cancellations by us

The Centre reserves the right to cancel if conditions outside of our control demand or if due to insufficient course numbers. You will be notified not less than 7 calendar days before course commencement. In these circumstances an alternative will be offered or a full refund will be made. Should an alternative be accepted this would be subject to the same terms and conditions as the original booking. Please note we cannot be responsible for any costs or expenses you may incur as a result of the cancellation.

Full Terms and Conditions can be found via our booking portal; <https://whitlingham.cinolla.com/whitlingham/>

For more information please contact us

whitlingham@norfolk.gov.uk

01603 632307

