



# Visitor Information 2011

## Welcome

Congratulations on choosing Longridge. We think you have made a great choice and will do our best to make your stay magnificent. Anything that you feel could be better please let a member of staff know. We value all our customers' feedback as that is how we improve. We can't do it without you so please take a few minutes to read the following information and familiarise yourself with the facilities at Longridge to get the best out of your stay.

## BEFORE YOU ARRIVE – THE ADMINISTRATION BIT

### Bookings

You are welcome to visit Longridge in advance of completing your booking to see where everything is and discuss your requirements. The office is open 9-6pm, seven days a week and 50 weeks of the year. (We close for Christmas). Please call 01628 483252 to arrange an appointment or email [bookings@longridge.org.uk](mailto:bookings@longridge.org.uk). We recommend you book your activities as soon as possible, to avoid disappointment. Activities take place between 9.45am and 9.15pm on Mondays to Fridays and between 8.45am and 7.15pm on Saturdays and Sundays. Our web page [www.longridge.org.uk](http://www.longridge.org.uk) shows all the activities we provide from taster sessions to certified courses from British Rowing, British Canoe Union and Royal Yachting Association.

### Payments

Courses, birthday parties and individual or small family bookings are expected to be paid in full on making the booking. Large group and school bookings are requested to pay a deposit of 30% immediately a booking is made. A booking will only be confirmed once Longridge has received a deposit. If no deposit is received in 2 weeks the booking will be released. Full payment is expected 6 weeks before the visit to Longridge. Up until that time the booking can be amended. After that time, when the invoice is created, the customer is liable for the full amount of the booking. Additions may be made to a booking at any time subject to availability. Payment in full is required for any bookings made within 6 weeks of a visit.

### Cancellations

In the unlikely event that Longridge cancels a booking the customer may receive a refund of all monies they have paid. (Refunds must be returned in the same way as they were paid.) However, Longridge is usually able to offer a replacement activity. If a customer cancels a booking over 6 weeks from their visit their payment will be returned but their deposit retained. If a customer cancels under 6 weeks no payments will be returned. Longridge expects all its customers to have travel or holiday insurance to cover unforeseen circumstances.

### River & Weather Conditions

Longridge Activity Team monitors the river and weather conditions constantly throughout the day. They know what is possible and safe for different people and under different river and weather conditions. Should the river or weather conditions become unsuitable for some activities then it may be necessary to alter a customer's planned programme to remain safe and interesting. If this is necessary, as much notice as possible will be given however nature always has the upper hand.

## **First Aid**

All Longridge instructors are trained in first aid in case anything happens during their activity session and they are always happy to help. Longridge expects that every party/group leader will have arranged their own first aid cover, however, and that person will deal with most minor ailments and grazes for their party. Any accidents must be reported to the office so that appropriate records can be kept.

## **Risk Assessments**

Longridge is AALA accredited, which means that the local licensing authority have done all the work for you and reviewed and approved all of our risk assessments and health and safety procedures. You can check us out by visiting [www.aala.org](http://www.aala.org) and putting Longridge in the search for registered licence holders.

Reference No. R1631

Licence No. L8625

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## **Acknowledgement of risk**

There will always be some real risk involved in the adventure activities we offer. This residual risk is inherent in the activity and cannot be eliminated without devaluing the activity, or the reason for doing it. The risk is generally confined to a similar level which a normal child involved in normal active play may experience, or a normal adult involved in normal active recreation. We believe the level of risk is low and it is a tolerable risk when compared to the benefits. However, you must decide if you consider it tolerable.

Civil and criminal law requires that we take all reasonable care of you. We believe we do more than the law requires, but certain inherent risks may still remain which we can not remove without destroying the nature of the activity. Our aim is to reduce risks to the lowest tolerable level consistent with the nature and ethos of the activity. We fully accept our legal and moral responsibilities in these matters but feel that you, as a normal, caring parent or guardian would wish to be fully informed about what the participant may experience.

## **Child Protection**

Longridge has a separate policy for the protection of children and vulnerable adults and a copy will be sent to you on request. It is Longridge policy that all young people under 14-years of age must be supervised by an agreed and named adult whilst at the centre and not engaged in centre activities. Our policies reflect government advice that it is an offence to leave a child alone if it places them at risk and parents can be prosecuted if they leave a child unsupervised 'in a manner likely to cause unnecessary suffering or injury to health' (Children and Young Person's Act). Our policy reflects that we recognise at Longridge there are inherent risks in being close to the river and a busy road. Young people over 14-years of age may be left at the centre un-supervised if they are engaged in Longridge activities, part of our volunteer team or on work experience and only young people 17-years and over may attend the centre at anytime without adult supervision.

## **Longridge Expectations of Group Leaders**

The Longridge charity constitution enables and encourages all young people, their youth groups, schools and leaders to use the site for activities and accommodation. All visitors are expected to take full responsibility for the behaviour of their group and be aware of the following information:

### **Site Behaviour**

- There is a strict NO DOGS policy for all areas of the centre.
- Young people should be supervised by a named adult at all times.
- Smoking is not permitted in any of our buildings, marquees, or during activities.
- A minimum of a short sleeved top, shorts and footwear to be worn at all times around the centre.
- No swearing. Staff and visitors are to be treated with respect and integrity.
- After 10pm keep any noise to a level only audible to your group.
- All equipment and facilities must be returned, in the same or better condition, to where found.
- Any breakages and damages must be reported to reception and may be charged for.
- All litter to be placed in a bin, preferably in one of our recycling bins.
- All personal property brought on to site to be taken home. Left possessions will be kept for one week and then donated to charity as we have insufficient storage facilities for the quantity of property left behind at peak season.
- Camp fires may only be lit in approved and signed Fire Pits and ash and unused wood removed before departure.
- Longridge operates a no tolerance policy to drugs.

**Visitors unable to behave with respect and integrity will be asked to leave the centre and their activities cancelled, for which a refund will not be offered**

# WHAT TO BRING - Equipment lists

## All Visitors

As a participant of a Longridge Activity you should bring at least what is shown on the activity clothing list attached. You may also want to bring money to buy snacks and hot drinks or small souvenirs at the café and shop. We have NO TROLLEYS please make sure you can transport all your equipment manually. There is a NO VEHICLES on site policy.

## Camp Visitors

Our camp visitors will need to bring all their own camping equipment including tents and sleeping bags and warm clothes and waterproof outdoor wear for the duration of their stay.

## Self Catering – on your campsite

Our self catering visitors will need to bring all their own cooking equipment, including cooker, pots and pans and crockery and cutlery and food. Each group is responsible for providing a fire extinguisher or fire blanket for each cooking point. We have limited washing up facilities adjacent to the self catering kitchen for campers, so would advise bring a stack of washing up bowls!

## Indoor Visitors

Our indoor visitors are provided with a mattress on a bunk bed with pillow and pillow case but need to bring their own sleeping bag.

## Self Catering in Longridge Kitchen

Visitors who hire the kitchen alongside the indoor accommodation called The Softcat Rooms will be provided with chairs and tables for up to 30 people in the dining tent, three gas rings, two ovens a fridge and a freezer and a sink with cold running water. Despite regularly sourcing cutlery and utensils, the supply can vary so we advise groups to bring their own pots and pans, utensils and crockery and cutlery. If you are able to donate these at the end of the visit – this is always appreciated!

# ARRIVAL AT LONGRIDGE THE MAGIC BEGINS

## Car Parking

Longridge has limited car parking so please park considerately. All cars must be parked in the long-stay car park, our short-stay car park is reserved for those dropping off/collecting. Cars may not be driven onto site. We currently have two car parks. The long stay car park is closer to site nos. 17-21. Please ensure that all cars in your group display a completed car identification slip, if a slip is not attached to this information then they should be obtained from the office immediately on arrival.

## Checking in

Everybody should report to reception on arrival. Reception is in the house to the side of the short-stay carpark. If arrival is anticipated after 9pm in the evening then special arrangements should be made with the office team before hand. A site map is displayed in the reception window for groups to check their campsite number and generally find their way around. Please use this map to ensure any late arrivals in your group know where to find you.

## Longridge Team

A Longridge green or red polo or t-shirt is worn by all team members. All members of the Longridge team are there to assist and will have been through the appropriate checks in terms of CRB, child protection and first aid. Please be aware that many of our volunteer team are between 14 and 18 years old, their name badges should demonstrate this.

# WHILST YOU ARE HERE ENJOYING THE MOMENT

## **Wood**

The wood pile is generally well stocked and every campsite has a campfire area, please don't create fires anywhere other than the designated area. We ask that no axes are used on site and suggest you bring a cross cut saw for cutting up wood. Each group is responsible for the safety of its own fire.

## **Water**

Water points are near to all sites. Please turn off fully after use. They are only to be used to fill water containers and to fill bowls for washing up – please don't play with them.

## **Food**

We have a lovely café that serves hot and cold snacks and drinks. Opening hours are generally 9-6pm. Pre booked meals are also served from here. We don't sell any groceries from the Café, so supplies should be purchased from one of the local supermarkets in Marlow or a 6 mile drive to a larger one in High Wycombe or Maidenhead. Major supermarkets will deliver on-line orders to Longridge. Please ensure the driver knows the name your group is booked under at Longridge and that a member of your group is on site to accept the delivery.

## **Waste Food**

Waste food attracts vermin. Please dispose of it correctly and neatly.

## **Disposable Toilets**

These may be used on site and are necessary for camping on the island. The disposal point is in a red brick structure adjacent to the hedge near camp site 15.

## **Recycling & Rubbish**

We have recycling bins with the general rubbish bins that are by the barrier in front of the Cafe.

## **Longridge Led Activities**

Your Longridge activity programme will have been planned before your arrival. Please be at the activity meeting place 5mins before the start time to make the most of your activity. The meeting point is to the left of the café by the sign '**Meeting Point**'.

## **Self-led Longridge Activities**

Anybody using Longridge equipment should have the necessary qualifications and will be asked by our Activity team for a copy for Longridge records. Customers will be charged for instruction if unable to produce the correct documentation. Please return all equipment to its place of origin immediately after use and stick to your booking times, as others may be waiting to use the equipment. Please notify us, if any damage occurs to Longridge equipment whilst in your care.

## **Around Longridge**

The surrounding woodlands and riverside provide excellent venues for hikes and games or orienteering. Please be careful on Quarry Wood Road outside Longridge, using the footpath as the traffic speeds along. When going to the woods, for safety reasons please use the long-stay car park entrance, and after crossing the small bridge, please stay on the public right of way or on the right of this as you go up hill. For access to the river bank opposite Longridge please use the steps at the bottom of the bridge on Quarry Wood Road

## **Outside Office Hours**

If you need support and the office is closed, please call the duty manager whose number is displayed on the reception door.

## DEPARTING FROM LONGRIDGE FOND MEMORIES

### Checking out

Before you leave Longridge all customers are expected to clean the campsite or indoor accommodation and dining shelter if hired and leave it as they would wish to find it. Please put all rubbish in the bins in front of the café, clear up any residue from fires and return all wood to the woodpile. All areas will be inspected by a member of the Longridge Team before customers' departure.

### Feedback

We do hope you will have enjoyed your stay and we would like to hear from you that you have. Please fill in and return a customer feedback form in the office or send us a picture and your comments. Remember we value your input so if something works particularly well for you or makes you unhappy please tell us so we can make sure we do more of it or put it right. We want your experience not to be just great – **we want it to be magnificent.**

## GETTING HERE - DIRECTIONS



### Location

Longridge is ideally situated beside the River Thames between Windsor and Reading and equal distance from both the M4 and M40. Map reference on sheet 175, 860857.

### Travel by Rail

From London Paddington to Marlow via Maidenhead where all trains change. There is a half hourly link train operating to Marlow. Tel: 0845 700 0125

### By Road from M40

Exit at Junction 4 and join the A404. Continue past Marlow junction to the roundabout. Take 3<sup>rd</sup> exit signposted Bisham. Drive through the village and turn right, immediately before the suspension bridge and the Compleat Angler Hotel, into Quarrywood Road. Longridge is on the left after passing underneath a road bridge.

### By road from M4

Exit at junction 8/9 and join the A404. At the first roundabout take the first exit signposted Bisham. Drive through the village and turn right, immediately before the suspension bridge and the Compleat Angler Hotel, into Quarrywood Road. Longridge is on the left after passing underneath a road bridge.

### DOCTOR

Tel. 01628 405550 for appointments with the local doctor in Marlow situated at The Doctors House, Victoria Road off Glade Road, Marlow SL7 1DN

### HOSPITAL

The nearest hospital is Queen Alexandra road, High Wycombe, HP11 2TT, Tel. 01494 526161 for non emergencies. Exit right from Longridge main entrance. At end of Quarry Wood Road turn left and drive through Bisham Village. At roundabout turn left onto A404. At roundabout with M40 take High Wycombe exit. Hospital is on the left at bottom of hill. Follow signs. A parking fee is required.