



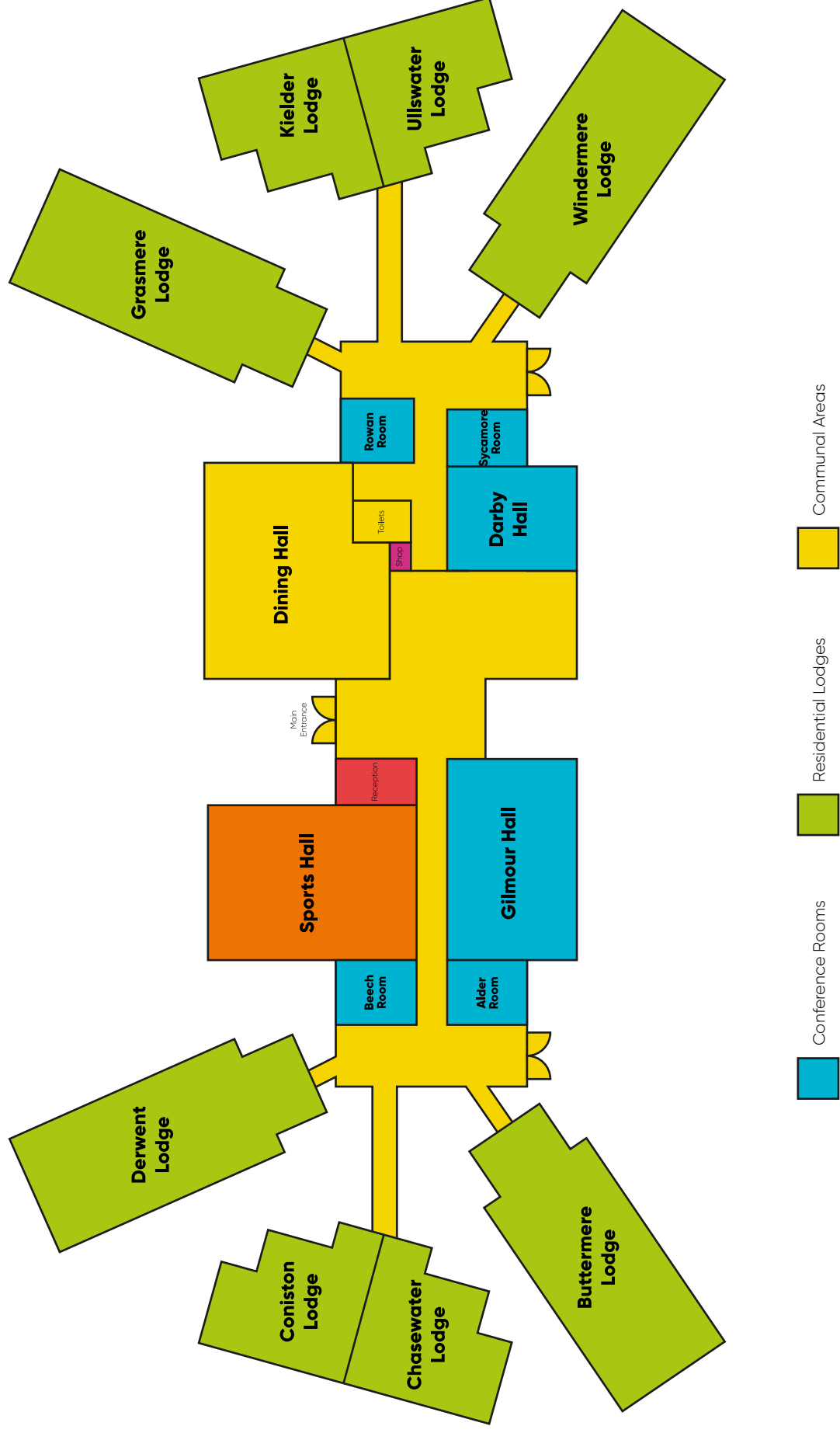
A big welcome from Whitemoor Lakes!

Information Pack



acuk
conference and activity centres

Site Map



Site Rules & Conditions of Use

To ensure your safety and well-being, please take note of the following rules and regulations around site:

- ID Badges must be worn by visiting group leaders at all times.
- Adult supervision for all under 18s in your group is your responsibility.
- Alcohol and illegal drugs are prohibited on site. Persons found with these items in their possession will be immediately dismissed from site.
- No smoking anywhere on site, except for the designated shelter. Please dispose of your butts in the provided ash bin.
- No pets, except assistance dogs, will be permitted on site.
- Parking is available in designated areas only as all drives must be kept clear for emergency vehicle access. Please observe the 9 mph speed limit.
- Access to residential lodges other than your own booked accommodation is not permitted.
- Tampering and abuse of fire alarms is a criminal offence, and will result in a £50 fine per incident.
- Strictly no access to activity equipment or the lake unless accompanied by a qualified member of the Whitemoor Lakes instructional staff.
- Quiet hours are between 11.00pm and 7.00am. For the comfort of guests, our residential staff members, and our neighbours please keep your noise to a minimum after hours.
- Keep our site secure by turning off lights, closing windows and locking doors in your lodge each night before going to bed.
- Lost or unreturned keys will incur a £20 replacement charge each.
- Please strip linen from all used beds and leave them in a sensible place in the bedroom where you won't trip over it before breakfast on the day of your departure.
- Littering creates unnecessary work for our staff and harms our local environment. Please use the bins around site instead. Groups found littering on site will be asked to pick it up.
- Observe the country code if you're walking off-site, and respect our neighbours by leaving gates as you found them and taking all litter home with you.

Dining Hall

We want to make your experience at Whitemoor Lakes the best it can be, here are a couple of guidelines to help you and your group:

- You may meet several Dining Hall Supervisors during your stay, they can be recognised by their blue shirt.
- Each group has allocated tables to use for every meal and the number of chairs indicates the number of people the table is prepared for. This normally ranges between 8 and 10, depending on the table size.
- Please request if you wish to have a separate table or tables for staff.
- Please try to bring your group to the dining room on time for each meal.
- When guests come into the dining hall for a meal they should go straight away and sit at their tables.
- The group leader, or someone designated by them should take charge and organise each table to go to the servery or serveries in turn. The purpose of this is to avoid long queues and minimise the numbers of people on their feet and moving about during a meal.
- If a child really will not eat a particular meal we will try to provide an alternative. Ideally we need to know about this at least one meal beforehand.
- If a table needs extra drinks or cutlery etc. please ask the Supervisor or someone in a Black polo shirt.
- Hot drinks are always available in the dining hall at the self service drinks point.
- Fresh fruit is also available throughout the day in the dining hall.
- At the end of their meal everyone is requested to take their plates, cutlery etc. to the clearing stations.
- Guests are advised to wear shoes or trainers in the dining hall for health and safety reasons. Bare feet are strongly discouraged.

Please note: Guests who have requested a special diet should be brought to the supervisor or go to the designated servery.

Dining Hall (Continued)

Meal times are usually at the times shown below, unless otherwise stated. Please be prompt. Meals are served from the serveries at the front of the dining hall. To avoid congestion, please dismiss your group one table at a time to be served. Breakfast cereals and salads are self-service from the buffet in the centre of the dining hall.

Tea/Coffee are available all day. Please help yourself from any of the points set up around the centre.

Meal Times

	Monday - Sunday
Breakfast	8.30am
Lunch	1.00pm
Evening Meal	6.00pm

Food Allergies & Special Diets

Guests who have pre-booked for special diets can obtain their meals using a named dietary ticket; allergies need to be signed for by a responsible adult.

Food Hygiene

Due to Health & Safety, we are not permitted to heat any food items brought to the centre by guests.

Learning Outcomes for Instructed Activities

As well as being exciting and enjoyable, the instructed activities at Whitemoor Lakes can also offer a number of learning benefits for groups. The table below shows the key learning outcomes of each activity as well as a description of the activity itself to help you choose the activities that will be best for your group.



Team Work. An activity that promotes teamwork, working together, communication and co-operation.



Social awareness. An activity that can be used to promote inclusion of self and others as well as learning to recognise others attributes and achievements.



Personal Development. An activity that focuses on personal achievement, such as conquering fears or learning and practising a new skill or sport.



Initiative. An activity that promotes the use of initiative and problem solving ability, as well as developing group decision making skills.



Leadership. An activity that can be used to develop leadership skills, either by appointing leaders to set tasks, or simply encouraging them to set an example.



Physical Challenge. Activities that are either very high in energy or involve the acquisition and practice of a new skill.

High Ropes Course



High Ropes offers team or individual challenges in complete safety on our purpose - built course, from supporting each other, to facing the fear of heights on the leap of faith.

Zip Wire/ Abseiling



A real challenge for anyone to conquer a fear of heights and even those with a head for heights can be challenged on this session! Whether it's abseiling down the tower, or leaping off the zip wire and whizzing upside-down to the bottom, this activity provides plenty of opportunity to do something you never thought you could and to be encouraged and cheered on by your team.



Climbing



An exciting introduction to the exhilarating and challenging sport of climbing. Groups belay and support one another as they climb the 30 foot purpose - built tower. Climbing is a brilliant activity to focus on teamwork and skills development.

Open Boat Canoeing TW SA PD PE

As well as being an introduction to the exciting and adventurous sport of canoeing, this session also challenges groups to work together in teams of 2 or 3 to control their boat. Once the basics have been mastered there are games to be played, races to be won and our 40 acre lake to explore.

Archery TW SA PD PE

Master the bow and arrow with our nationally qualified instructors, then test out new found skills in a series of games and challenges designed to create a sense of achievement and fun even if you don't hit the gold. Some games can also incorporate teamwork and communication skills.

Fencing TW SA PD PE

Try out a brand new sport, test newly taught skills and have a great time. Absolutely no experience necessary means that people who usually don't succeed in sport can have a great time fencing and leave with a real sense of achievement.

Problem Solving TW SA PD I L

A fun session that's full of learning. Groups are tested on specially built problem solving courses, groups whereby face a variety of challenges requiring co-operation, communication and teamwork all of which can be tailored to age and desired learning outcomes.

Raft Building TW SA PD PE I L

On this session the group has to work together to design and build a raft before testing it out on the lake. Under the supervision and guidance of instructors, the groups have the opportunity to excel and enjoy the benefits of teamwork.

Challenge Course TW SA PD PE I L

On our purpose built course, groups can race each other individually, or work together as a whole to complete a group task around the various obstacles and apparatus; a great chance to work on communication and leadership skills.



Sailing TW SA PD PE I

Guaranteed to make the most of your first time afloat, our boats can hold up to 3 children or 2 adults. They're fun, adaptable and when you've mastered a few basic skills, you'll be ready to move onto the next level!

Kayaking TW SA PD PE I

While out on our 40 acre lake, participants will go in a single closed cockpit kayak, learn basic paddle strokes and encourage teamwork skills and water confidence.

Nightline TW SA PD PE I L

Nightline is designed as a session to educate guests about primary senses and build trust and security in a team.



Desired Outcomes of Your Activity Programme

At Whitemoor Lakes, we recognise that every group using the centre is totally unique and as such has a different set of requirements and objectives. Only by working towards a focused activity programme can we ensure that we successfully meet the needs of you and your group. Prior to your arrival, please complete the table below detailing your desired outcomes. By using this method, the team of instructors assigned to your group can plan and deliver activities specifically targeted to help achieve these aims.

Using a score of 1-5, with 1 being the highest, please prioritise the objectives listed below and kindly add any comments or additional objectives if you so wish.

Learning Outcome	Your Comments	Priority
Team work - Many of our activities are angled towards teamwork-communication, reliance on team members, decision making, sharing ideas and responsibilities.		
Social Awareness - Groups face new challenges in different surroundings and are encouraged to support one another, get involved, co-operate and recognise others strengths, attributes and achievements.		
Personal Development - Releasing potential by mastering an activity using newly learned skills, overcoming fears, raising self-esteem, overcoming fears and increasing self-confidence, with support from staff and peers.		
Initiative - With a whole activity dedicated solely to problem solving, as well as many other challenges, the boundaries of initiative taking are pushed, within a group or on an individual basis.		
Leadership - By giving young people new challenges to face together in various situations, they are provided with a safe and nurturing environment to learn about and practise leadership skills.		
Your Own Objective - Please advise us of any other objectives you may wish to cover and we will aim to incorporate them in your activity programme.		

Desired Outcomes of Your Activity Programme (Continued)

To enable us to provide a consistent learning experience for your group, we would greatly appreciate you using the space below to inform us of any activities in which you are currently involved, which are geared towards the 5 learning outcomes as previously detailed, as well as ways you would like us to help you achieve these.

End of day Reviews: AVAILABLE FOR ACTION PLUS GROUPS ONLY

To help get the most out of your time at Whitemoor Lakes our instructors are available to do a full group review at the end of the end of the day. This can take place in your lodge lounge or venue either just before evening meal or at 8.30pm, depending on when your day finishes. Please use the space below to let us know if you would like end of day reviews and times.

If at any later date you have further questions relating to your visit and desires learning outcomes, please do not hesitate to contact us on 01283 795000.

Parents Pack

This page and the following page have been attached so they can be sent out to parents if necessary.

Photography

ACUK want to ensure that our promotional materials give an accurate representation of the centre. In order to do this, we use photographs and videos of children who have previously attended our centres.

We would like to make you aware of the photography clause in our terms and conditions that states **'During your visit official photographs may be taken for inclusion in future Action Centres UK promotional material. We are happy to exclude any member of your group; please advise us in writing of their details.'** This has always been in our terms and conditions however it is often missed and we therefore want to bring it to your attention.

We understand the time constraints on teachers' during a residential and how this often includes visually documenting the trip for the school and parents. We are building our social media presence in order to alleviate this pressure on teachers or group leaders whilst providing an opportunity for parents to see and engage with the exciting activities their child has enjoyed at our centres.

Safety is our priority. It is our policy to never identify any child by their name in our photo or video content.

We are more than happy not to take your child however we must be made aware in writing prior to the trip and the group leader must make staff aware on arrival.

Join us on one of our social media channels to keep up to date:

Facebook: @WhitemoorLakesCentre

Instagram: @whitemoorlakescentre

Twitter: @WhitemoorL

Suggested Kit List

Outdoor Activities

	One set of clothes per day
	Warm layers
	Trainers or outdoor shoes
	Waterproof jacket
	Sun hat or woolly hat and gloves
	Hair bobbles for long hair

Water Sports

	Clothes you don't mind getting wet
	Shoes you don't mind getting wet
	Spare towel
	Plastic bag for wet things

Indoor Activities

	Indoor Shoes
--	--------------

Optional Items

	Waterproof trousers
	Wellington boots
	Torch

General Items

	Pocket money (we recommend no more than £5/£10 in small change)
	Packed Lunch (if you are arriving at the centre in the morning)
	Towel
	Wash kit (toothbrush, tooth paste, soap, flannel, shampoo, roll on deodorants only)
	Sun cream
	Insect repellent/hay fever medication if necessary
	Nightware/Pyjamas
	Enough underwear and socks for your stay, plus spares in case you get wet
	Water bottle
	Optional: books, teddy, quiet games such as cards or board games
	Small plastic bag for dirty clothes

Please make sure all the items on the list are clearly labelled. The idea of the list is to keep you comfortable during your stay. If you don't have something, try and borrow it. You don't have to buy everything new just because it is on the list. Check your programme with your group leader and to save time, it is recommended that you travel in clothes suitable for your first activity session

Please note, jeans, 'short' shorts and crop tops are not suitable for activities, we advise tracksuit bottoms. Open-toed shoes are not suitable footwear for activities.

When packing please bear in mind the weather forecasts and adjust your clothing accordingly.

All bed linen is provided.

A few things to remember:

- Your clothes may get dirty, so don't bring your best stuff.
- Please do not bring electronic games, radios, personal stereos or anything else that makes unnecessary noise or may get lost or broken.
- No aerosols please (our fire detectors in the bedrooms are extremely sensitive and will be triggered by spray deodorants)
- We advice bringing a suitcase or soft holdall for your main kit as it's easier than a rucksack to keep tidy.