



# The Holly Lodge Centre

Holly Lodge, Richmond Park



THE  
ROYAL  
PARKS

In partnership with the  
Royal Parks  
Education and Community  
Engagement

## Information for Group Leaders

This information is produced to help ensure that your visit is a success. It also forms part of our Health & Safety and our Child Protection policies and procedures. If there is anything you are not sure about please contact us.

***On arrival you should report to Reception by going in the front door of Holly Lodge (the house) and parking in the short stay car park while you do so. You will then be met and shown where to park and where the activity is taking place. Please do not enter the yard without a member of staff or volunteer.***

***On the day you can contact us on 020 8948 3209 ext 236 or 259***

### **Making a booking:**

1. Call us to discuss your visit, the dates available and to make a provisional booking.
2. Return your booking form with full payment within 10 working days of making your provisional booking and no less than 5 working days before your visit.
3. Please tell us on the booking form any information about your group, which will help us prepare for their visit e.g. any special educational, or health needs.
4. If you would like to make a pre visit please let us know.

### **Payment:**

- The normal cost for activities cost £3 per person for a half-day (2hr) session.  
All adults supervising your group are free. Special activities cost £3.50 per person.
- Please make payments by cheque made payable to 'The Holly Lodge Centre'. Where possible please send your payment with the booking form. You may pay on the day or request an invoice. Groups who cancel on the day of the visit will be charged the full cost, and within less than a week of the visit 50% of the cost. However the Centre will use its discretion regarding cancellations of visits and payment if there is a reasonable reason for doing so.

### **Transport:**

- Information about how to find us will be sent with this sheet. Coaches but not minibuses will need a special permit to enter the Park – please ask us to send you one before your visit. Vehicles can be left at owner's risk during your visit at an agreed location on site.

### **Our personnel:**

- All our staff and volunteers are suitably recruited and trained to lead the activity. Personnel working with young and other vulnerable people have been checked through CRB and have been trained appropriately. Our personnel have identity badges and distinguishing clothing.

### **Countryside Code:**

- Please make sure that your group follows Royal Park regulations (displayed on park noticeboards) and follow the Countryside Code.

### **Mobile phones:**

- Please ask members of your group and supervising adults to turn off mobile phones during the activity. Our personnel carry mobile phones for use in emergency.

**Smoking:**

- The Centre operates a no smoking policy.

**Supervision:**

- It is your responsibility to ensure that your group is adequately supervised at all times during your visit including breaks and at lunchtime. There should be a minimum of 2 adults per group and for Key Stage 1 & 2 school groups a ratio of 1 supervising adult for each group of 5/6 young people. We will not run the activity if there are not sufficient adults with your group.
- Please make sure you brief the adults supervising your group on their role for the visit.

**Health & Safety:**

- Please remember that Royal Parks are open to the public. There are potential hazards from vehicles, machinery, horses, dogs and wildlife.
- Please make sure all open wounds are covered before you arrive.
- We carry out risk assessments on all our activities. The risks have been assessed as very low. Risk assessments are available on request. You may want to inform parents / guardians of the risks involved.
- Once our personnel have met you they will:
  - give an introductory talk, that will include instructions about safety;
  - lead the activity in such a way as to minimise the risk of any accidents and it is important that young people and adults in your group listen to and follow the instructions given by our personnel at the start of each activity.

**Accidents:**

- Our risk assessments show that our activities present a very low risk to participants as a result our volunteers are not trained First Aiders and are instructed not to administer First Aid. A First Aid kit is available on site, but we would advise you to bring your own kit.
- All groups should come with a designated First Aider.
- If there is an accident or near accident please let our activity leader know so that we can record it.

**Equipment, clothing etc:**

We will provide all the educational equipment and materials needed for the activity including worksheets, clipboards, pencils etc.

Please make sure your group is suitably dressed for the activity. If the activity is outside please make sure the group has suitable footwear e.g. wellies or trainers, wet weather gear or protection from the sun in hot weather. We will carry on with the activity unless the weather is completely unsuitable.

**Lunch:**

If you are bringing a packed lunch please let us know on the booking form. If you would like suggestions about where to eat your lunch please ask us. We will tell you where your group can wash their hands before eating lunch. We can make arrangements for you to eat your lunch inside if the weather is not good enough to be out on the picnic lawn.

**We hope you have a successful and enjoyable trip.**

**Project Manager, The Holly Lodge Centre  
Park Manager, Richmond Park**