

Booking Form



Our booking form has four sections:

1. Group details
2. Terms and conditions
3. Health and Safety information for visitors
4. Summary of risk assessments

a special place for learning

Section 1.

Important information about your visit

Bookings are normally for a two-hour period in the morning or afternoon, but you can also book for two such sessions to make a full day visit. The cost of a two-hour activity is £4.50. To avoid disappointment we recommend that you book a minimum of two weeks in advance of your intended visit. This helps us to put together a team of volunteers best suited to your chosen activity. We also have a minibus that you can book if you have no transport. Please book at least a month in advance so that we can arrange one of our volunteer drivers.

To book a visit:

1. Please telephone the Centre on 020 8940 8730 to check availability and to discuss your chosen activity.
2. Once you have called to check the availability of your preferred date, please complete this booking form, read our terms and conditions and return the completed form to hlcinfo@thehollylodgecentre.org.uk
3. The Centre will confirm your booking by email and send you an Invoice, together with further information about your visit.
4. Online payment is not currently available but payment can be made by:-
 - Bank Transfer (Barclays Bank : Sort Code 20-72-17 : Account : 20565172)
 - Cheque (payable to The Holly Lodge Centre)

About your group

The date of your visit _____
Session time _____
The activity you want to do _____
Name and address of your organisation _____
Type of organisation _____
Telephone number _____
e-mail address _____
Mobile number _____
Home borough _____
Name of key contact _____
Name of the group leader on the day _____
Age range of group _____
Number in the group _____
Number of adults _____

Booking Form section 1



Coaches need permits to come into Richmond Park? (see notes of information) Do you need a permit? _____

Any more information about your group that we need to know e.g. people with special needs, with access difficulties, medical conditions, behaviour difficulties, resource adaptation needs.

Do you have any wheelchair users and how many? _____

About the activities you have selected

Are there any elements of the activity you'd like us to give emphasis to, to fit in with themes you're following with the group? (please look at the pre-visit information on our website and mention any link with your own programmes)

Photographs

We often take photographs of visitors whilst they are taking part in our activities. We use a selection of these for our various marketing publications and for displays when giving presentations to our supporters. Some photos may be used on our website.

In the case of children, we ask that you check before your visit and tell us on the day whether there are any children whose photos are not to be taken for this purpose.

For our use only

Session leader for this activity: _____

Booking confirmed? _____ Date: _____

Date payment received: _____ cash/cheque/card

Date invoice issued (if required): _____

Coach permit issued (if requested) _____

General Health and Safety information sent? _____ Date: _____



The Royal Parks

The Holly Lodge Centre visitor programme Richmond Park

Terms and Conditions

- The following are The Royal Park's terms and conditions, which apply to the participation in the Holly Lodge Centre Visitor Programme in Richmond Park. The supervisor in charge of the clients or someone in authority in the organisation is required to sign where indicated, confirming that the organisation agrees to abide by these conditions.
- You will indemnify The Royal Parks against all claims, proceedings, damages, costs, expenses and loss in respect of personal injury (including death) or loss of or damage to property arising out of your use of the Park save insofar as such injury, loss or damage is reasonably attributable to The Royal Parks, its servants, agents or licensees. You will also be required to have appropriate insurance cover (including third party insurance) to meet this requirement, which must be valid for the date of your visit.
- You will comply with any instructions written or verbal which may be given by the Park Manager, his representatives, or the staff and volunteers of the Holly Lodge Centre, or by the Metropolitan Police and with any health and safety requirements.
- On arrival, the group leader must sign in at The Royal Park's Reception in Holly Lodge, while the group remains in their vehicles until met by a representative from the Centre. The group must not enter the yard unless accompanied by Park Manager, his representatives, or the staff and volunteers of the Holly Lodge Centre, or by the Metropolitan Police.
- Visits to the Centre will usually last 2 hours under supervision of the Project Manager and/or volunteers, unless otherwise agreed. Supervisors of those in charge of the group and its helpers are responsible for supervising the visitors during this 2 hour period and if they come for a picnic lunch either before or after the arranged visit.
- Vehicles belonging to the organisation or any other vehicles used to bring the clients to the Park (including those belonging to the supervisors or helpers) may be left in the car park at Holly Lodge during the visit at the owner's risk and must display a parking permit unless in a liveried vehicle.

I agree to abide by the terms and conditions as set out in the Agency's letter of permission above

Date of visit _____

Name in block capitals _____

Signature _____

Representing (organisation) _____

Date _____

Daytime telephone number _____

Mobile telephone number _____

PLEASE COMPLETE THIS FORM AND RETURN TO THE CENTRE MANAGER AS SOON AS POSSIBLE AND NO LATER THAN ONE WEEK BEFORE YOUR VISIT.

The Holly Lodge Centre, Holly Lodge, Richmond Park, Richmond, Surrey TW10 5HS 020 8940 8730 or 07964 213635 • www.thehollylodgecentre.org.uk • hlcinfo@thehollylodgecentre.org.uk



The Royal Parks Holly Lodge, Richmond Park

General and Health and Safety Information for Visitors

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 the group leader ONLY should report to Holly Lodge reception when you arrive – through the garden gate opposite the short stay car park and the front door of Holly Lodge House. Please keep your group in their vehicle(s). You will then be met and shown where to park and where the activity is taking place. If you arrived by foot please assemble your group by the meeting point by the wooden gates.

Please do not bring your group into the house. Groups must not enter the yard without being accompanied by a Holly Lodge Centre member of staff or a volunteer. This is for your own safety as it is a working place.

Under no circumstances must anyone cross the cattle grid except in a vehicle.

General Information

Booking procedure:

- Call us or send us an email to discuss your visit, the dates available and to make a provisional booking.
- 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.
- 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.
- If you would like to make a pre visit please let us know. Please check our pre-visit information on the website.
- When we have received your booking form we will confirm the visit.

Payment:

- The normal cost for activities is £ 4.00 per person for a (2hr) session.
- All adults supervising your group are free. Special activities cost £ 4.50 per person.
- Please make payments by cheque made payable to 'The Holly Lodge Centre'. 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 50% of the cost. 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 can be found on our web site. Coaches but not minibuses will need a special permit to enter the Park - please ask us to send you one before your visit (we will need to know the registration number). Vehicles can be left at owner's risk during your visit at an agreed location on site and display a parking permit which we will issue on the day.



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 DBS and have been trained appropriately. Our personnel wear identity badges.

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.

Responsibility for supervision:

It is your responsibility to ensure that your group is adequately supervised at all times during your visit including breaks and at lunchtime. Please bring your own lunch. 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 insufficient adults with your group.

Please make sure you brief the adults supervising your group on their role for the visit i.e. to play an active part in assisting the group.

In the event of a medical situation for any of your group, you are responsible for decisions about medical and emergency services.

The Holly Lodge Centre personnel are responsible for providing the activity and the resources necessary to run it.

Lunch:

There is no catering on site and we do not provide lunch. If you are bringing a packed lunch please let us know on the booking form whether you will be staying at the Centre to eat it. 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.

Health & Safety Information

The Holly Lodge Centre and The Royal Parks welcome visitors on official business to Holly Lodge, but would like to remind them that it is a working environment and as such there are certain rules which should be adhered to for their own health and safety.

Please:

- Bring a list of all people in the visiting group.
- Make sure you are familiar with the fire drill (this will be explained by the Centre's group leader).
- Children or adults in the care of others should not be allowed to wander around the yard unaccompanied by the Centre's staff or volunteers. Groups should be accompanied by a member of staff or volunteers from the Centre or a member of the Royal Parks staff at all times when on site at Holly Lodge.
- Beware of moving vehicles in the yard and on the approach road.
- Follow the marked routes around the yard where available.



- Keep away from all machinery and equipment.
- Keep away from the large pieces of timber by the sawmill.
- Do not climb on bales of hay or straw stored in the barns.
- Take care when near the ponds.
- Do not touch any of the horses or feed them – they may bite!
- Do not enter the Shire horse yard, particularly when the horses are tethered outside their stables, unless you are accompanied by a member of staff or volunteer.
- Do not walk over the cattle grid.
- Please do not smoke inside or near any buildings at Holly Lodge or inside the barns and storage sheds.
- Please remember that The Royal Parks are open to the public. There are potential hazards from vehicles, machinery, horses, dogs and wildlife (including deer which should not be fed or petted).
- 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 and carry out your own risk assessments.

Once our personnel have met you they will:

- give an introductory talk, that will include instructions about health and 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.

Please be aware that it is the responsibility of the visiting organisation to carry out first aid if necessary for their clients and staff. Please bring a First Aid kit with you and make sure that someone in your group is a First Aider.

Please do not enter the yard without a member of staff or a volunteer from the Holly Lodge Centre - even though you may have been here many times before.

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. Please make sure legs are covered to reduce the risk of being bitten by ticks.



Summary of Risk Assessments

Activity	Hazards	Controls Remaining	Risk
Pond dipping	Drowning	Use of approved pond dipping sites. Adequate supervision of group by responsible adults.	Very low
	Leptospirosis	Ensuring participants wash hands after the activity.	Very low
	Stings and bites	Health and Safety talk at the beginning of the session	Very low
	Death from anaphylactic from shock caused by group leaders on stings or bites.	Information requested Booking / Agreement Form.	Very low
Guided walk/ Nature trail	Stung by nettles	Introductory talk at nature trail start of activity. Adequate supervision of group by responsible adults.	Very low
	Cuts, grazes etc from trips and falls	Introductory talk at nature trail start of activity. Adequate supervision of group by responsible adults.	Very low
	Lyme Disease (Richmond) and Oak Processionary Moth (OPM)	Information sent to group leader before visit, in season as appropriate.	Very low
Gardening	Leptospirosis	Ensuring participants wash hands after the activity.	Very low
	Cuts, grazes etc. from trips and falls	Introductory talk at nature trail start of activity. Adequate supervision of group by responsible adults.	Very low
	Cuts, grazes etc from using gardening equipment	Introductory talk at nature trail start of activity. Demonstration of how to use equipment safely. Adequate supervision of group by responsible adults.	Very low
Activity rooms	Cuts, grazes etc from trips and falls	Introductory talk at nature trail start of activity. Adequate supervision of group by responsible adults.	Very low
	Handling of artefacts	Introductory talk at nature trail start of activity. Adequate supervision of group by responsible adults.	Very low

We would advise all members of a visiting group to wash their hands after a visit to the Centre, especially if they have been outdoors and are going to eat any food after the activity.

We hope you have a successful trip and will come again.