

# Booking Form



**Our booking form has four sections:**

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1. Group Details
2. Terms and Conditions
3. General and Health and Safety information for visitors
4. Summary of risk assessments

## **Section 1 Group details**

### **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. 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.

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](mailto: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 20-72-33 : Account : 20565172)
  - If you are unable to pay by bank transfer, please contact the 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 \_\_\_\_\_

Home borough \_\_\_\_\_

Telephone number \_\_\_\_\_

e-mail address for invoice e.g. school office/ bursar \_\_\_\_\_

Name of the group leader on the day \_\_\_\_\_

Mobile number for group leader on the day \_\_\_\_\_

Age range of group \_\_\_\_\_

Number in the group \_\_\_\_\_

Number of adults/carers (ratio 1 adult to 5/6 children) \_\_\_\_\_

Booking Form (March 2020)

The Holly Lodge Centre in partnership with the Royal Parks Education and Community Engagement

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## Minibuses and coaches

All minibuses and coaches need a permit to drive through Richmond Park. This will be sent to you on receipt of this booking form. Please note that this is a new policy.

Minibuses and coaches can park on site for the duration of your visit.

## Lunch

Do you want to stay for packed lunch before or after your session (please check with The Holly Lodge Centre – this will be subject to availability of space)

YES \_\_\_\_\_ NO \_\_\_\_\_

## Additional needs

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.

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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)

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## 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: \_\_\_\_\_

Teachers/ Leader information pack sent? \_\_\_\_\_ Date: \_\_\_\_\_

Coach permit issued? (if requested) \_\_\_\_\_

Date invoice issued (if required): \_\_\_\_\_

Date payment received: \_\_\_\_\_ cash/cheque/card

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## Section 2 Terms and Conditions

### 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 report 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 EDUCATION CENTRE COORDINATOR 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 •  
[www.thehollylodgecentre.org.uk](http://www.thehollylodgecentre.org.uk) • [hlcinfo@thehollylodgecentre.org.uk](mailto:hlcinfo@thehollylodgecentre.org.uk)

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## Section 3 General and Health and Safety information for visitors

**Please note that The Holly Lodge Centre is located within a working yard. Also on site are stables, hay barns, working vehicles and storage of wildlife food (containing nuts and seeds).**

### Lunch

There is no catering on site and we do not provide lunch.

We have space for groups to have packed lunch on site but this must be booked in advance.

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.

To reduce waste please encourage children to bring items that can be recycled. We have a drinking water tap to refill bottles.

### Outdoor sessions

Please remind group to bring weather appropriate clothing and wear long trousers/ leggings, even in warm weather.

In summer please read the separate Summer Hazards document.

### Victorian sessions

We have costumes that can be put on over school uniform

**For Victorian School – please provide a class register of first names to be used by the Victorian teacher. This can be brought with you on the day.**

**For Servants Academy – we will divide the group into 4 smaller groups – please ensure you bring enough adults for one to remain with each group.**

### Additional needs

Do not hesitate to get in touch if there is anything we can do to support your pupils further to access our sessions. We are happy to prepare extra resources or made adaptations.

### Payment and Cancellation

We will send an invoice to you following the trip.

Groups who cancel on the day of the visit will be charged the full cost and cancelling with less than a weeks' notice 50% of the cost will be charged. The Centre will use its discretion regarding cancellations of visits and payment if there is a reasonable reason for doing so.

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.

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

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## 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.

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

## 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. 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.

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:

- 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.
- Do not smoke inside or near any buildings at Holly Lodge or inside the barns and storage sheds.
- 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).
- Make sure all open wounds are covered before you arrive.

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## Please: (continued)

- 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.

### 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, there are nettles and brambles on our site.

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.

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## Section 4 Summary of risk assessments

(Full risk assessments available on request)

Activity	Hazards	Controls Remaining	Risk
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
	Stings and bites	Health and Safety talk at the beginning of the session	Very low
	Death from anaphylactic from shock caused by stings or bites	Information requested on booking/ agreement form	Very low
	Lyme Disease and Oak Processionary Moth (OPM)	Information sent to group leader before visit, in season as appropriate	Very low
	Allergens on site including bird food (containing nuts and seeds).	Bird feeders are hung in a fenced off area to prevent children from walking beneath them.	Low
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
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
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 from using gardening equipment	Introductory talk at nature trail start of activity. Demonstration of how to use the equipment safely. Adequate supervision of group by responsible adults	Very low

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