



# Action Pack

*Bendrigg*

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Bendrigg Trust, Bendrigg Lodge, Old Hutton, Kendal LA8 0NR | Registered Charity: 508450

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# Daily timetable

8.30am	Breakfast
9.30am - 12.30pm	Morning activities
12.30pm - 1.30pm	Lunch
1.30pm - 4.30pm	Afternoon activities
4.30pm - 5.45pm	Free time
5.45pm - 7pm	Dinner
7.00pm - 8.30pm	Evening activity

**Please note:** offsite activities such as canoeing and caving usually require the full day depending on the location. If this is the case, lunch and drinks will be provided and eaten whilst out on location.













# Sample activity plans

Our activity groups should not exceed 12 people. If you are coming with a larger group, we may split people into smaller sub-groups (usually between 8-12 people in each sub-group) and carry out activities on a rotation basis throughout the course. You'll be assigned a Bendrigg Tutor for the duration of your course but you may have different staff supporting them.

**For Schools & Groups:** Our Activity Co-ordinator will get in touch before your visit to discuss your needs, aims and objectives and will work with you to write an activity programme that's right for you and your group.

**For Family & Adult Breaks:** If you have a particular activity preference please let us know when you book and we will try to integrate it into the course programme, although this may not always be possible.















## 2 nights mid-week (Mon-Wed or Wed-Fri)

DAY	MORNING	AFTERNOON	EVENING
WEDNESDAY	Arrive at 12pm, intro & settle in 	Grounds exploration & onsite activity 	Orienteering 
THURSDAY	Climbing & abseiling 	Zip wire & tube slide  	Campfire & presentation  
FRIDAY	Tidy up, gift shop & depart by 10am    		









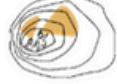
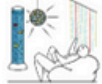







**Please note:** for 2 night residentials, you will be given the choice of either climbing, canoeing or an adventure day out e.g. caving in the Yorkshire Dales.

# Sample activity plans

## 3 nights mid-week (Tues-Fri)













DAY	MORNING	AFTERNOON	EVENING
TUESDAY	Arrive at 12pm, intro & settle in 	Grounds exploration & onsite activity 	Games in the sports hall 
WEDNESDAY	Climbing & abseiling 	Zip wire & swing  	Night walk 
THURSDAY	Canoeing 		Campfire & presentation  
FRIDAY	Tidy up, gift shop & depart by 10am    		

## 4 nights mid-week (Mon-Fri)

DAY	MORNING	AFTERNOON	EVENING
MONDAY	Arrive at 12pm, intro & settle in 	Grounds exploration & onsite activity 	Games in the sports hall 
TUESDAY	Climbing & abseiling 	Zip wire & swing  	Night walk 
WEDNESDAY	Caving in the Yorkshire Dales  		Sensory room 
THURSDAY	Canoeing on Windermere 		Campfire & presentation  
FRIDAY	Tidy up, gift shop & depart by 10am    		
















# Sample activity plans

## 2 night weekend (Fri-Sun)

DAY	MORNING	AFTERNOON	EVENING
FRIDAY		Arrive from 4pm, intro & settle in 	Games in the sports hall & sensory room 
SATURDAY	Canoeing 	Zip wire & tube slide  	Disco 
SUNDAY	Bikes & bushcraft  	Tidy up, gift shop & depart by 2pm    	

**Please note:** for 2 night residentials, you will be given the choice of either a climbing, canoeing or an adventure day out e.g. caving in the Yorkshire Dales.

## 3 night weekend (Fri-Mon)

DAY	MORNING	AFTERNOON	EVENING
FRIDAY		Arrive from 4pm, intro & settle in 	Night walk 
SATURDAY	Canoeing 	Zip wire & tube slide  	Disco 
SUNDAY	Climbing & abseiling 	Bikes & archery  	Campfire & presentation  
MONDAY	Tidy up, gift shop & depart by 10am    		

# Sample menu

<b>Tuesday</b>	Lunch	Jacket potato & fillings Fruit & traybake
	Dinner*	Sausage, mashed potatoes, peas & sweetcorn Sticky toffee pudding & ice cream
<b>Wednesday</b>	Breakfast	Pancakes Cereal, toast & marmalade
	Lunch	Soup, sandwich & crisps Fruit & traybake
	Dinner*	Pizza, chips, salad Meringue, fruit and cream
<b>Thursday</b>	Breakfast	Sausage, hash brown & baked beans Cereal, toast & marmalade
	Lunch	Soup, sandwich & crisps Fruit & traybake
	Dinner*	Chicken pie, potatoes, green beans & carrots Syrup sponge & custard
<b>Friday</b>	Breakfast	Bacon bun Cereal, toast & marmalade

\*Salads can be offered as an alternative on request

**Dietary Requirements** - We cater for the vast majority of dietary requirements including: vegetarian, vegan, blended diets, gluten free and halal. In order to ensure the catering team have ample time to prepare, we must receive your medical consent form with details of any dietary requirements at least 4 weeks prior to your arrival.

**Additional Breakfast Items** - As well as a hot breakfast, there will also be a selection of cereals, toast and condiments available each morning, as well as fruit juice, fruit and yoghurt.

**Lunch** - The lunch provided consists of a selection of sandwiches, fruit and a tray bake. For groups a packed lunch can be provided on the day of departure if prearranged.

**Drinks** - Tea, coffee, milk, water and squash are available throughout the duration of your stay at the self service brew area.

# Acorn House



Acorn House is a self-contained accommodation unit which sleeps up to 24 people across 10 en-suite bedrooms. It has its own central lounge, kitchen and dining area.

The modern features and gorgeous views overlooking the woodlands, make it a tranquil and relaxing place to stay.

Features and accessible aids include :

- Automatic doors & lights
- Wi-fi
- Ceiling mounted tracking hoists in most bedrooms, bathrooms and the lounge
- Large wet-rooms
- Hydraulic shower trolleys and chairs
- Profile beds (with/without bed sides)
- Laundry Facilities (for emergency use)
- Lockable Medication Fridge

We also have a growing number of accessible aids which can be used for the duration of your stay. We recommend reserving these items with our bookings team ahead of time as they will be allocated on a first come first served basis and are subject to availability.



# The Lodge



The Lodge sleeps up to 40 guests in 11 bedrooms on 3 separate corridors, Clouds, Lakes and Fells. There are 11 shower/bath rooms. Although currently just 3 of these are en-suite (Cumulus, Nimbus and Middleton), all bedrooms can be allocated their own shower room if required. Cumulus and Nimbus contain ceiling mounted tracking hoists which run between the bedroom and bathroom and one of these also contains a shower bed.

There is a communal dining area which features a balcony overlooking stunning views of the countryside and fells. There is also a self-service brew area and lounge with ample seating, a hoist, television and some games.

Features and accessible aids include :

- Automatic lighting
- Wi-fi
- A lift & ramps to access Lakes and Clouds corridors
- Ceiling mounted tracking hoists in Cumulus, Nimbus and Springs
- Shower bed & shower chairs
- Profile beds (with/without bed sides)
- 2 bathrooms with baths

We also have a growing number of accessible aids which can be used for the duration of your stay. We recommend reserving these items with our bookings team ahead of time as they will be allocated on a first come first served basis and are subject to availability.

# Safety, Accreditation, & Risk Management Summary

Bendrigg recognises the need for visitors to assure themselves that the quality and safety of our activity provision and our risk analysis and management systems are adequately robust. The purpose of this document is to help organisers by providing the information usually required.

## Adventures Activities License

The safety of outdoor activities is best assessed by the experience and expertise of the Adventure Activities Licensing Authority (AALA). Bendrigg is inspected on an annual basis and holds a licence issued by AALA for the safe conduct of activities it delivers, as required by law. License are granted by the Health and Safety Executive (HSE) acting at the Adventure Activities Licensing Authority. The inspection process covers the safety management of activities, which includes risk assessments, staff qualifications and the maintenance of equipment associated with the activities. Bendrigg undertakes to perform to the requirements and guidance of the Licensing Service and its inspectors and is also subject to spot inspections.

Bendrigg Licence number: L130002

Provider reference number: R0314

## Association of Heads of Outdoor Education Centres (AHOEC)

Bendrigg has achieved the AHOEC GOLD Standard, which is an approved scheme of the Adventure Activities Industry Advisory Committee (AAIAC). The GOLD standard is also linked to two other awards; the Learning outside the Classroom Quality Badge (LOtC) and Adventuremark and therefore Bendrigg is the holder of all three awards. Attainment of these awards means that, in addition to the mandatory AALA inspection, Bendrigg has also been inspected in the following areas of our provision and has achieved the standard of 'excellent' in all:

- Customer care
- Facilities
- General conditions
- Environmental sustainability
- Safety management, policy, organisation and planning
- Quality assurance, measuring and reviewing performance



## **Insurance**

Bendrigg holds Public Liability Insurance with an indemnity limit of £10 million for any one incident.

## **Acknowledgement of Risk**

Bendrigg takes all steps to ensure the Health & Safety of visitors whilst at Bendrigg. However, visitors should be aware that certain inherent risks remain, which are integral to the activity, and which cannot be eliminated completely. The risk of serious injury is extremely remote but some activities may result in minor injuries; e.g. grazes, sprains and bruises. This is not a 'disclaimer' but serves to inform group leaders about what participants may experience. All visitors to the centre are asked to acknowledge the residual risk inherent in adventurous activities prior to their visit.

## **Risk Assessments and Risk Benefit Analysis**

Bendrigg has a Health & Safety policy which includes generic risk/benefit analysis supported by site specific risk assessments. These are updated regularly and reviewed annually. They are held at the centre and are available for inspection at any time. In addition, daily risk assessments are carried out at morning meetings to take into account forecasted weather, staff changes, equipment availability, group abilities and the planned activity. Visiting staff are welcome to attend and contribute to these meetings. Dynamic risk assessments are carried out by activity staff during the activity to take into account local conditions and other continually changing factors. Where it has been deemed that the conditions are such that the risk of serious injury cannot be appropriately managed (i.e. due to poor weather or flooding etc.) then the activity will be modified or an alternative activity will be provided.

## **Transfer of responsibilities**

The visiting group leader has overall responsibility for their group at all times. The Bendrigg Centre Director has responsibility for the programme, equipment, and facilities, and for operating the Centre to legal requirements. Bendrigg staff will be responsible for the safety and management of participants on all activities provided by Bendrigg. It is essential that visiting staff provide information regarding individuals and offer appropriate support to enable Bendrigg staff to properly perform their duties. Visiting staff retain a duty of care at all times for participants under 18. If a participant is withdrawn from the "led" activity for any reason, then the responsibility for those withdrawn will revert to the visiting staff. If, at any time, visiting staff are unhappy about an activity it is essential that they make their concerns known to Bendrigg staff at the earliest opportunity. Visiting staff may insist that any activity does not continue on the grounds of physical or psychological harm, or that the activity is not commensurate with their planned outcomes.

## **Child protection and safeguarding of vulnerable adults**

Enhanced 'Disclosure & Barring Scheme' (DBS) checks are carried out on all Bendrigg staff including long-term and regular volunteers, trainees and student placements. All external doors can be locked at night to prevent entry by an intruder or to keep visitors within the security of the building and all visitors are directed to report to the office where they will sign in and be issued with a visitors badge.

## **Staff competence**

All staff leading activities will hold the relevant National Governing Body qualification or have been assessed as competent by an appropriately experienced and qualified person, as required by the Licensing Service. Copies of certificates are available on site for inspection.

## **Fire protection**

Bendrigg complies with current fire safety legislation, and we are inspected on a regular basis by Cumbria Fire Service to ensure Bendrigg's buildings meet the Council's Fire Safety standards.

## **Food safety**

Bendrigg has a 5-star rating (Very Good) under the [Food Hygiene Rating Scheme](#).

## **Transport**

Bendrigg has seven vehicles (of which six are wheelchair accessible) available for in-course transport. They comply with current legislation and Bendrigg operates these under a 'Section 19' minibus permit.

If you have any questions regarding our safety, accreditation or risk management processes, please get in touch on 01539 723766 or email [bookings@bendrigg.org.uk](mailto:bookings@bendrigg.org.uk).

We look forward to welcoming you to Bendrigg

Nick Liley  
Centre Director  
January 2025

The logo for Bendrigg, featuring the name 'Bendrigg' in a green, cursive script font, positioned above a thick, dark green horizontal line that spans the width of the page.

# Booking Process

## For Schools and Groups

### Contact Our Team

We are happy to answer any questions you might have and provide you with availability and a quote for your trip. Just let us know when you'd like to visit, how many nights you'd like to stay, the needs of your group and the number of participants and carers you'd like to bring.

### Booking Form & Deposit

If you'd like to go ahead with the booking we will then ask you to complete an online booking form and upon receipt of this we will send you a deposit invoice (20%). Both the booking form and deposit invoice must be received in order to secure your booking. At this stage a "best guess" idea of group numbers is adequate.

### 13 Weeks Before

We will contact you to confirm your final group numbers and send a balance invoice for your trip.

### 12 Weeks Before

We will send you some information and forms to complete which have been put together to help you, and us, prepare for your trip. This includes a **group summary sheet** and a link to your **online medical consent form** for you to share with your group.

### 8 Weeks Before

Our Activity Co-ordinator will be in touch with you to discuss your aims, objectives and activity preferences. They will then work with you to design your **activity programme** and ensure that this is suitable for your group. Around this time we will also be looking for payment of your balance invoice.

### 4 Weeks Before

We require your group summary sheet and all of your medical/consent forms submitting at least **4 weeks prior to arrival**. This gives the tutorial and catering team sufficient time to plan for your group. We will also need a room plan from you at least 2 weeks before your trip.

***It goes without saying that if you have any questions or queries any time before your stay you can contact our friendly team in the office Monday - Friday / 9am-5pm.***

# Booking Process

## For Adults and Families

### Contact Our Team

Contact our team with any questions you may have and to check availability on our open breaks. We'll need to know which break that you'd like to book onto, how many participants, parents and/or carers in your party and some information about your needs so that we can allocate a suitable room.

Dates for our upcoming adult and family breaks can be found on our website on the '*Residential Courses*' page under the '*What we do*' tab.

### Booking Portal

Once we ensure there is availability and a suitable room/rooms available we will send you a link to our Online Booking Portal where you can make your booking. You can choose whether you want to pay in full for the course or, if you're booking over 60 days before the course date, you'll also be given the option of paying a 20% deposit. We will invoice you for the remaining 80% of the course fee around 12 weeks before your arrival date. Once you have booked your place you will receive an automated booking confirmation. You won't need to do anything else until closer to the time of your course.

### 6 Weeks Before

We will get in touch with you and ask you to complete an online medical and consent form for you and anyone else on your booking. Please input your dietary requirements to help the catering team prepare for your stay. We will also send you more details including arrival/departure times and a document with our accessible aids that you can reserve ahead of arrival.

### 4 Weeks Before

Our Activity Co-ordinator will be in touch with you around 4 weeks before your course to send through a provisional activity programme. If you have a particular activity preference please let us know when you book and we will try to accommodate for this where possible.

***It goes without saying that if you have any questions or queries any time before your stay you can contact our friendly team in the office Monday - Friday / 9am-5pm.***

# Frequently asked questions

## How far in advance do we have to book?

It is entirely up to you. We would say the more notice the better, especially if you have a specific month/date in mind. We are always working at least 18 months ahead. Acorn House gets booked up very quickly for mid-week bookings.

## What are the minimum group sizes?

Our minimum charge is for a group of up to 12 people for the Lodge and 16 people for Acorn House. You can of course bring fewer people, however you will pay for 12 (or for 16 in Acorn House). If you are fewer than 25 people in the Lodge, there is a chance that you will share the building. You will be on separate corridors, however the dining room and the lounge will be shared areas. For sole use of the Lodge, you will need to pay for 25 - 28 people. The Lodge sleeps 40 people over 11 bedrooms. Acorn House sleeps 24 over 10 rooms. For sole occupancy of the whole site, you will need to pay for 41-48 people (the two buildings sleep 64 people). We do not offer free staff places as our prices are already subsidised. We include all staff/carers in our figures, however we do offer a different rate for any waking night staff.

## What are the breakage costs?

Breakages or damages will be handled on a case-by-case basis. Wherever possible there will be no charge but on occasion we may have to charge for an item to be replaced and we will try to do that in the most economical way possible.

## What are the arrival and departure times?

For a mid-week booking it is 12 noon arrival and 10am departure. Our weekend courses start from 4pm on the Friday with departure at 2pm on the Sunday or 10am on the Monday (for 3 night weekend bookings). There may occasionally be alterations to this, however we will let you know if this is the case.

## Can we move the profile beds around?

We try very hard not to move profile beds around. They are expensive and cumbersome.

## How much will it cost?

It depends on when you come i.e. low, mid or high season. Low season is November-February and comes with a 28% discount. Mid season is March, April, September and October and has a 12% discount. High season is May-August and is full price. We work in increments of 4 people from a minimum charge of 12 people (16 for Acorn House) up to 61-64 people i.e. up to 12, 13-16, 17-20, 21-24 etc.). Multiples of 12 are most cost effective as they align with our staff to client ratios.

# FAQs continued

## **How does your sponsorship fund work?**

We welcome sponsorship applications forms from anyone who is struggling to cover the cost of a residential who has booked in low or mid-season (not May, June, July or August). We also have a funding pack available which will sign post you to other charities and trust funds that may be able to help. Please get in touch with the bookings team for the sponsorship application form and funding pack.

## **Do you have insurance?**

Yes, Bendrigg holds Public Liability Insurance with a limit of £10 million indemnity for any one incident.

## **Can we have copies of your risk assessments?**

Risk assessments have been carried out on all of our activities. These are very much dynamic documents which are regularly being updated and for this reason, we would never send them out. Please see the Risk Management Summary pages earlier in this pack. Here you will find our AALA Licence Number and information about our AHOEC GOLD standard, the latter is awarded for excellent standards of safety and quality. You can also find us on your local EVOLVE system.

## **Will our group do activities with other schools/groups?**

No. Your activity programme will be individual to your group and we would never mix groups together on activities.

## **Do you provide bedding?**

Yes we provide all bedding. You will be given a set of bedding for you to make your own bed upon arrival. Spares are available throughout your stay. We don't provide towels so please make sure you bring one with you.

## **What do we need to bring with us?**

A towel, toiletries, sleep wear, underwear, comfortable loose fitting clothes for activities, a warm coat, hat, gloves and a pair of trainers. If you are coming in the warmer months, please also bring a sunhat and suncream. We provide all of the kit that you will be using on activities including wellies, waterproofs, helmets and harnesses.

## **What if I need to cancel?**

We strongly advise that you purchase appropriate travel insurance to include cancellation, personal accident and loss or damage to personal belongings. Bendrigg cannot offer refunds or change of dates and you will be subject to our cancellation charges as indicated in our 'Terms and Conditions of Booking' document.



# Terms and Conditions of Booking

## 1. Booking and Payments

- a. A booking will be considered firm upon receipt of this completed form.
- b. Upon receipt of this booking form a deposit invoice will be issued for 20% of the total course fee (including VAT). This will be due for payment within 30 days.
- c. Non-receipt of your deposit will be regarded as cause for Bendrigg to cancel your booking.
- d. You will be contacted for your final confirmed numbers 13 weeks before your visit when a balance invoice will be issued. For any subsequent changes in confirmed numbers please see the cancellation table below.
- e. The balance is due no later than 8 weeks prior to your course start date.
- f. Bendrigg reserves the right to charge interest on late payments at the rate of 4% above the base rate of HSBC Bank plc for the period when payment was due to the date payment is received.

## 2. Cancellation

In the event of cancellation by you of either the full course or individual participants, you will be subject to the following charges depending on the notice given:

Notice given (prior to course start date) Payment required for course cancellation

More than 12 weeks (84 days+) Deposit only

8 -12 weeks (56 – 83 days) 50% of total course fee

4 – 8 weeks (28 – 55 days) 80% of total course fee

Less than 4 weeks (0 - 27 days) 100% of total course fee

## 3. Travel Insurance

We strongly advise that you purchase appropriate travel insurance to include cancellation, personal accident and loss or damage to personal belongings. Bendrigg cannot offer refunds or change of dates and you will be subject to our cancellation charges indicated above.

## 4. Other

- a. Medical and consent forms must be completed and signed by all staff and participants and sent in advance to Bendrigg. For group members under the age of 18, these must be signed by a parent or guardian.
- b. All medical conditions, ailments and allergies of group members and leaders must be declared on the medical and consent forms. Group leaders are responsible for managing such medical conditions.
- c. Group leaders must accept the responsibilities listed on the Group Leader Checklist document.
- d. Groups must include staff of the appropriate numbers and competence commensurate with the circumstances of the group, to fulfil these responsibilities.
- e. Whilst Bendrigg will take all reasonable steps to ensure safety, the Trust accepts no liability in respect to loss or damage to property or injury to persons.
- f. No pets are permitted other than guide and assistance dogs.
- g. Bendrigg reserves the right to terminate any booking by visitors failing to meet these terms and conditions.
- h. Force Majeure: Bendrigg shall not be liable for any failure or delay in performing its obligations under this contract to the extent that such failure or delay is caused by a Force Majeure Event. A Force Majeure Event means any event beyond a party's reasonable control, which by its nature could not have been foreseen or, if it could have been foreseen, was unavoidable, including but not limited to strikes, lock-outs or other industrial disputes (whether involving its own workforce or a third party's), failure of energy sources or transport network, acts of God, war, terrorism, riot, civil commotion, interference by civil or military authorities, national or international calamity, armed conflict, malicious damage, breakdown of plant or machinery, nuclear, chemical or biological contamination, sonic boom, explosions, collapse of building structures, fires, floods, storms, earthquakes, loss at sea, epidemics or similar events, natural disasters or extreme adverse weather conditions, or default of suppliers or subcontractors
- i. The Terms and Conditions of this agreement are subject to future change by Bendrigg upon written notice setting forth such changes.

