

PARTY LEADER INFORMATION

CROFT FARM





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The information in this pack has been put together by our experienced customer service team and is designed to help you answer many of the questions you and your group may have. If, after reading this pack you have further queries, please do not hesitate to contact your dedicated Tour Coordinator who will be happy to assist you –

Tel: 01273 647200 (opt 2). Please note that Tour Coordinators are not based at Croft Farm.

Address

Croft Farm Water and Leisure Park
Bredons Hardwick
Tewkesbury
Gloucestershire
GL20 7EE



Directions to Croft Farm:

On entering Tewkesbury, look out for the B4080 - this is located on the NE side of the town when leaving Tewkesbury in the Worcester direction.

Croft Farm is in the hamlet of Bredon's Hardwick (unmarked on most maps), and if you travel along the B4080 towards Bredon for 1.5 miles you will see the park signs on the left-hand side (almost opposite the Cross Keys Inn).

If you are arriving via the motorway, leave the M5 at junction 9. Head towards Tewkesbury and turn right at the first set of traffic lights into Shannon Way. At the next set of traffic lights turn right and go over the motorway bridge. Take the first turning left through a housing estate and go over the motorway bridge for a second time. At the T-junction, turn right onto the B4080 and then the first left into Croft Farm.

We look forward to welcoming you to Croft Farm

LET THE ADVENTURE BEGIN!

The company has endeavoured to provide accurate information in this publication as of January 2024. However, there may be circumstances outside of the company's control where certain facilities are unavailable or out of operation.



IMPORTANT INFORMATION

Accommodation

JCA guests are accommodated in chalets and cabins in a specific area within the water park. The accommodation and bathroom facilities are for **JCA's exclusive use** during term time Monday-Friday.

The site also caters for the general public in another area of the water park, which is used for camping and caravanning. Public areas can be seen but are separated from JCA by fencing.

Student Rooms

Mainly 4 beds per cabin (2 sets of bunk beds).

Adult Rooms

Mainly 2 beds with a desk.

Bedding

Students are required to bring their own sleeping bags and pillows. Bedding is provided for adults. Mattress protectors available on request.

Bathroom Facilities

There are separate toilets and showers for girls and boys adjacent to accommodation. Please note that this area is for use by JCA only during term time. These facilities are cleaned twice daily and are continually monitored by JCA staff.

Locks and Security

The cabins all have keys - Party Leaders will be provided with a master or set of spare keys. JCA employ a Night Porter to patrol the accommodation area throughout the night, and the staff accommodation is situated close to the JCA exclusive area in case of emergency.

Centre Facilities

Washing/Drying

There is a launderette and drying room on site. Tokens for the tumble dryer can be obtained from reception.

Refreshments

Tea and coffee are available at mealtimes free of charge, and payable at other times from the restaurant.

Bar

There is a licensed bar on site.

Shop

There is a small tuck shop on-site, available on request.

Pocket money

It is at the Party Leader's or parents' discretion as to the amount of money children can take. Refreshments and snacks are for sale in the restaurant area throughout the day.

Internet access:

The site has wireless internet which can be accessed in the mansion house and in some accommodation blocks.

Play and recreational areas:

There is ample outdoor space and a sports field for the students, along with a small playground and marquee. Also, a leaders' retreat for the adults.

Phones:

There is no payphone on-site. Mobile phone reception is limited for most networks and is not available inside the building.



ABOUT YOUR STAY

Prior to Arrival

Please ask your students' parents to **clearly mark all their belongings and luggage** with a label showing the student's name and school/group name. Your students will also need to be able to carry their own luggage from the coach to their accommodation.

Please refer to our accompanying Sample Kit List (below) for suggested items to bring on the trip.

Items we suggest not to bring:

- Mobile phones/laptops/tablets
- iPods or other mp3 players
- Jewellery
- Items of value or sentimental value
- Sharp or dangerous objects
- Alcohol or drugs that are not for medicinal purposes (this includes cigarettes and tobacco)

Arrival

To ensure that our centre staff are ready to welcome you we ask that all groups arrive from 12pm. **Please phone the Centre Manager on 07814 793430 on the morning of your arrival day to confirm your arrival time.** If you are delayed for any reason, please call the centre and speak to the Croft Farm Activity Manager.

Accommodation will be **available from 4pm** on the day of arrival. Students will need to be able to carry their own luggage from the coach to their accommodation.

Please ask the **students to remain on the coach** until you have spoken with a JCA staff member.

Upon arrival, please **confirm your group numbers** for accounting purposes.

The **first meal on your arrival day is the evening meal** – lunch on the first day is not provided. If you would like to eat your own packed lunches when you arrive at the centre, please let a member of our team know upon your arrival.

The **first activity will start at approximately 1.30pm** on your arrival day.

Welcome Meeting

Our JCA team will welcome your students and provide the following:

- Site rules and safety procedures information
- Tour of the centre
- Meet and greet with instructors and ice-breaking games



Departure

Students are to have cleared and tidied their rooms **by 9.30am** on your departure day. Students will be expected to:

- make sure all rubbish is in the bin
- do a final check of their kit list to ensure they have everything they brought with them
- strip linen off beds.

If rooms have not been adequately tidied by the students, we request that leaders help to ensure this is done.

It is important that everyone is **ready for breakfast at the arranged time** so the final day can run to schedule.

Small rucksacks with the items needed for the final day's activities and journey home should be kept separate.

After breakfast, there will be a final activity as specified on your activity timetable. All groups will meet for a short **certificate presentation** with their instructor and have a chance to say their goodbyes.

Packed lunches will be provided before departure from the centre. You are more than welcome to eat your packed lunches after the certificate presentation at the centre, or take them with you on the coach.

We ask that you book the **coach for departure** to be on site for no later than **1.00pm** as we request all guests depart around **1.00-1.30pm**.

Party Leaders must check that **all their students are counted onto the coach** and that everyone has **taken all their possessions with them**.

Lost Property

We will do our best to return items that are left behind; however, there will be a charge for postage. JCA does not accept any responsibility for luggage that has been inadvertently picked up by another group. If a guest has lost anything we advise they contact the centre with a full description of the items.

Safety Equipment

JCA will provide you and your group with all safety equipment needed.

On some of our activities, participants are required to wear personal protective equipment (PPE) such as helmets, harnesses and buoyancy aids (life jackets) etc. We have a varied number of sizes to cater for all participants. As it is a requirement to wear PPE to ensure the safety of participants whilst taking part in the activity, everyone **must** wear it. In some rare cases, we may have to stop participants taking part if the PPE doesn't fit correctly or the participant refuses to wear it. For a lot of off ground activities, helmets must be worn during the activity and when in close proximity to the apparatus. To ensure that we do not discriminate, we request for all groups to wear helmets in this area including accompanying adults.



SAFETY & SECURITY

Site Tour	This is held on your first day. You will be notified of a time and meeting point on your arrival.
Fire Safety	All of our centres comply with UK standards and are audited to ensure all procedures are up to date.
Fire Drill	There will be a fire drill on the first evening of your stay - the details of this will be confirmed at your Welcome Meeting.
Site Security	The JCA accommodation is fenced off and entry is gained via a 5 bar gate. A Night Porter will patrol the JCA area during the night and JCA staff are on hand in case of an emergency at any time.
Access to Public	The JCA activities and accommodation are in their own fenced area, and patrolled by a member of staff throughout the evening. There are general public areas, but the public guests are unauthorised to enter the JCA area.
JCA Staff on Duty	There will be a member of JCA staff on call 24 hrs a day.
Out of Bounds Areas	The manager's and staff accommodation is out of bounds to groups. Other areas will be highlighted to your group during your arrival tour.

LOCAL SERVICES

Doctor	Bredon Hill Surgery - 01684 773444
Dentist	Tewkesbury Dental Practice – 01684 276937
Accident & Emergency	Gloucestershire Royal Hospital – 03004 222222
Taxi	Avonside Taxis - 01684 293916



A TYPICAL JCA DAY

Below is a sample of how an average JCA day runs. Please note that timings may vary slightly depending on the activity programme and the number of people onsite at the time of your stay.

8.00am* Breakfast

9.00-10.30am 1st activity

10.30-10.45am Break

10.45am-12.15pm 2nd activity

12.15pm* Lunch

2.00-3.30pm 3rd activity

3.30-3.45pm Break

3.45-5.15pm 4th activity

5.15-5.30pm Free time

5.30pm* Evening meal

6.30pm Free time - time to recharge before the evening's fun, or visit the shop*!

7.15-8.45pm Evening activity

8.45pm Return to rooms and get ready for bed

Party Leaders are responsible for checking that all students are in their own rooms.



***Example times** – you will be given allocated time slots upon arrival at the centre



SAMPLE KIT LIST

Items	Number of Items	Packed at Home	Packed at Centre
Clothes			
Night wear			
Underwear			
Pairs of socks (including plenty of spares)			
Trousers (for safety and comfort - do not wear jeans during activities)			
Shorts			
T-Shirts			
Long sleeved top for archery			
Jumper / sweatshirt / fleece			
Waterproof jacket/anorak			
Waterproof trousers / trousers that can get muddy			
Disco clothes			
Swimwear			
Gloves / hat / cap			
Trainers or other substantial footwear, plus spare that can get wet/muddy			
Toiletries			
Toothbrush			
Toothpaste			
Sponge / facecloth			
Soap / shower gel			
Hair products i.e. shampoo/conditioner			
Hair ties (for long hair)			
Sun cream			
Other			
Sunglasses			
Water bottle			
Camera			
Small Torch			
Towels – for shower and spare to get muddy			
Sleeping bag/duvet and pillow			



SAMPLE MENU & DIETARY INFORMATION

Below is a sample menu. For more details, please do not hesitate to contact us.

Breakfast

Cornflakes and Rice Crispies

Toast, butter and jam

A cooked breakfast

Including scrambled eggs, hash browns, baked beans, sausages, bacon

Fruit juice, tea & coffee

Packed Lunch

Tortilla wraps

filled with grated cheese/ham/tuna mayo/egg mayo

Adults add salad if required

Packet of crisps

Chocolate bar

A piece of fresh fruit

Squash/Water

Dinner

A choice of two different mains or

A vegetarian main or

Jacket potato with cheese & beans

Ice cream tub

Squash/Water

If any members of your group have any **allergies or specific dietary needs**, it is vital that we receive written details of these on the accompanying Party Leader Pack **at least 8 weeks prior to travel**. If we do not receive this information in the allocated timeframe, we may not be able to cater for any specific needs.

We will do our very best to cater to your group's needs. However, if we are unable to meet your requirements, we will inform you as soon as possible. Occasionally, we may ask parents/guardians to provide items that may be hard to source.



GUEST CODE OF CONDUCT

At JCA we wish to ensure that all guests have a positive experience whilst at our centres and as part of our booking procedures, Party Leaders are responsible for the discipline and supervision of their party. The following points form part of our conduct agreement for visiting guests, and it is the Party Leader's responsibility to ensure that all members of the party comply.

It is the responsibility of the Party Leader and senior staff with the group to ensure that all accompanying adults have had sufficient safeguarding checks carried out prior to arriving onsite.

General behaviour

- Please behave with consideration towards other groups, the activity equipment, and the centre facilities.
- Guests will be taken on a site tour and made fully aware of any restricted or out of bounds areas. We kindly request that these areas are kept away from for your group's safety - this includes playing on activity bases without the supervision of a JCA instructor.
- Help to keep the JCA centre tidy - please dispose of any rubbish in the litter bins located around the centre.
- Party leaders should not allow any possession or consumption of alcohol on centre by any guests under the age of 18.
- We kindly request that all guests reduce their noise from 9pm.
- Smoking and vaping is only permitted in the allocated areas.
- Anti-social behaviour displayed by any guest will not be tolerated.
- The Party Leader is the main contact for your group and as such is responsible for all party members.
- We request to be notified if any of your group leave the centre for any reason.

Accommodation behaviour

- Guests should only enter the rooms or accommodation block allocated to them.
- We request that all accommodation rooms are kept as tidy as possible, and any litter or rubbish is disposed of in the bins provided.



ROLES & RESPONSIBILITIES

To ensure that students and adults alike have the best possible experience and the most fun at JCA, the Party Leader should ensure that all accompanying staff are aware of their roles and responsibilities prior to your group's journey.

Party Leader/Assistants Roles and Responsibilities:

- While our instructors are responsible for the safe delivery of the activity sessions, the party leader and accompanying staff are 'in loco parentis' and are therefore responsible for the students' welfare and behaviour.
- Party leaders and accompanying staff are asked to accompany each group during an activity session to deal with any behavioural issues that may arise. This ensures the JCA instructor can stay focused on the rest of the group.
- For activities such as climbing, abseiling or archery, Party leaders and accompanying staff are required to supervise the non-active participants, allowing the instructor to focus on one-to-one coaching.
- During activities leaders/assistants are to ensure the students have the correct clothing and footwear and that they bring relevant medication to each activity.
- Party leaders and accompanying staff have full responsibility for their groups during non-activity times such as mealtimes, free-time and at bedtime.
- During free time, the students must stay away from activity areas or out of bedrooms unless told otherwise by a leader.
- To ensure that issues are efficiently resolved we request that matters of a serious nature be communicated by Party Leaders to the JCA Centre Manager.

JCA Instructors Roles and Responsibilities:

- JCA instructors follow the JCA Activity Standards and Procedures to ensure that each activity is run safely.
- To ensure that all members of the group can participate in activities safely.
- JCA instructors will work with leaders to re-enforce positive behaviour but are not able to directly discipline the children.
- If the JCA instructor deems that safety could be compromised, they reserve the right to exclude individual guests or to end the session early.
- While JCA instructors are responsible for the safe delivery of the activity sessions, the leaders/assistants are ultimately responsible for the children's welfare.

For more information, feel free to browse our FAQ page on: <https://www.jca-adventure.co.uk/about-us/faqs>

