

## **FAQ**

### **Which activities will I participate in?**

We provide an extensive range of outdoor activities on land, water and underground. The exact combination of activities always varies as we tailor each course for individual groups and the course will reflect the group's aims and aspirations. Each morning we will make a decision on how the group are developing, their preferred options and the weather in order to choose the best venue for the day.

### **How many activities will I take part in?**

Lots! For a full day out, you will meet the activity instructors at 9.00 and head out into the mountains and valleys of the Brecon Beacons, returning to centre around 16.30 to 17.00. Through exploring the different venues you will take part in many different activities. In the evening we will provide additional fun activities.

### **How many people in a group?**

The ratio of instructor to participants is 1:10 for most activities. As much as possible we keep the same instructor with each group throughout their stay. This allows for continuity, allowing the instructor to get to know each individual in their group.

### **Will I need bedding?**

Pendarren House provides duvets and pillows, but you will need to bring a single sheet, duvet cover and pillow case. These can be provided for a small laundering cost.

### **Is food provided?**

Yes, we provide a cooked breakfast plus cereal, toast, fruit, packed lunch and a two course evening meal. The main evening meal, for example, could be roast pork or chicken, spaghetti bolognese, pizza and wedges or pasta bake. All dietary requirements can be catered for and we have separate vegetarian and halal menus plus meal options for various dietary intolerances.

### **Do I need to bring any money?**

At the centre we have a tuck shop where you can purchase food, drinks and souvenirs. The tuck shop will be open in the evening. Individuals will be responsible for their own money and Pendarren House will not be accountable for any loss.

### **Can I bring mobile phones, computers, tablets etc?**

Yes but it will be the responsibility of individuals to look after their own personal equipment. Pendarren House is not responsible for loss or damage to any personal equipment.

### **What kit will I need to bring?**

Please see the kit list page for a recommended list. Pendarren House will provide all technical equipment and safety kit. We also have an extensive store of waterproofs, wetsuits, boots and fleeces to keep students warm and dry.

## Kit List

- 1 Bed linen: single duvet cover, single sheet and one pillow case (duvet and pillow are provided; if necessary Pendarren can provide bed linen but there will be a small charge for laundering).
- 2 Water bottle
- 3 Warm tops, sweatshirts or jumpers x 3 (fleece is ideal)
- 4 Shirts or T-shirts x 4 (some with long sleeves)
- 5 Trousers x 3 for activities (jogging bottoms or leggings, not jeans)
- 6 Jeans x 1 pair (for evenings)
- 7 Underwear (enough for the week)
- 8 Trainers x 1 pair (old ones, for activities)
- 9 Trainers x 1 pair (for inside wear)
- 10 Large towel x 1 (for activities)
- 11 Swimming costume
- 12 Nightwear / pyjamas
- 13 Dressing gown and slippers (optional)
- 14 Wash kit – towel, soap, toothbrush and toothpaste
- 15 Thick socks x 3 pairs, plus thinner socks
- 16 Wellington boots (if already owned). Can be borrowed from the Centre for no charge.
- 17 Walking boots (if already owned). Can be borrowed from the Centre for no charge.
- 18 Sunscreen and peaked sunhats

At least one set of casual clothes is required for evenings in the Centre. Old clothes are most suitable for Pendarren activities.

Note that Pendarren is equipped to provide waterproof jackets, trousers, walking boots, wellington boots, wetsuits and other specialist protective clothing as well as rucksacks.

### **Things not to bring:**

Anything you cannot afford to lose e.g. electronic items, phones, cameras. If you want to bring any of this type of items, they are not covered by insurance if lost, stolen or broken.

Mobile phones must not be carried by participants during activity sessions.

**Photographs** – a waterproof Pendarren camera will be used by the group and at the end of the week a DVD of all your photos will be available to buy (£2.50). Due to the activity environment the cameras are used in, we request that participants do not bring their own. The Pendarren cameras are purchased by the Friends of Pendarren and any proceeds from the sale of DVD's goes to the Friends to purchase more resources.

## **Code of Conduct**

The Duke of Edinburgh's Award Scheme sets out a code of conduct for participants.

All young people involved with the DofE should:

- Treat everyone with respect regardless of gender, ethnicity, disability, sexuality or religious beliefs.
- Act as a good role model of appropriate behaviour.
- Attend activities on time with the correct clothing and equipment.
- Obey all reasonable instructions or requests from leaders or other adults in authority.
- Not get involved with any abusive peer activities (e.g. initiation ceremonies, ridiculing, bullying, cyberbullying; sexting, harassment etc.).
- Not have any inappropriate physical, verbal, electronic or online contact with others.
- Look after the environment.
- Tell a trusted adult if you feel uncomfortable with any situation or individuals

In addition, the Pendarren Code of Conduct states that you:

- Should not carry or use any drugs other than prescription medications.
- Should not consume alcohol
- Should not enter other participants' private space (e.g. bedrooms, tents) or have any sexual contact with other people on the course.
- Should look after the kit that you are provided with and return it in the condition in which it was given to you.
- Mobile phones are not to be carried or used on activities.

## **Bullying and harassment**

If you feel you are being bullied (for example in person, on eDofE, by email, text or online) do talk to someone you trust.

- Never bully anyone, or send any bullying or threatening messages.
- Anything you do, write or send could be reported to an adult.
- Serious bullying should be reported to the police - for example threats of a physical or sexual nature.
- If you can, make a note of the time and date of any incidents of bullying.
- Keep and save any bullying messages, emails, text messages or images received. Note any details about the sender.
- Don't reply to bullying or threatening messages or emails - this could make matters worse. It also lets the bullying people know that they have found a 'live' phone number or email address. They may get bored quite quickly if you ignore them.
- Don't give out your personal details online - if you're in a chatroom, watch what you say about where you live, the school you go to, your email address etc. All these things can help someone who wants to harm you build up a picture about you.
- Don't forward abusive texts or emails or images to anyone. You could be breaking the law just by forwarding them. If they are about you, keep them as evidence. If they are about someone else, delete them and don't reply to the sender.
- Don't ever give out passwords to your mobile, email or eDofE account.
- Remember that sending abusive or threatening messages is against the law.

Bullying and harassment can be very distressing, and lead to humiliation and embarrassment for both the victim and perpetrator. It can have serious long term consequences including depression, eating disorders, self-harm and even suicide. Think very carefully about the possible consequences of your actions.

## **Exclusion from the course**

We reserve the right to exclude a participant from the course if we feel their behaviour is likely to compromise the safety or wellbeing of others, and the problem cannot be rectified. Examples of reasons that we may have to exclude a participant are: abusive or threatening behaviour, failure to participate fully in the course, failure to comply with safety instructions. In the case of exclusion from the course, we are unable to refund course fees and cannot cover further travel or supervision expenses.

## **Terms and Conditions**

For any course to operate successfully at Pendarren House OEC a degree of planning and financial commitment is required by the Centre. This is reflected in the cancellation policy applied below. Charges cover services as outlined in the course details information

### **Booking on Courses**

- Places can only be reserved by submitting a completed booking form along with a cheque for the full amount, or deposit if paying more than 6 weeks in advance.
- The full course fee must be paid 6 weeks before the start of the course or at the time of booking if less than 6 weeks.
- All bookings will be acknowledged by post or email and a receipt issued.

### **Cancellation by the Customer**

- All cancellations must be in writing or by e-mail to [office@pendarren.org](mailto:office@pendarren.org) and acknowledged by Pendarren House.
- Financial costs of cancellation are as follows:
- Deposits are non-refundable.
- 100% of the full course fee where cancellation takes place within 6 weeks or during a course.

### **Cancellation by Pendarren House**

- Whilst every attempt is made to ensure that courses / activities actually run, Pendarren House will notify customers of cancellation as soon as practicable where it believes, on reasonable grounds, that cancellation is necessary due to dangerous and / or unsuitable conditions.
- Pendarren House will notify customers of cancellation not less than 5 days prior to the commencement of the course where numbers, as a result of either customers cancellation or booked numbers, have failed to reach a workable minimum.
- In the event of cancellation customers will be offered the choice of a full refund of the fee paid or another booking on a different date.

### **Payment Methods**

Currently Pendarren House can only accept payment by cheque or BACS. Cheques should be made payable to "LBH – Pendarren House OEC". Please contact us for BACS details.

### **Deposit**

A booking deposit of £80.00 should be made if booking more than 6 weeks in advance. Balance of payment The balance is due at least 6 weeks before commencement of the course. No invoices will be issued unless requested. In the event that the balance is not received by the due date, Pendarren House reserves the right to cancel your booking.

### **Insurance statement**

Pendarren House and Haringey Council will be responsible for only their own liability, including neglect attributable to its employees in the course of their duty. Personal accident and cancellation insurance are not provided. It is recommended that participants or their organisation arrange such insurance.

## **SAFETY AND INSURANCE**

### **AALA**

The Adventure Activities Licensing Authority is the body responsible for regulation of adventurous outdoor activities in the UK. It is part of the government and of HSE and regularly inspects centres to ensure that safety standards remain high. Pendarren House is licensed by AALA to provide adventurous outdoor activities. You can check the details of our license L10583 by visiting [www.aals.org.uk](http://www.aals.org.uk)

### **Qualifications**

All of our instructors hold at least National governing body awards for the activities we deliver and work with groups in the outdoors as professionals. They are also experienced drivers and hold DVLA minibuss licenses.

### **First Aid**

All of our instructors hold a current, activity specific first aid qualification. All participants will be trained in basic first aid and on what to do in an emergency before they move onto the more independent (remotely supervised) section of the training.

### **DBS checks**

All of our instructors are DBS (formerly CRB) checked as part of our child protection policy.

### **Insurance**

We are fully insured to carry out all activities offered at Pendarren House. Further details of our insurance policy are available on request.

The Duke of Edinburgh's Award Scheme provides a limited personal accident policy to all participants. Details can be found on the DofE website:  
<http://www.dofe.org/en/content/cms/leaders/insurance/>

Our insurance does not cover cancellations due to illness, or personal kit on expedition. We would recommend a travel insurance policy to cover this.