

Family Activities

Information for Visitors



Important Information for Visitors - Read in full prior to your arrival

Arrival / Departure: For **instructor-led activity sessions**, please **arrive 15 minutes before** your activity session is due to start and report to the signposted check-in point. For **self-led activity sessions**, it is **5 minutes**. Unfortunately, if you arrive late, we cannot guarantee that we will be able to run the full activity session for you.

On arrival you will be greeted by a member of our team who will log your group's arrival as part of our Track and Trace records, and direct you to your Instructor for your booked activity.

After your activity (or activities) are finished we ask that you **vacate the premises promptly**. Alternatively, if you wish to stay a little longer, you can book online for a self-led orienteering / scavenger hunt session and explore the grounds together as a family, at your own pace.

What to wear / bring: You'll need to ensure everyone in your party is wearing suitable outdoor clothing. Everyone **must wear close-toed trainers or boots** and long hair needs to be tied back, for safety reasons. Unfortunately, we are unable to deliver activities to anyone wearing unsuitable footwear. Please also bring a face mask with you.

Specialist Safety Equipment: We will provide all safety equipment such as a helmet and harness. There is no need to bring your own equipment.

On site: There is **no indoor space available**, and activities will be delivered come rain or shine, so make sure you are prepared for the weather.

We ask that you please dispose of any personal rubbish in the bins provided and remind you that smoking and / or vaping is not permitted anywhere on site apart from the designated smoking area.

Hindleap Warren is **not open to the public and therefore anyone onsite without a pre-booked activity will be asked to vacate the premises immediately**. Please do not visit us if you do not have a pre-booked activity session(s). Some areas of the site are off-limits (e.g. dedicated activity areas), you will be briefed on this on arrival and these areas will be clearly marked with signage.

Where to find us: The main entrance to the Centre is situated on Hindleap Lane, just off the A22. The Centre's postcode is **RH18 5JH**, however on occasions, SatNav will instead direct you to Hindleap Farm which is one turning further west than the Centre. **There is a large sign at the top of the driveway to Hindleap Warren**. This is clearly visible from the road and will let you know that you have found the right turning!

Parking: We have plenty of free parking available on site. The main car park will be clearly signposted to the right as you come down the main driveway. Please note, any valuables left in your vehicle are at your own risk.

Dogs: The land around Hindleap Warren is a site of special scientific interest with a fragile flora and fauna. Therefore, we ask that you do not bring dogs onto the site. The exception to this is assistance dogs. You are welcome to leave your dog in your vehicle as long as you take appropriate steps to ensure the welfare of the dog in the vehicle.

Refreshments: There are no refreshments available, but drinking water is available to fill up your personal bottles.

COVID-19: If we are unable to run your activity session due to COVID-19 related reasons, you will be entitled to a full refund. If you choose to cancel your activity session for reasons unrelated to COVID-19, our terms and conditions will exist in the normal way.

As we are guided by government and industry advice, currently we are restricted to offering family / household bubble activity sessions only. **Family activity sessions are suitable for families / household bubbles of up to a maximum of 8 people. It is the responsibility of the person making this booking to ensure that your group meets the Covid-19 guidelines and restrictions on household bubbles.**

Some of our activities will require safety checks to be carried out by our instructing team e.g. on roped activities. Where this is the case and our instructors are required to come within 2 metres of participants, they will be wearing the appropriate PPE. Similarly, if first aid is required to be performed for any reason, the appropriate measures will be adhered to.

All participants aged 12 or over must have a suitable face covering available to use if required (e.g. on High Ropes). We recommend you bring hand sanitiser, although bathroom facilities will be available too.

Any questions? – If you have any questions, or would like to discuss your family activity session in more detail, please call us on 01342 0822625 or email hellohindleap@londonyouth.org