

Group Residential Information

We are delighted to welcome you to Avon Tyrrell.

As you will understand, new cleaning and safety protocols have been put in place to support the safety of our guests and our staff.

We now have enhanced cleaning process in place for our facility blocks and accommodation areas, have reduced capacity where needed and additional safety and PPE for staff so we can continue to safely deliver some activity provision.

Covid Care

While it is reassuring to know that the science is saying contracting Coronavirus outdoors is a lower risk - the advice is still to maintain social distancing, wash your hands frequently and use masks when in enclosed areas where social distancing is difficult.



Arrival Process

- When arriving on site, the group leader should come to Reception to check in, bringing finalised site lists, medical forms, catering forms and photo consent forms as required.
- Our Customer Experience Team will brief the leader and run through any rules and guidelines as well as guest expectations and emergency procedures to help us manage the site and all our guests.
- You will be provided with site maps, menus and meal times, activity programmes and any keys/key codes to accommodation.
- Once you have been provided with all the information for your group, our team will show you to your accommodation to settle in.
- A member of the Customer Experience Team will join you to give a welcome talk to the group and arrange for a fire drill to take place at a suitable time.
- If you have any questions during your stay, please do either give us a call or drop into Reception. Our Customer Experience team will check on your group each morning, so please do let us know if there are any issues.

Departure processes

On the day of your departure, we would ask that rooms or lodges are vacated by 10:00

Our accommodation now undergoes a 2-step deep cleaning and disinfecting process between use, so to protect our staff, we kindly ask that before you depart, you:

- Strip all bed linen and place all bedding and towels in one of the red bags provided to avoid contamination risk.
- Leave windows open in the lodges or the house to help ventilate them before our staff clean them.

- We are required to re-wash all crockery and cutlery in the lodges between changeovers, which is time consuming, so it would be helpful if you do your washing up to remove all dirt and we can then quickly rewash everything.
- Please ensure all rubbish is bagged up or put in the bins provided.

Once this is done, please drop the keys back at Reception and let us know how your stay was and if there could be any improvements. We always welcome guest feedback.

If You Get Ill During Your Stay

If you or a member of your group develops symptoms of Coronavirus during your stay, it is important that you let us know as soon as possible.

Government advice, if you suspect you have developed symptoms is for you and your party to go home immediately and self-isolate, seeking medical advice if needed.

There is a different set of procedures that applies in the event of suspected actual case of disease at Avon Tyrrell that we would need to follow.

We hope that you have a great stay with us at Avon Tyrrell and although it may be slightly different to how we would normally operate, it will be great to get away.

Group rules and expectations

We have a duty of care to all our staff and visitors; please read and adhere to our rules and guidelines while visiting Avon Tyrrell. As a result of COVID-19 new processes have been implemented following government and industry advice and we ask that you work with us to ensure all visitors can safely enjoy the site.

General

- If you, or any of your group are not feeling well, please do not visit. You should only come when everyone is well and as an additional precaution where you are able to, we ask that you take your temperature before travelling and if the temperature of anyone in your party is too high, please do not travel.
- We would ask group leaders to wear a mask in communal indoor spaces.
- Sanitiser will be available across the site for your use, but we strongly advocate that you bring your own personal supply for times/locations when a sink is not readily available.
- When on site, please avoid sharing facilities or equipment with other groups.
- Wash your hands frequently with soap and water for at least 20 seconds throughout your visit (or apply hand sanitiser as an alternative) and always wash your hands after coughing, sneezing, before eating, after toilet use and when they are visibly dirty.
- Ensure you always follow social distancing guidelines including in and around camp areas (minimum 1m+ but ideally 2m) and follow guidelines from staff where provided.
- Know where your nearest fire assembly point is – these are located on the map provided.
- If anyone in your group causes intentional damage to Avon Tyrrell property, this will be invoiced to the group/school.
- Please abide by all out of bounds signs and do not enter areas of restricted access. Ensure you are aware of all hazards on site and take necessary precautions to ensure the safety of your group.

- Please make sure valuables are always secure. Avon Tyrrell cannot take responsibility for items lost or stolen.
- You should only use the social space outside of accommodation for your group and avoid gathering in large groups.
- Do not allow any other groups into your accommodation areas.
- Departure of all accommodation is 10am, please carefully follow our departure guidelines and ensure you allow ample time to complete these requests.

Should you experience any problems during your stay, please report them immediately to Reception.

Out of hours, for any emergencies please contact our On-Call support staff on **07743559344**.

Facilities available and cleaning processes.

Main House & Lodges

- We provide bedding including duvets and pillows. Sheets will be left in each bedroom packaged as we have them cleaned externally. We ask that groups strip their beds and bag up any linen before departure in the red bags provided.
- Sanitiser pumps have been positioned on the entrance doors to the main house and at various entrance points to different floors. There are sanitiser pumps at the entrance to all lodges.
- Leaders will be provided with some additional cleaning products to help sanitise areas of the house and lodges during their stay as needed.

Facility Blocks (Boathouse, Forest Facilities, Eco Toilets and Café Toilets)

- We would recommend using the toilet facilities in your accommodation area to avoid cross contamination with other groups, however the facilities around the site do undergo a thorough cleaning regime throughout the day including a deep clean twice a day and have a minimum of 4 wipe downs to target touch points.
- Please help us keep the blocks clean by clearing up after yourself.

Catering Facilities

Catering in the main house has been limited to a reduced number of groups. Those staying in the lodges or camping will only be able to access the dining room and servery area and must remain in these areas. Groups will be staggered to avoid mixing and the dining room will be wiped down and sanitised between groups to avoid cross contamination.

Extra Precautions:

- Our salad bar has been removed, but small salad pots will be provided as an alternative.
- All cutlery and crockery will go through our industrial dishwasher between users to ensure it is sufficiently cleaned and will be wrapped for each group.
- Condiment counters will be separated for each group and will be sanitised and refreshed between sittings.

- The external doors will remain open to help ventilate the dining room.
- Tables and benches will be sanitised between users.
- Jugs will be provided on each table and we encourage groups to use the refillable water bottles provided on arrival and refill these at the drink's fountains on site.

Activities

Following government and industry guidance, our activity provision has been reduced, however we are now (under step 3 of the roadmap) able to operate the majority of session safely, however there are still some session we cannot fully reopen until all government restrictions around social distancing have relaxed in order to protect our staff.

- Any equipment used will be sanitised between groups/social bubbles using appropriate cleaning products. Equipment including helmets, harnesses and buoyancy aids will be quarantined for 72 hours between use as per manufacturers guidelines where equipment cannot be cleaned.
- Social distancing (where possible) – they may be required to check harnesses and buoyancy aids for your own safety, but they will wear additional PPE when doing this.
- Hand sanitiser will be available at all activities and guests will be asked to use this before and after all activities.
- Numbers on all activities have been reduced to ensure safe social distancing.

Welcome Talks

- On arrival we will gather the group (outside where possible) for a welcome talk to introduce the students to the site, go through key information and rules and answer any questions.
- We will also run a fire drill for those staying in the main house and provide a fire evacuation talk for those staying in the lodges.
- Our team will wear a mask when running these talks inside and maintain social distancing where possible.

Reception Shop

We have a range of Avon Tyrrell souvenirs, toys, and snacks that your group may want to purchase during their visit.

We would ask that you adhere to the following:

- Stagger times for using the shop. Activity groups are up to 8 students, so we recommend allowing a maximum of 8 pupils in the shop at a time.
- All those entering the shop should wash/sanitise their hands before and after.
- We are able to accept cash on site for school groups, so we do encourage bringing this for souvenirs and treats. Alternatively, we can create a tab for schools and add this to the schools final invoice if preferred.

Face Masks

Whilst we don't expect school pupils under 12 years to wear a face mask, we would ask that teachers/leaders continue to observe this as best practice to help protect our staff at the following times.

- Checking in at Reception or using the shop.
- Entering the house for meals (masks can be removed when seated)
- Our staff will continue to wear face masks when leading indoor sessions or when instructing where social distancing is not possible i.e. fitting harnesses and securing safety equipment.
- If our staff are required to enter accommodation areas i.e. for maintenance, they will wear a face mask and any additional PPE as required.

Please note: As government guidance changes, we may update this information.

Sports Courts

The sports courts are free for anyone to use; however, we are unable to provide any equipment at this stage. We ask that groups share the use of the facilities, but don't access the courts at the same time and adhere to Avon Tyrrell and Government guidelines when using this area. We can help liaise with other groups to make times work for all.

Other Groups on site

There may be other groups staying on site at the same time as your group and where possible we have done what we can to deconflict activity base stations and catering times. We would ask that you use general caution to ensure your students do not mix with other groups and if anything is causing an issue, please do let us know and we will work to resolve this for you.

On Call

Our on-call support is available after 5pm for emergencies and general support if needed. In case of an emergency, please give them a call and a member of the team will come to support.

We hope that you have a great stay with us and if you have any questions or concerns, please do let us know.

Outdoor Learning Team