

## Leaders Welcome Pack

This guide aims to provide all the information required to prepare for a visit to Avon Tyrrell.

If you have any further questions, or would like specific information concerning any aspect of your visit, please contact us directly on 01425 672347 or email us at [info@ukyouth.org](mailto:info@ukyouth.org).

### Support we offer

- We encourage all leaders and participants with specific requirements to visit our centre in advance of their stay to familiarise themselves with the layout and discuss individual requirements with our Guest Services Team. All programmes are designed and tailored with your group in mind and where possible we will always adapt our sessions and teaching style to suit the needs of your group.
- Should you have specific aims for your trip, please advise us as early as possible and make sure you mention them when our Guest Services Team contact you to discuss your aims and learning objectives.
- During your stay we provide support and assistance wherever possible, including the provision of an emergency on-call system which operates 24 hours a day. This number can also be given out to parents as an out of hours emergency contact number.
- There are regular opportunities for party leaders to liaise with centre staff during your stay to discuss and review requirements and check progress against the objectives of the visit, should you require any additional help or support please speak to a member of our Guest Services Team, any of your activity staff, or our receptionist who will all be able to help you.
- Providing consent is given beforehand, we like to tell our network of followers on social media about the visits from groups, and encourage parents/guardians to 'follow' us to receive updates about their child's visit. Please let us know if this is something that you would be keen for us to engage in during your stay, we always ensure we have your consent before anything goes live.

### Roles and responsibilities

- Group leaders are responsible for ensuring good conduct within their groups and all young people must be accompanied by adult leaders. We recommend a minimum ratio of 1:10 for accommodation and 1:8 for activities.
- In loco parentis the group leader is responsible for ensuring all parents are notified in advance of the activities that any under 18's will participate in, including the associated risks. Completion of our signed medical consent form is taken as confirmation of this. Group leaders will also be responsible for informing parents of any accident, injury or unsuitable behaviour which may occur during the visit.
- Avon Tyrrell instructors will ensure that every led session takes place in a safe learning environment and they will take on the responsibility for participants safety whilst on session, although group leaders will still be required to maintain responsibility for their conduct.
- Each participant will be asked to take responsibility for their own learning outcomes and their own personal safety by listening to instructors, adhering to the safety rules provided for each activity and not behaving in an anti-social manner such as using offensive language or bullying.
- In certain circumstances these roles and responsibilities might change, but where this is applicable we will make sure you are fully aware of this and understand the full implications.

## Wet weather options

All of our activities take place come rain or shine, so please come prepared for weather changes.

In the unlikely event that we need to cancel your session due to extreme bad weather, we will always endeavour to reschedule this session at some point during the visit that is convenient to both parties. Where this is not possible, an indoor alternative may be offered. Should no alternative be found guests will be entitled to a full refund for that session. Where the package price has been provided we will always offer our best alternative session, but no refund will be available.

## Arrival and Departure Times

The arrival and departure times for your accommodation are listed below.

### Arrival Times:

**House:** After Midday Mon & 3pm all other days / **Lodges and Camping:** After 3pm

### Departure Times:

Please vacate all accommodation before 10.00am Mon-Sat & 4.00pm on Sundays.

In fairness to arriving groups, please ensure that you allow ample time to vacate your accommodation on time.

**Please note:** these times are purely for your accommodation, you are welcome to arrive early and leave late to make use of the facilities.

If you are going to arrive after 5pm our On Call staff can be contacted using the red box outside Reception, this box is also a point of emergency contact during your stay for all on site related matters.

## Access for All

To ensure all guests are able to take part in the residential experience, we have a range of accessible equipment which is available for hire including:

- Motorised BOMA off road chair
- All terrain manual wheelchairs
- Shower chairs and trolley
- Specialist activity equipment including accessible bikes and trikes, sit on top kayaks and hoists

For more information about this equipment or to add them to your booking please contact our Guest Services Team.

Most of these facilities are provided free of charge, or for certain equipment there is a small charge.

## Other On-site Facilities

### Main House

- An indoor drying room
- Meeting spaces and conference room
- Bar (for house guests only)
- Free Wi-Fi
- Lift

### All guests

- Reception Gift Shop – Offers drinks, snacks and souvenirs as well as basic amenities for Camping.
- Café Explore (Open Seasonally) – Serving breakfast rolls, light lunches, hot drinks and snacks
- Sports Facilities – sports courts, grass sports areas and equipment for hire.
- Bike Hire and basic repairs, plus inductions for the on-site tracks
- On site walks and self-guided activity packs
- Laundry facilities
- BBQs and campfire area
- Giant outdoor games
- FREE to use Adventure Play Area, Bouldering Wall and Trim Trail
- FREE Wi-Fi
- Training rooms and meeting spaces
- Direct Access to the New Forest

## Suggested Kit List

Avon Tyrrell will provide any specialist equipment required for activities but in order to make sure your group is able to fully enjoy their visit, please ensure suitable clothes and footwear are worn.

For a standard residential visit, we would suggest the following:

- Suitable outdoor coat (waterproof and warm), and ideally trousers
- Outdoor footwear– walking boots or sturdy trainers. Wellies are not suitable for many of our activities. In the Summer, we recommend bringing at least 1 pair of closed toed footwear
- Old trainers– for water sport activities– these are very likely to get wet.
- Warm jumpers– fleeces are best as they are light weight and warm
- Short and long sleeved tops (thermals are good for the winter)
- Comfortable trousers (ideally not jeans)
- Casual clothes for the evening, and slippers for indoor wearing
- Sleepwear

- Underwear– including at least 1 pair of socks per day of visit plus a couple of extras
- Swim wear/shorts
- Woolly hat, gloves and scarf
- Toiletries– including towels, soap, tooth brush, tooth paste, hair brush, shampoo etc. plus any prescribed medication
- Sun cream
- Spending money for the on-site shop and souvenirs
- Torch

Guests staying in the Lodges will also need to bring their own sleeping bag or bed linen. Bed linen can also be booked through the Guest Services Team for a small charge.

## Preparation Check List

Once you have made your booking to visit Avon Tyrrell, you may need to complete some or all of the following check list items. If you are unsure which items may be applicable to you, or your group, or if you have any questions about your visit, please contact our Guest Services Team using the details below.

### A minimum of 6 weeks prior to the visit:

- Have you discussed and decided on your visits aims, objectives and learning outcomes and advised us accordingly?
- Have you decided on and booked all of the activities for your group during their visit?
- Have you written/completed any necessary risk assessments? *(Please note, a copy of our risk assessments are available to download from our website to help)*

### A minimum of 2 weeks prior to the visit (Catered):

- Have you provided the participants with a list of what to bring?
- Have you returned your completed rooming list?
- Have you returned your completed catering list?
- Have you returned your completed activity medical form?

### A minimum of 2 weeks prior to the visit (Self-Catered):

- Have you provided your group with a list of what to bring?
- Have you reminded the group to bring bed linen and towels? Or booked bed linen with us?
- Have you decided on a menu and made any necessary arrangements (if you are considering using online grocery shopping, please ensure the delivery time is not before your arrival time!)
- Have you returned your completed combined site list and medical form?

## Special Requirements or Requests

Please ensure that you have informed us of any specific requirements you may have. Whilst we will do our best to adapt to any last minute changes or unplanned eventualities, we cannot guarantee to deliver the high levels of customer service we would like all guests to receive without prior notification.

## The History of Avon Tyrrell

**Many of the groups coming to stay love to learn about the history behind the site and in particular the history of the house, please find below a short summary of information.**

In 1881, Lord Manners made a bet that he could buy, train and ride the winner of the 1882 Grand National. He only had a few months to find his horse. He bought a horse called Seaman from his Irish owner, Mr Lindt, who was not convinced that Seaman would stand the training, but he still took the £1,900 he was offered anyway and Lord Manners began to train and work with Seaman to get ready for this big day.

Nobody thought that Lord Manners had the experience to win at Aintree and the bitterly cold and snowing conditions on the day were one of the worst days for the race in history.

The terrible conditions soon caused many of the runners to drop back and Manners found himself neck and neck with the favourite at the final fence. Suddenly Seaman broke down and Manners had to nurse his lame horse past the winning post, just a short head in front of the favourite.

Manners, modest as ever, put all the praise onto his horse, but he had shown all his critics what an excellent horseman he was. Seaman never raced again but was ridden by the Manners family until he died having lived in comfort for many years. He is buried in the grounds.

Although he was wealthy, Lord Manners owned no property. He married Constance Fane in 1885 and her eldest sister, Evelyn, let Manners build Avon Tyrrell on her land with his winnings. She later left the land to the Manners family on her death.

The house was designed by the Arts and Crafts architect W.R. Lethaby and completed in 1891. Avon Tyrrell, is as far as is known, the last calendar house to be built in the UK and incorporates 365 panes of glass, 52 rooms, 12 chimneys, and 7 external entrances, its heritage and design mean that the main house is now a Grade I listed building.

The house was requisitioned by the army during the Second World War as an intelligence gathering post and hospital; the family never moved back in. In 1949 Lord Manners donated Avon Tyrrell to the "Youth of the Nation". It was officially opened by Princess Elizabeth (now Queen Elizabeth II). Now, as a registered charity, (UK Youth), we offer residential activity breaks, courses and personal development programmes to people of all ages and abilities.

## Emergency Numbers

### Local Doctors

There are two local surgeries in Bransgore. Both will require medical and personal details on the group member.

The New Medical Centre: 01425 672857 Twin Oaks Surgery: 01425 672741

Bournemouth Hospital (A&E): 01202 303626

Lymington Hospital (Minor Injuries): 01590 677011

Poole Hospital: 01202 665511

Bransgore Pharmacy: 01425 672511

Forestry Commission: 02380 283141

## **Use of the New Forest**

Avon Tyrrell is located on the Ordnance Survey Land Ranger series Map 22 - map reference SU185003

It is agreed that groups staying at Avon Tyrrell may make use of the New Forest for the purpose of walking, nature study and map and compass hikes.

### **General Conditions:**

- Observe the Country Code.
- There is to be no interference with the general public and grazing animals must not be disturbed.
- No litter is to be left on Forest land.
- When passing through enclosures all persons must keep strictly to existing tracks and rides.
- Participants should not enter areas on a weekday or a Saturday if a sign "Danger, Forest Operations" is displayed on an enclosure gate. Timber harvesting operations take place during the majority of daylight hours, Monday to Friday and occasionally on Saturday. For safety reasons it is necessary to maintain an exclusion zone around the larger harvesting machines.
- All gates and barriers must be properly closed after use.
- No fires are to be lit and no smoking is permitted in or adjacent to enclosures.
- The use of cycles on the Forest is subject to compliance with the New Forest Cycling Code.

Infringement of any of the above may lead to the loss of this agreement for all groups as well as possible prosecution of the group concerned.

For more information please contact us, or contact the Forestry Commission directly (Tel: 02380 283141)

Please remember if you are using the New Forest as a self-led activity to ensure you are fully aware of conditions and have an up to date risk assessment for your group and activity.