



Party Leader Information

2018

JCA

Let the adventure
begin...



WELCOME

Condover Hall

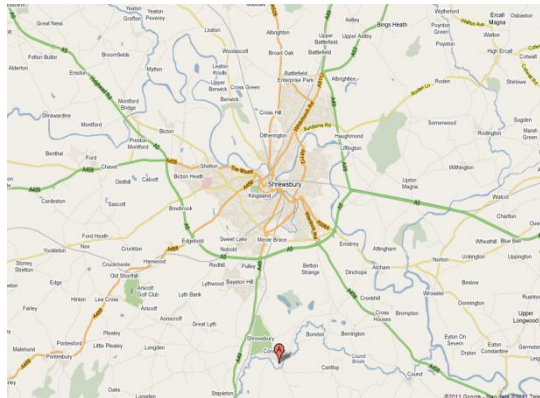
The information in this pack has been put together by our experienced customer service team and is designed to help you answer many of the questions you and your group may have. If, after reading this pack, you have further queries, please do not hesitate to contact Sophie Lynn, your dedicated Centre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

Tel: 01273 647200 opt 2 (please note that Sophie is not based at Condover Hall)

Email: Sophie.Lynn@jca-adventure.co.uk

Address

Condover Hall
Church Street
Condover
Shrewsbury
Shropshire
SY5 7AU



JCA Flagship Centre

JCA are proud to be the owners of Condover Hall and are very excited to be able to create a fantastic centre just for our JCA clients. This Centre has so many activities inside and out that you will find it hard to fit it all in.

The Centre

Built in 1586 Condover is a grade 1 Elizabethan Mansion. Set in 78 acres of fantastic landscape and gardens your students will experience history, beautiful countryside and state of the art activities during their stay.

The Surrounding Area

Condover is just outside Shrewsbury. The town is set amidst glorious countryside near to the Welsh borders. It is one of England's finest medieval market towns. The town centre is amass with timber-framed black & white buildings, steep narrow streets and alleyways (or shuts). Charles Darwin was born and educated in Shrewsbury and all around you will find reminders of his association with the town. The River Severn forms a loop around the town centre offering gentle riverside walks.

Picnic Spots & Local Attractions

A perfect stop for a picnic on your way to Condover Hall is the beautiful Ironbridge Gorge which has several dedicated picnic sites with breath-taking views. Wenlock Edge is another great natural place to stop as is Hawkstone Park where you can find a woodland fantasy of caves, cliffs and paths which twist and turn, rise and fall, and almost without fail reveal something unexpected around every corner. Wroxeter Roman City displays the excavated remains of the second largest Roman city in Britain; these impressive ruins include 2nd century baths and remains of a huge gateway.



Accommodation

Dormitory rooms	Condover accommodation is spread across eight accommodation blocks comprising of single, double and triple storey.
Adults rooms	Teachers' rooms are provided with either en-suite or communal bathroom facilities. Adults will be accommodated in either twin or single bedded rooms; leaders of the same gender may be required to share. On some occasions during peak season some teachers may be allocated a dormitory room if all teachers' rooms are allocated.
Teachers Lounges	7 out of 8 accommodation blocks have a teachers' lounge with fridge, microwave and TV.
Heating	Central heating.
Bedding	All bedding is provided but students are requested to bring their own towels.
Bathroom	En-suite bathrooms or communal bathrooms.
Bed/mattress protectors	All mattresses in dormitory rooms have plastic protectors
TV	There are televisions in teachers' rooms and teachers' lounges.
Locks	All rooms are accessed by key locks. All accommodation entrance doors also have key pad security. There is a £5 deposit per key payable on arrival.

Safety & Security

Site Tour	Your group will be given a site tour and fire points are highlighted.
Fire Safety	All of our centres comply with UK standards and are audited to ensure all procedures are up to date.
Site Security	The site has controlled barrier access for vehicles, CCTV and security staff patrols throughout the night. All staff and visiting adults wear ID badges
Access to Public	There is no access to the general public at this site.
JCA staff on Duty	There will be a member of JCA staff on call 24hrs a day.
Out of bounds areas	Areas will be highlighted to your group during your welcome tour for security and health and safety reasons.

Centre Facilities

Washing / Drying	Washing and drying machines are available on request for more urgent use. Please check with reception if you need to use this facility
Shops	<p>There is an onsite gift shop with specific opening times and your group will be allocated a certain time slot to visit (Your group will get at least one visit to the shop) In addition, there is a small convenience shop which operates as a snack shop on certain evenings and also sells essentials.</p> <p>There is also a snack and cold drinks vending machine. The machines only take coins but does give change.</p> <p>For both the shop and the vending machines it would help us if your group brought their spending money in change rather than notes as money cannot be changed at reception</p>
Amount of money to bring	It is at the group's discretion as to whether students bring money with them; there will be JCA merchandise for sale on centre. Students MUST bring adequate change as Condover does NOT have the facility to change notes.



Centre Facilities Continued

Play & Recreation Areas	Games rooms (Two pool tables and one ping pong table 50p each), 60 seater cinema (available on request)
Pay phone facilities and Mobile reception	There are no pay phones on site and some mobile networks have very limited reception. Vodafone has no signal on site.

Arrival and Departure at Condoover Hall

Coach access	There is a one-way system for coaches on site, all coaches should enter through the main gates but proceed with caution as the gate entrance is quite narrow.
Arrival time	To ensure that every department is ready to welcome you we ask that all groups arrive at 2.00pm and no earlier unless you are staying for 1 night therefore your arrival time is from 12.00pm . Please note that your first meal on your arrival day is your evening meal. Lunch on the first day is not provided even if you have a special arrangement to arrive earlier than 2pm.
Departure	On your departure day your activities will finish at 10:30am (groups staying 1 night ONLY, activities will finish at 12:15pm). All groups will then meet for a small presentation when each instructor presents certificates to their group and everyone has a chance to say their goodbyes. Then you will have your pre-requested packed or hot lunch. We advise departure to be between 12.30-1.30pm (nearer 1.30pm if you have requested a hot meal). Please note that your last included meal is lunch even if you have a special arrangement to depart later than 1:30pm.

Other Useful Information

Internet Access	The site has wireless internet which can be accessed in the mansion house and in some accommodation blocks.
Sports Courts	We have three outside sports courts
Indoor Sports Hall	With own changing rooms and showers
Staff Lounge	An adults only café area located inside the mansion house
Telephone	There is access to a phone upon request, however no payphones are available on site.

Local Services

Shropshire Walk in Centre (open 8am-8pm everyday)	Royal Shrewsbury Hospital Mytton Oak Road, Shrewsbury, Shropshire SY3 8XQ Follow signs for "Urgent Care Centre (Walk-in Centre)" Tel: 01743 261000 (14 minutes away)
Dentist	Shrewsbury Dental Practice Access Centre Tel: 01743 341 898 (9am – 5pm call early for an emergency appointment) 71 Castle Foregate, nr railway (19mins) free parking on street for 40 mins.
Accident & Emergency	Royal Shrewsbury Hospital Tel: 01743 261000 main switchboard (13 min drive)
Taxi	ABC Taxis Tel: 01743 545454



Arrival

Arrive strictly from 2.00pm (unless you are a 1night stay where arrival is from 12pm). Please do not arrive before this time as our staff have a short turnaround time to prepare the centre for your arrival and we would not be able to service any early arrivals.

If you are planning on arriving later than 3.30pm, please let us know on your general information form. Please note that a later arrival may mean that you miss your first activity.

Your luggage will be stored in a secure area as your accommodation may not yet be available. Your JCA team will then meet your group as you alight from the coach and direct you from there.

Please ask the students to remain on the coach until you have spoken with a JCA staff member. If you are delayed for any reason, please contact Condover Hall 01743 874932

Please note: JCA does not provide lunch on the day of arrival, even if you have a special arrangement to arrive earlier than 12pm or 2pm (depending on duration of stay). 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.

Signing in

Upon arrival, you will be asked to sign a copy of the occupancy-on-site form. This confirms the number of students and adults in your party.

You will then be given the opportunity to obtain keys for adult rooms (of which a £5 deposit will be required).

You will also be given a Welcome Pack at reception or at your welcome talk which contains the following forms:

- A copy of your activity timetable – one for each member of staff
- Information leaflet – A brief history of the Hall, code of conduct etc.
- Extra mile cards – Your way of letting us know if a member of the team has done something to help enhance your stay here with us
- A map of the centre
- Meal & shop times
- Instructor feedback form



Welcome Talk to Your Students:

Our JCA team will welcome your students and explain the following.

- Site rules
- Safety procedures
- Tour of the centre
- They will meet their instructors and take part in some ice breaking games.

First Activity

- Your students' first activity will start at 3.45pm
- Those arriving for a 1 night stay at 12pm, the first activity will start at 2pm

Fire Drill

Drills are not always provided (due to so many different arrival days) but fire points and procedures are always made clear to schools.

Welcome Meeting for Party Leaders

A member of the senior Condover team will host a Welcome Meeting with all party leaders at 3pm on your arrival day, in the Adult Coffee Lounge (a meeting may not be possible for groups who arrive outside this time however if this is the case we will endeavour to see the party leader at some stage on the first day). This is a chance to meet other visiting leaders, go over your stay's itinerary and ensure that any final questions you may have are answered.

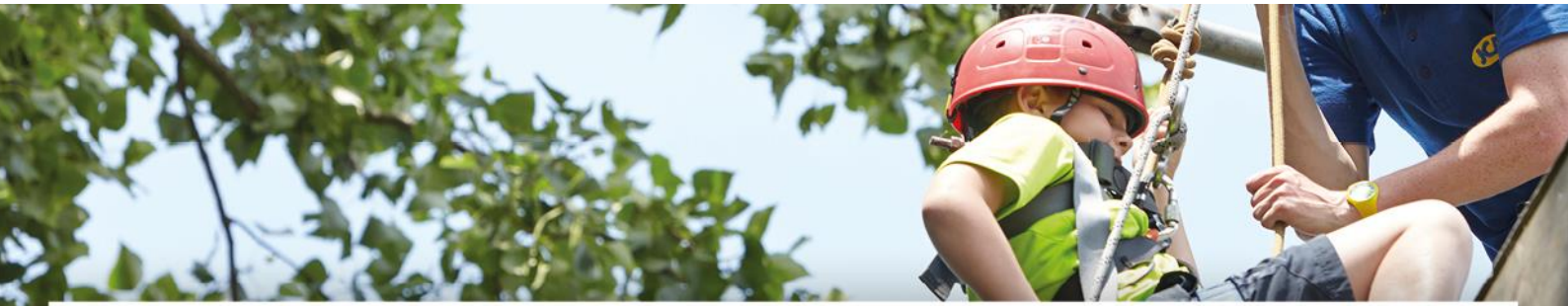
Out of Hours Contact

A senior member of our team will be on duty during the night if you need them, you will be given information on how to contact them during the Welcome meeting.

Re-booking Onsite

This is a great opportunity to reserve your dates for 2019/2020. Our management team have an up-to-date availability plan and can discuss your options and requirements for the following years.

Our management team will know about any special offers we have available for this and other JCA centres, so please ask for information.



Departure

Final Day

On the last day of your trip we ask that you ensure that your group is awake at least half an hour earlier than usual. Students will be expected to finish packing their bags and to strip linen off beds.

Instructors will be on hand before the first activity to help move luggage and to check that students have cleared and tidied their rooms by **9.00am**. If rooms have not been adequately tidied we request that leaders help to ensure this is done and that all luggage is in the correct place and ready for easy transfer.

Please note: It is important that everyone is ready for breakfast at the usual time so the final day can run to schedule.

After breakfast, there will be a final activity as specified in your activity programme. All groups will then meet for a small presentation. This allows time for each instructor to present certificates to their group and for everyone to say their goodbyes.

Farewell

Depending on whether you are having a hot meal or packed lunch you will either go to the dining room or your instructors will bring your packed lunch to you.

When your coach arrives, the instructors will wave you off. Students should make sure that they have their small bags for the journey with them at all times so they do not get packed away

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 item/s. We require a minimum of £5 to cover postage.

Name Tags and Luggage Labels

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

Items We Suggest Not to Bring

- Mobile phones
- Computer games
- Jewellery either expensive or of a sentimental value
- iPods or other mp3 players
- Items of value or sentimental value.
- Sharp or dangerous objects
- Alcohol or drugs that are not for medicinal purposes (this includes cigarettes and tobacco)

Safety Equipment

JCA will provide you and your group with all the 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 amount of sizes to cater for all participants. As it is a requirement to wear PPE to ensure the safety of participants whilst on 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 (Climbing, Abseiling, High Ropes and Zip Wire) 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.



A Typical JCA day

Here 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 on site at the time of your stay.

7.15 am	Wake up, wash, brush teeth and make beds.
8.00 am	Breakfast*
8.30 am	Get ready for your day! (Remember your water bottles!)
8.50 am	Your instructor will meet you at your accommodation or your first activity point, are you ready?
9.00 am	Your first activity begins.
10.30 am	You have a 15-minute break – fill up water bottles, visit the toilet and look forward to session 2!
10.45 am	Second activity begins.
12.15 pm	Lunch*
1.50 pm	Your instructor will meet you at your accommodation or activity point. Time for more fun!
2.00 pm	Your third activity begins.
3.30 pm	You have a 15-minute break – fill up water bottles, visit the toilet and look forward to session 4!
3.45pm	Your fourth activity begins.
5.15 pm	Free-time – Leaders, you may have something fun planned, or you and the students can catch up with your friends in other activity groups.
5.30 pm	Evening meal*
6.30 pm	Free-time* – Time to recharge before the evening's fun or visit the shop!
7.15 pm	Evening activity begins.
8.45 pm	Return to rooms. Wash up, brush teeth and get ready for bed.
9.00 pm	Quiet time in rooms.
10.00 pm	Lights out. Time to sleep!

(The leaders - You are responsible for checking that all your students are in their own rooms)

*Example times – you will be given an allocated time for all meals

Centre Map



Illustrated and Designed by
William Blatch,
www.williamblatch.co.uk

JCA
Let the adventure
begin...

- | | |
|----------------------------|--------------------------------------|
| 1 Reception | 1 Court Jester |
| 2 Indoor Activities | 2 Zip Wire |
| 3 The Orangery Bar | 3 Survival Woods |
| 4 Gift Shop | 4 Aerial Trek |
| 5 Coffee Shop | 5 Initiative Exercises |
| | 6 Archery Range |
| | 7 Campfire |
| | 8 Activity Lake |
| | 9 Low Ropes |
| | 10 Multi Activity Gaming Area |
| | 11 High Ropes |
| | 12 The Tower |
| | 13 Bouldering Wall |
| | 14 Sports Hall |
| | 15 Swimming Pool |
| | 16 Restaurant |
| | Dormitories |
| 1 Owen | |
| 2 Richmond | |
| 3 Hancock | |
| 4 Thorpe | |
| 5 Mill House | |
| 6 Brook House | |
| 7 Hoedri | |
| 8 Putage | |



Sample Menu and Dietary Information**

Below is a sample menu. If any members of your group have specific dietary needs it is vital that you fill in the forms you have been sent and return them to us by the due date so the information can then be passed onto the catering team. **Wherever possible we will try to cater for your group's needs. If we are unable to meet your requirements, we will inform you as soon as possible.**

Breakfast

A choice of cereals or a cooked breakfast

Lunch

Baguette & Wrap Bar with your choice of freshly prepared fillings;

Tuna mayo; Tandoori chicken; Mature Cheddar cheese;

Cajun roasted red onion & peppers

Fish Fingers with curly fries and coleslaw

Salad bar

Dinner

Chefs Soup of the Day

Home Made Beef Lasagne with Garlic Bread

Vegetarian pasta bake (V)

Breaded Scampi

Beefeater chips

All come with a choice of salad or buttered peas and carrots

Strawberry & white chocolate cheesecake

** Special dietary requirements such as vegetarian, Halal etc. can be catered for, but we **MUST** be notified at least 16 weeks prior to travel. Failure to notify us of any special dietary requirements may mean that your students will not have their needs met. On occasion, we may ask parents/guardians to provide some items that may be hard to source.



Sample Kit List:

Item	Number of Items	Packed at home	Packed at centre
Clothes			
Night wear			
Underwear			
Pairs of socks (including plenty of spares)			
Trousers (It is important that the students do not wear jeans whilst doing the activities for safety and comfort reasons)			
Shorts			
T-Shirts			
Long sleeved top for archery			
Jumper/sweatshirt/fleece			
Waterproof jacket/anorak			
Waterproof trousers or trousers that can get muddy			
Disco clothes			
Towels			
Swimwear			
Trainers or other substantial footwear, plus extra to get wet/dirty			

Toiletries			
Toothbrush			
Toothpaste			
Sponge/facecloth			
Soap / Shower gel			
Hair products i.e. shampoo/conditioner			
Hair ties (for long hair)			
Sun cream			

Other			
Sunglasses			
Book/magazine to read			
Water bottle			
Gloves/hat/cap			
Camera			
Small Torch			



Code of Conduct for visiting guests at JCA Centres

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.

- All guests should show consideration for all other guests on site as well as our staff and any third-party contractors.
- Party leaders are responsible for the pastoral care and discipline of their party members. As all Party Leaders and accompanying staff are in loco parentis whilst onsite, any alcohol consumed at the onsite bar should reflect the school's/group's policy on alcohol
- JCA instructors are responsible for the operation and safety of all activities and guests must follow the safety instructions as directed by the JCA staff (including wearing appropriate safety equipment)
- Guests should not go to restricted or 'out of bounds' areas. This includes playing on activity bases without the supervision of a JCA instructor.
- Guests should show respect for all property owned or leased by JCA or any third-party suppliers. Any damages will be discussed and if intentional, the costs will be passed on to the party leader.
- If any bedroom is left in a non-acceptable state in which we believe that it would require cleaning 'over and above' what we would suggest as 'expected and reasonable', we reserve the right to charge a deep clean fee of £50.
- Party leaders should not allow any possession or consumption of alcohol on centre by any guests under the age of 18.
- Bringing your own alcohol on site is strictly prohibited
- Guests should keep noise to a reduced level after 9.30pm and respect any further curfews set by the centre.
- Smoking is not permitted in any area except the allocated areas for adults and is strictly prohibited in accommodation and public areas
- Allegations of theft or any other illegal activities will be investigated and addressed and the police informed, if required
- Guests should not enter the rooms or accommodation block of any other group which are not allocated to them.
- Anti- social behaviour displayed by any guest will not be tolerated, examples (but not restricted to) are; excessive noise, drunken behaviour, violence, offensive language or threatening behaviour.
- Guests must not leave the centre unless it is agreed with the party leader and JCA management
- All children and young people under the age of 18 need to be accompanied by a supervising adult.
- For guests over the age over 18, the party leader remains responsible for the party member's actions

Failure to follow the above conduct points could lead to further action taken by JCA management, individuals or groups asked to leave the centre at their own expense and/ or the police being informed



Roles and 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.

The General Role and Responsibilities of Leaders/Assistants:

- Party leaders and accompanying staff are 'in loco parentis', and therefore responsible for the overall care and well-being of the students.
- Whilst our instructors are responsible for the safe delivery of the activity sessions, the party leader & accompanying staff are still ultimately responsible for the students' welfare and behaviour.
- Please encourage students to be considerate and polite and to keep the JCA centre tidy, to be punctual and to support and encourage each other.
- Party leaders and accompanying staff are asked to accompany each group during an activity.
- Party leaders and accompanying staff are to ensure that students are behaving in an appropriate way so that the activity can be both fun and safe for all involved. If a student's behaviour is continually preventing an activity from running well, the Party leaders and accompanying staff should take time to talk to the student so that others are not disrupted.
- 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 please ensure the students have the correct clothing and footwear and that they bring their asthma pumps or other relevant medication to each activity. Encourage students to attempt all activities.
- Party leaders and accompanying staff have full responsibility for their groups during non-activity times such as mealtimes, free-time and at bedtime.
- At mealtimes please ask the students to read the menu before going to the server. Line up quietly, remember their manners when being served their meal, clear their plates, cups and utensils from the table and return them to the kitchen.
- During free time, the students must stay away from activity areas, ask them to share equipment and involve others in their games. Please ensure they stay out of bedrooms unless told otherwise by a leader.
- It is the party leaders and accompanying staff's responsibility to supervise their students during free-time.
- Rooms, at no stage are boys allowed in the girls' rooms or girls allowed in the boy's rooms. Please ask the students to respect the fact that other people need sleep and to be quiet when asked.
- Eating and drinking is not allowed in rooms.
- 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 only.
- Party leaders and accompanying staff are welcome to participate in the various activities, providing they have been present for the safety talk. This is a great opportunity for Party leaders and accompanying staff to enjoy the challenge of trying something new and for students to see their Party leaders and accompanying staff in a completely new light!



The General Role and Responsibilities of JCA Instructors:

- JCA instructors shall follow the JCA Activity Standards and Procedures to ensure that each activity is run safely.
- Their main focus is to ensure that all members of the group can participate in each activity safely.
- JCA instructors will work with leaders to re-enforce positive behaviour.
- If the JCA instructor deems that safety could be compromised, they reserve the right to exclude individual students &/or curtail the activity.
- Whilst JCA instructors will offer support wherever possible, the pastoral well-being of visitors at all times is the primary responsibility of leaders/assistants and ultimately the Party Leader.



Frequently Asked Questions

What if I have students with specific needs?

Should you have any students in your party who have specific needs or conditions please ensure that the medical and dietary forms are filled in. At JCA we are keen that no student should miss out on a course with us, and most activities can be adapted to suit the needs of the student. We are more than happy to discuss this further if you wish. However, if we are not advised of a child's condition, we may not be able to provide suitable accommodation or adapt activities.

Should a member of your group be travelling with a medical condition or injury that means they may not be able to participate in certain activities or can only participate in certain activities, we do ask that a doctor's note is taken with them to the centre detailing their requirements. Should you wish to gain further guidance on what activities could be limited or curtailed due to injury or illness then please contact our Schools Service Team who will liaise with the centre on your behalf. We have full and final responsibility for the safety of all participants' welfare on activities and reserve the right to refuse participation in any activity if we feel it unsafe to do so.

What if I have students with specific dietary needs?

Should you have any students in your party who have specific dietary needs please ensure that the enclosed medical and dietary forms are filled in. We are more than happy to discuss this further if you wish. However, if we are not advised of a child's dietary requirements we may not be able to provide suitable food for their stay.

What happens with insurance for my trip?

If any students cancel for an insurable reason please notify us in writing of their name. You will also need to contact the insurance company's claims department on 0800 923 4046, quote Junior Choice Adventure. Please ensure that you read your insurance policy paying particular attention to the section titled "Disclosure of material facts and pre-existing health conditions". Should you feel that you need further advice please contact the insurance company on 0845 1300 198. If you require any copies of the insurance policy, it can be downloaded from the Party Leader at www.jca-adventure.co.uk

What happens in an emergency?

You will be advised during your welcome meeting of the relevant procedures that we have in place, dependant on the severity of the emergency. The company has in depth emergency action plans and safety management systems for all eventualities.

Can your staff administer first aid and medication?

All our instructors are fully trained in first aid, but it is the responsibility of the leaders to administer any medication that is required or prescribed.

**How many instructor groups do I have?**

Typically, we operate on a 1:12 instructor to student ratio. However, this can increase to up to 1:15 which is within BAPA guidelines due to group party make up, time of year and timetabling. If we require you to group your children to a ratio more than 1:12 and up to no more than 1:15 will we let you know in advance of your arrival.

How many free place adults am I entitled to?

For every eight students, you are entitled to one free adult place. Please note that we do not insist that you take up this allocation however you do need to bring an adequate number of adults to supervise each activity group. Additional adults outside of this ratio will be charged at the same price as student. Carers can be brought on a 1:4 free place ratio

Can I take my group off site to a local attraction?

We can assist you with research on local attractions but please be advised we are not TOMS registered so you will need to organise your own transport and advise us if you plan to do an excursion in advance. We would always recommend you take advantage of your transport to and from centre by booking excursions for the morning of your trip and the afternoon after departure.

What happens in severe weather?

Most activities can be run in severe weather and extra time will be set aside for your students to dry off properly. If the weather is too severe and activities cannot be delivered, the Centre Manager will implement the centre's severe weather plan.

The company has endeavoured to provide accurate information in this publication as of October 2016. However, there may be circumstances outside of the companies control where certain facilities are unavailable or out of operation.

If there is anything that you require more information for or need clarification on, please do not hesitate in contacting your dedicated JCA customer service advisor Sophie Lynn Sophie.Lynn@jca-adventure.co.uk or via telephone 01273 647200 option 2.

We look forward to welcoming you to Condoover Hall

Let the adventure begin!