



The Court Hill Centre

Tel: 01235 760253
info@courthill.org.uk
www.courthill.org.uk

Group Leaders Guide 2007/08

Introduction

Welcome to the Court Hill Centre and the beautiful countryside of the Thames Valley and Berkshire Downs. We hope to make your stay as enjoyable as possible. This guide aims to help you plan your stay with us, if you have any queries regarding your booking please feel free to contact us.

A Brief History....

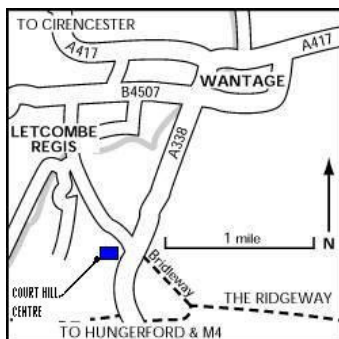
The Court Hill Centre has been imaginatively constructed from five redundant barns, arranged around a pleasant courtyard garden, positioned high on the northern edge of Wantage Down, close to the ancient Ridgeway route (a National Trail). Construction began in 1983; the wooden barns were brought to the site and then renovated. Before this the site was a chalk quarry and then later in-filled. The role of the local community in relation to the creation of the Centre has been significant, without local foresight, ambition, generosity and manpower the Court Hill Centre would not be in existence today.

Getting here...

Good road links to the M4 and M40 routes ensure easy access to the Centre. We are 2-miles south of Wantage just off the A338 Wantage to Hungerford road, and ¼ -mile from the Ridgeway National Trail.

Nearby train stations are found at Didcot and Oxford. Regular bus services link Wantage with other major centres.

Our Ordnance Survey map reference is SU394849.



Our Customers...

The young, the not so young, families, walkers, cyclists, horse riders – all find the tranquil setting perfect for their stay.

Our Facilities...

We have a comprehensive range of facilities available to our customers. Daytime access can be arranged with advance notice.

We Offer...

- 59 beds arranged in rooms of 4 to 13 beds
- Beechwood Room (classroom/conference facility) Daytime/Evening rates apply. Prices start at £30 per session.
- Cosy lounge with wood burning stove
- Oak beamed dining room
- Common room with TV & DVD player.
- Drying room and Laundry
- Self-catering kitchen
- Limited disabled access
- Large secure cycle store
- Budgie Bikes Cycle Hire
- BBQ's (advance booking essential, own charcoal to be used).
- Campsite for your own tent
- Tipis available for hire
- Extensive safe traffic-free grounds including woodland and grassed areas (with picnic tables).
- A range of fun outdoor games including the Parachute Game, Mini Orienteering and The Mattress Game.

Our Staff...

The Court Hill Centre Staff promise to make your stay as enjoyable and memorable as possible. We want our customers to enjoy themselves and relax in the magnificent surroundings of the hostel. During open hours we are on hand to provide reception and other assistance when required.

Your stay at The Court Hill Centre

The following information may help with the planning of your stay. You might want to arrange rotas to help with certain tasks whilst in the building. A **Code of Conduct** sheet (which may be copied as a hand-out for participants) is at the back of this booklet.

For those arriving before 5pm The Barn Tearooms are open throughout the day offering a range of snacks, light lunches; homemade soups, toasted sandwiches, quiches and much more.

- If it is a nice day you may wish to explore the woods or relax on the grassed areas. Please do not wait on the grass near the stables, this is a quiet area.
- When the Centre is open group leaders will need to visit reception to check in and finalise any meal requirements.
- We supply all bedding including a freshly laundered cotton sheet sleeping-bag. All mattresses are plastic covered, and please don't worry, we have plenty of spare bedding, to cope if necessary, with any "accidents". All you need to bring along are your personal washing kits and towels.
- We like to keep the Centre and grounds looking tidy! Please help by placing litter in bins and if out walking taking your litter home with you.
- Please respect other customers by keeping noise levels down within the building during both the evening and early-morning periods.
- You can help us at meal times (when we are busy) by setting up the tables (laying out the cutlery and condiments), and by clearing away after each course.
- Before leaving please check your rooms for any belongings, please place any litter in the waste-bins, please return your sheet sleeping-bag to reception.

Meals

We offer a full meals service (Dinner, Breakfast, and Lunchpacks).
Evening meal served at 7pm, please choose by 6pm.
Breakfast served at 8am, please choose by 10pm the night before.

Menu choices for both dinner and breakfast are displayed at reception.
We always offer a Vegetarian choice (other special dietary requirements by arrangement).

Free Leader Places

The Court Hill Centre will give one free place for every ten paying participants to all groups of ten or more taking our FULL BOARD PACKAGE of overnight accommodation, evening meal, breakfast and lunch pack. These free places can only be made available to the GROUP LEADERS.

To qualify for this concession it is essential that the deposit structure be followed. Details of this are given below: -

- 1) A provisional booking will be held for a two-week period by the end of which we must receive an initial holding deposit of £1 per head.

- 2) Six months before your arrival date, we will then require a further 25% of the estimated total group cost as a confirmatory deposit.

- 3) Two months prior to your group visit the final balance becomes due.

VAT invoices can be issued for any or all of the above payments if required.

One free leader place will save you £_____ each night.

We hope that this will assist you in the planning of your visit.

If you have any further queries please contact us by telephone on 01235 760253 or by e-mail at info@courthill.org.uk.

The Court Hill Centre Guidelines for the Safe and Secure Accommodation of your Group

Our commitment to your Group

- We will take all reasonable precautions to ensure the safety and security of your group and their property.
- Our staff will be trained in and capable of handling emergency situations.
- A member of staff will be available during Centre opening hours and at night to help with any emergencies.
- Your group leaders will have emergency access to a telephone at all times.
- As a group you will be allocated dedicated bedrooms and will not be expected to share bedrooms with any other customers.
- If your group comprises children and U18s, your group leaders, including coach drivers and any other accompanying adults, will be allocated separate rooms from the group.
- We will assist in providing any risk assessment information required by your school, college, authority or association on request.

Group Leaders' Commitment to Court Hill Centre

- To minimise the risk of incident, group leaders will remain responsible for the supervision and welfare of their group at all times.

Centre opening and closing times...

We are open from 5pm until 11pm, and again from 7.15am until 10am. Access to our grounds and Ridgeway Room is available during our daytime closed period.

If you wish to use the grounds before 5pm on your arrival day and/or after 10am on your departure day, please check this in advance with Centre staff.

Free-time and Study Resources...

Our Ridgeway Room comprises The Barn Tea Room and toilet facilities plus a permanent exhibition detailing the history of the area.

We have a classroom (The Beechwood Room) at the edge of the woods which can accommodate large school groups with ease. A charge is made for this facility. The classroom is also made available to non residential groups.

Our extensive grounds always prove popular with children, the woodland being especially popular. We have a several large grassed areas which are ideal for playing games. The court yard garden is kept as a quiet area for all to relax in.

Sleeping arrangements...

The Centre has a total of 59 beds, comprising seven 4-bed family rooms, and three main dormitories containing the remaining 31 beds. The family rooms are located on the ground floor, the dormitories are located on the first floor. As a group you will not be expected to share with any other customers, adults will be allocated separate rooms from the group, unless otherwise requested. Room allocation can be arranged beforehand on receipt of the group's gender breakdown.

Meals...

We are able to offer a full meal service and can cater to any specific dietary requirements as required. We always offer vegetarian meal choices.

During Your Visit...

Arrival...

Please check-in at Reception. If for whatever reason you are delayed, please contact us promptly. This is especially important if the group has booked evening meals.

Group Numbers...

Should the numbers of your group change, even on the day of arrival, please inform the Centre as soon as possible.

Responsibilities...

Leaders are responsible for their group's behaviour both in and around the Centre at all times.

Alcohol...

Until November guests over the age of 18 may, *at the manager's discretion* bring wine, beer or cider to the Centre to enjoy with a meal. From December we will have a table license and then only drinks purchased on the premises may be consumed.

Sharing Some Facilities...

Unless your group has sole occupancy of the Centre, certain facilities will be shared with other guests i.e. other groups, families or individuals. This does not apply to bedrooms. If you have any queries about which facilities you may have to share at the Centre please contact us. (Please note that sole occupancy of the bunkhouse means that there will not be other people staying in other rooms. There will be other people using the Tea Rooms, Beechwood Room etc).

Maintaining General Tidiness...

We do expect groups to tidy their bedrooms and all public areas. This usually entails clearing up items such as board games, sports equipment and classroom materials. Group leaders should ensure that the group is aware of this policy.

Emergency Procedures...

In case of an emergency please ensure that all members of the group know the whereabouts of the group leader at all times. Fire action signs are displayed in all rooms, and a bell sounds our alarm. Group leaders and group members should acquaint themselves with the location of the Centre fire exits in case of an emergency.

Departure...

Please ensure that all the bedrooms are vacated by your group members by 9.45am. All belongings should be collected from rooms and communal areas.

We look forward to welcoming your group to the Centre, and wish you an enjoyable and successful stay.

Code of Conduct

- Treat others with respect at all times
- Always follow directions of teachers and leaders
- Keep quiet in the courtyard area of the Centre (in front of stables)
- Keep quiet at night and in the early hours of the morning
- Show consideration to the environment, abide by the country code and treat areas of the centre with respect
- No food & drink in sleeping areas
- Put rubbish in the bin