

Room hire guests **-Boat Store**

Welcome to Aztec-Upton Warren.

Please ensure that you take a few moments to read through the Welcome Brief pack to familiarise yourselves with the Centre.

We hope that you enjoy your visit to
us.

Aztec Upton Warren

Worcester Road Upton Warren Bromsgrove Worcestershire B61 7ER

Telephone 01527 861426

uptonwarren@aztecadventure.co.uk

www.aztecadventure.co.uk



Welcome Briefing

Generic

Welcome to Aztec-Upton Warren, we hope that your visit to us is fun, enjoyable and safe. Please find included in this pack important and useful information which you need to be aware of for you stay with us.

- **Fire Procedure** – On hearing the fire alarm proceed to the muster point which is located on the kayak beach.
 - If you need to raise the alarm use a break-glass in the room.
 - Group leaders should account for all of their group members.
 - Deal with the fire if you are competent, trained and it is safe to do so.
 - If necessary call the fire service on **999** or **112** (make sure that there is someone at the gate to let the fire service in and guide them to the incident).
 - Call the centre's Duty Officer on the emergency mobile number (07796986073).

All incidents must be reported to the centre's staff as soon as possible.

- **Toilets and showers** – the brick building has toilets and showers which are signed male/female and over/under 18. There is also a disabled toilet facility.
- **Smoking** – the centre is a no smoking site. There is a smoking area which is in the main car park.
- **Care of the centre** – please look after the centre buildings and equipment so that it is in good condition for others to use after you. While we feel privileged to operate in such a stunning area, we are only too aware of the impact that we as a business make on the environment and so have made a conscious decision to operate responsibly and take the best care we can of our surroundings. We hope that our guests will embrace the stance we have taken, enjoy the environmental displays and information we have at the centre and maybe think about what they can do to help make a difference.

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VAT No 948 168 090

AZTEC

Upton Warren

- **Visitor Conduct** – please be aware that the centre is used by many different groups at a time. Please allow other users to enjoy their visit by conducting yourself in a way which is considerate to others.
- **Personal equipment** – all of the centres portable appliances are tested regularly to ensure no electrical malfunctions. Please ensure that any electrical equipment that you bring onto our site is fit for purpose and will not provide a hazard for the centre or its users.
- **Out of bounds** – the pontoons, climbing/poles course and the lake are out of bounds unless you are taking part in a session which is being conducted by an approved instructor.
- **Others on site** – there are many users of the centre; other people who you may see on site will include members of the Worcestershire Wildlife Trust on their way to the Flashes nature reserve, members of the Droitwich Angling Centre fishing syndicate and members of the various local activity clubs as well as those who are using the café.
- **Security** – as there are often many people on site, please ensure your belongings are kept in a safe place. Either use the room/accommodation which have been allocated to you or the lockers which are available in the changing room foyer (£1 coin required). The centre will not be held responsible for any loss/damage of items.
- **End of stay** – please ensure that you have remembered to take all of your belongings with you. Please ensure that your group vacate your allocated room(s) at the end of your agreed booking time, failure to do so may result in extra costs being applied to your booking.

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1. Illness and accident procedure

- All accidents, injuries and illnesses must be reported to our staff. An adult member of your group must supervise any unwell child.
- Accompanying staff are responsible for the pastoral care of the group at all times. In an emergency they may be required to drive individuals to hospital and supervise emergency procedures for the group.

2. Quality assurance

- We always try our best to ensure that visiting groups are entirely happy with all aspects of their visit. It is, however, sometimes difficult to judge the exact needs of each individual group. **Please help us by giving us any feedback that may be useful.**

3. If you have a problem

- If you have a problem during your visit you must inform a member of centre staff. If the problem is not resolved satisfactorily, you should consult a senior staff member and, if necessary, the Centre Manager, who will investigate and attempt to rectify the problem to your satisfaction.
- It is very important that you follow this procedure and enable us to act whilst you are still at the centre.

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Health and Safety

Duties of Leaders

All group leaders can never relinquish the responsibility of the safety of their group, this even includes times when the group is participating in sessions run by centre instructors. Should you feel uncomfortable with anything which is taking place please do not hesitate to represent it to the Duty Officer for that day.

All employees must take reasonable care for the health and safety of themselves and others who may be affected by what they do or fail to do at work. This duty implies taking positive steps to understand the hazards in the work place, to comply with the safety rules and procedures and to ensure that nothing they do or fail to do puts them or others at risk.

Reporting and Recording of Accidents

For any accident or injury involving a member of staff or group member a full report must be completed. The files for recording such instances are to be found in the staff room. The Duty Officer should be informed of any incidents, as soon as practically possible and can assist with/complete the necessary forms.

Near misses / Incidents / Accidents which don't require hospital visits

An incident or near miss may happen. It is still vitally important that these occurrences get passed onto the Duty Officer and appropriately recorded to help us as a centre learn from incidents and put procedures in place to help reduce such incidents re-occurring.

Accidents which require hospital visits

These may require a RIDDOR 3 form to be completed in addition to the above form. The Duty Officer will organize this, but may need to ask you for assistance.

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Emergency Contacts

- Aztec Adventure-Upton Warren **01527 861426**
 - Fire, Ambulance, Police **101 / 999**

Accident and Emergency

- The Alexandra Hospital, Woodrow Drive, Redditch, B98 7UB
01527 503030
- Worcester Royal Hospital, Charles Hastings Way, Worcester, WR5 1DD
01905 763333

Minor Injuries

- Princess of Wales Community Hospital (09:00-17:00 Mon-Fri)
Stourbridge Road, Bromsgrove, B61 0BB
01527 488000
 - Local Doctors **01527 832423**
 - Local Police Station **0300 333 3000**

Aztec Adventure-Upton Warren Centre Emergency Contacts

- Aztec Adventure-Upton Warren mobile **07796986073**

Emergency contact number: **07796986073**

If the above number is unavailable, only in the case of an emergency
please contact: 01386 860013

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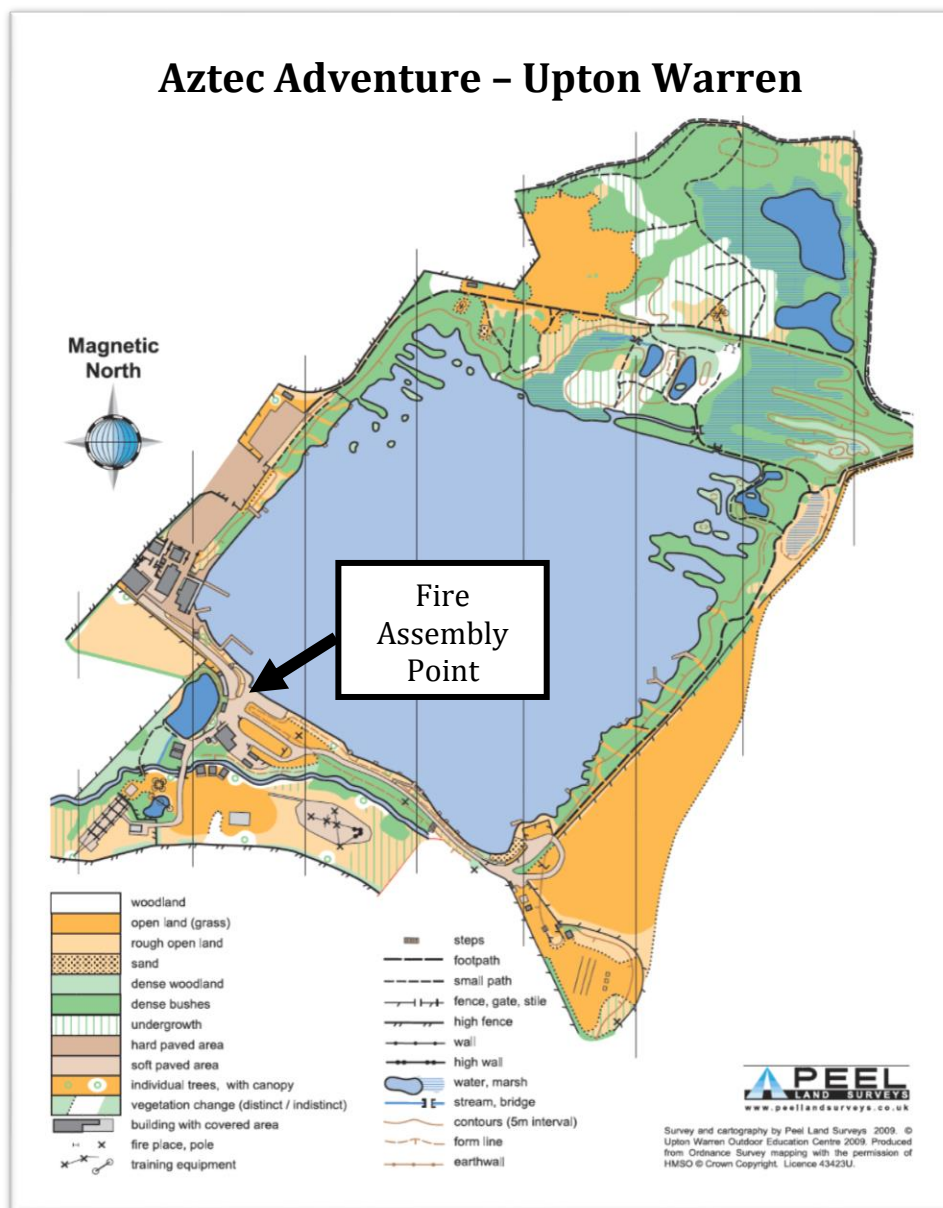
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IN CASE OF FIRE

- Raise the alarms by smashing break glass
- Leave by the nearest exit and go to the fire assembly point – see map below
 - Account for all of your group members
 - Dial 999
 - Contact nominated centre emergency contact



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