

# Frequently Asked Questions

## Guide Water Activity Days

Saturday 7<sup>th</sup> July and Sunday 8<sup>th</sup> July 2018

### Who is the event for?

This event is for Guides and their Leaders.

### What is the format of this event?

You will arrive at Aztec Upton Warren. Arrival times will be staggered from 9.15am

There will be allocated activities on a rota basis. Leaders need to supervise their girls during the whole day.

Both Days are identical, just choose your preferred date.

### Do Leaders also pay £35?

All Leaders/Unit Helpers are FREE but whilst there is no limit on the number of Leaders that can attend, Leaders MUST ensure there is a 1:5 ratio in place. Leaders are not able to participate in the activities but MUST supervise the girls at all times.

### How do we book for this event?

Booking for this event will be online. From 19.00 on Sunday 22nd April 2018 you may book places. You must book the expected number of places you require.

### PLEASE DO NOT OVERBOOK

At the time of booking your places you will be asked:

Your contact details including the Unit name and Level number,

How many places you would like to book for:

Guides, Leaders in ratio, extra Leaders/Helpers, Young Leaders aged 14 - 17

The event has limited places. If all the places are filled we will hold a reserve list should anyone not send their monies in on time or reduce their numbers. Places will then be offered in order of submission. Places CANNOT be replaced by non-Guides.

### How do we pay for this event?

Once you have been received your email confirmation of places successfully booked you will have **7 days** to send a **non-refundable Deposit** of £70.00 per Unit. **Non-refundable** Deposits of £15 for each Guide should be made within 21 days. Balance

payments for every Guide attending **MUST** be made by **Friday 1<sup>st</sup> June**. Please only send 1 unit cheque for the whole amount each time less the deposit/s and not individual parent cheques. **NO CASH** please.

For both cheques and bank transfers you **MUST** include the reference 'GWDAY7' or GWDAY8 (which ever date you choose) followed by the unit Level Number e.g. GWDAY7- 12345678

If making a bank transfer the account details are as below:

- Account name: WORCS GUIDE ASSOC
- Sort Code: 30-99-90
- Account number: 02042628
- Reference: (see above)

Cheques to be made payable to Worcestershire Guide Assoc and sent to Girlguiding Worcestershire County Office, Acre Lane, Droitwich, Worcs. WR9 9BE.

You will receive an email from Girlguiding Worcestershire confirming receipt of your payment.

**Failure to make the Unit Deposit payment within 7 days will result in your places being released. Girls' non-refundable deposits of £15.00 to be paid within 21 days of booking with FINAL numbers.**

**Balance monies are required be made by Friday 1<sup>ST</sup> June 2018.**

### **When do bookings close?**

Bookings close on Monday 28<sup>th</sup> May 2018 or when the event is fully booked.

### **Can children of volunteers or others under 18 attend this event?**

Due to the nature of the event it is not possible for other children to attend on this occasion.

### **Do we need to complete consent forms?**

Each Unit will be sent a Girlguiding consent form and one from Upton Warren to be sent to the County Office by 'signed for' delivery or handed in at the office once the Unit Deposit cheque has been received. A copy should be kept with Leaders during the day.

### **What do we wear for the event?**

Clothing appropriate for the activities will be issued nearer time. All Leaders should be in appropriate guiding wear. A kit list will also be issued.

### **Is the event 'exclusive use'?**

We shall be the only group doing allocated activities. The Upton Warren site itself will be open to the public on the day.

### **Do we need to bring a first aid kit?**

We will provide a first aid point and instructors are first aid trained, however Leaders are requested to bring a small first aid kit for their group.

### **Can you meet additional needs?**

We do our best to meet all additional needs that our members may have. Contact Girlguiding Worcestershire County Office to discuss at the time of making your booking.

### **What activities are on offer for girls?**

Morning or afternoon session of Canoeing/Kayaking, various activities at the 'boat hire' such as stand up paddleboards, pedalos, katakanus available on the day and time on the Aqua Park.

### **Where can we park and will there be a charge?**

There is some free car parking kindly granted by Webb's Garden Centre (opposite Upton Warren Site) in their overspill car park.

### **Who should we contact if we need to change our booking?**

Please contact the Girlguiding Worcestershire County Office on 01905 797377, or [office@girlguidingworcs.org.uk](mailto:office@girlguidingworcs.org.uk) as soon as possible.

### **Can I receive a refund if I cancel my booking?**

Please refer to the Girlguiding Worcestershire booking policy.

### **Will there be photography at the event?**

We will have our own photographers at the event. As this is a large scale event, with over 100 participants, the exception to the photo permissions recorded on GO will apply. This means that photos and videos may be taken and used immediately for event publicity purposes. This is explained to parents on the Information and Consent for Events/Activities form, and parents are instructed that if they do not

wish for this to happen, they must talk to their daughter's Leader. It is then the duty of the Leader to contact the event organisers, Girlguiding Worcestershire.

### Is there anywhere to eat/drink at the venue?

There is an onsite café and bus by the lake to purchase food and drink but we would recommend that everyone brings a packed lunch and drinks. Leaders may wish to visit the food outlets during the day but **MUST** ensure that the 1:5 ratio supervising the girls is met at all times.

### What is the Aqua Park?

The Aqua Park is an inflatable assault course. All persons need to behave in a safe manner. All jewellery including earrings should be removed. No footwear is allowed. A swimsuit is required to be worn under the provided wet suit. Spectacles are also not allowed to be worn.

### What else do I need to know?

All activities will take place on an open lake. Lifeguards will be in place but girls should be able to swim with a buoyancy aid (provided). No girl should be left unsupervised at any time.

All lake water contains bacteria therefore eating/drinking is not allowed whilst activities are taking place and showers should be taken after being in the water following each session and especially after being in the Aqua Park. All cuts and wounds should be covered before going into the water.

Bad behaviour by any member will result in being asked to leave the park.

Further details will be issued after receipt of girls' deposits.

Girls can look forward to a great day on and in the water 😊

**If you have any other questions, please contact the Girlguiding Worcestershire County Office**