



TOLMERS
ACTIVITY
CENTRE

PLANNING YOUR VISIT

Thank you for confirming your visit to Tolmers Activity Centre. We pride ourselves in ensuring that every visit to the centre runs as smoothly as possible and have prepared this information to help you with your planning in the run up to visiting us.

Should you have any questions or queries, please do not hesitate to pick up the phone or drop an e-mail to our office team – who will be happy to help, no matter the question! If this is your first visit to Tolmers, or we have not seen you for a while, just ask the team and we can arrange a convenient time for you to visit the centre and we can run through your visit plans with you.

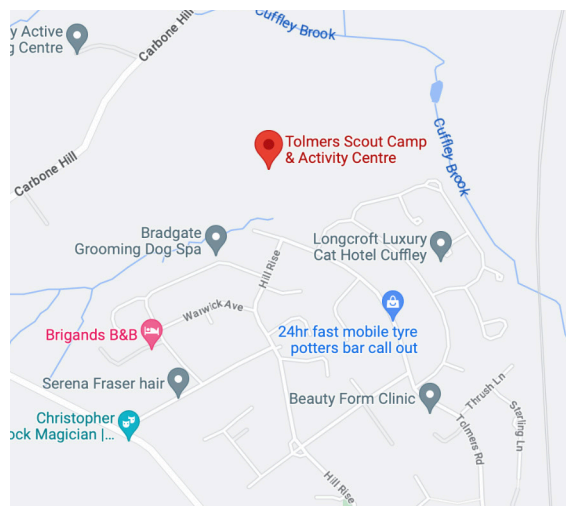
We would encourage you to book any additional activities you require as soon as possible and take the opportunity to pre-order altar fires, tables and any other items that you may wish to hire to make your visit easier. Souvenirs can be viewed on our online shop, ordered in advance and added to your account. Please take some time to familiarise yourself and your leader team with our Roles and Responsibilities and Health and Safety information, so that you can help us maintain the safe environment that we pride ourselves on at Tolmers.

Once on site, should you have a query or concern, please find me or one of my team as soon as they arise and we will do all we can to address them.

We are looking forward to seeing you soon.

Doug Stack
Activity Centre Manager

ABOUT TOLMERS & HOW TO FIND US



Use our postcode EN6 4JS to set the route in your sat nav or google maps.

Roads

M25 - Junction 24
A1(M) and A10 all close by

Train

Cuffley Train Station is 1 mile from Tolmers
Trains to London Kings Cross (Great Northern Railway)



Vehicle access onto site is gated overnight, from
22:00 - 09:00



ON ARRIVAL

- ✓ On arrival drive through the gates and follow the appropriate signs.
- ✓ Group leaders should check in at the Activity Office
- ✓ Vehicles carrying a large quantity of group kit may be granted access to the campsite/building where you are staying however at busy times or during poor weather this may not always be possible. Please only take your vehicle(s) to your campsite/building once you have obtained the express permission of the Duty Manager.
- ✓ If you have arranged a supermarket delivery, please ensure all orders contain your group name and an onsite contact number. Please wait at reception for your order at your allocated delivery time, as this is the first place delivery drivers come to find out where you are.

RECEPTION - BOOKINGS TEAM

Reception is closed for walk in visitors.

Bookings Team Phone Lines Open:

- ✓ Monday – Friday 09:00-17:00
- Call on 0208 236 0040

Contact the Booking Team for:

- ✓ Adding activities for a future booking
- ✓ Any queries relating to your booking
- ✓ Any queries regarding invoices or payments
- ✓ Appointments can be made

Booking Email: info@tolmers.org.uk

ACTIVITY OFFICE

Opening Times:

Monday – Sunday 08:30-17:30

During busier periods open later into the evening.

Visit the Activity Office for:

- ✓ Check In
- ✓ 10 minutes before your self-led activity is due to start to check in and go through safety information
- ✓ Booking last minute additional activities
- ✓ Any questions relating to your activities
- ✓ To access the providore outside of normal opening hours.

AED - DEFIBRILATOR



The nearest AED is located in a secure cabinet on the main toilet building.
To access the defib, call **999**, ask for ambulance and quote location EN6 4JS.

ADDITIONAL INFORMATION

Duty manager available 24 hours

No dogs allowed onsite - assistance and guides dogs are allowed.

Lost property can be claimed by completing the form [HERE](#) or via on our website.

Security

Tolmers is a fully enclosed site, entrances are barrier controlled and all key areas and access routes are covered by CCTV.

Smoking

We ask that anyone who wishes to smoke does so out of sight and away from young people.

For more information click [HERE](#) or view on our website.

Alcohol

No alcohol is permitted in the 'public' areas of Tolmers.

Should you have alcohol within your group camping area then current Scout Association guidelines should be followed, for more information click [HERE](#) or view on our website.

Drones

Tolmers Activity Centre operates a strict no drones policy.

Waste & Recycling

Our waste contractor separates all of the waste at their own plant. There is no need to separate it before disposing in our bins.

The bins are situated in the bottom corner of the car park.

Buildings

You will need to bring bedding, sharp knives, chopping boards and matches.

Guest Information Form

This will be sent prior to your arrival requesting information such as final numbers, leaders names and other essential information. This must be returned 14 days before your visit or your booking maybe cancelled and payment due in full.

ON DEPARTURE

- ✓ On departure please ensure all rubbish is disposed of in the bins at the bottom corner of the car park.
- ✓ If in a building, please ensure the building is clean, locked up and a check out form is completed by scanning the QR code.
- ✓ If camping, please ensure the campsite is clean and free of any litter.
- ✓ Please check out at the Activity Office before leaving the site.



HEALTH & SAFETY INFORMATION

POLICY STATEMENT

It is the policy of Hertfordshire County Scout Council, to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees and all others who could be affected by the Hertfordshire County Scout Council activities. The Hertfordshire County Scout Council also recognises its duties to take all reasonable steps to promote and maintain safe, healthy working conditions and to ensure that its statutory obligations are met at all times.

ACTIVITIES

All activities carried out must conform to the Scout Association's Policy, Organisation and Rules (POR). All activities involve risk of some kind, but with good training, proper equipment and responsible leadership, these risks can be minimised to provide adventure and fun for everyone.

Any group that runs a Self-Led activity during their visit must have a competent adult present (over 18yrs) that has read and understood the activity specific Risk Assessment and Operating Guidelines.

The individual who completes this form via the QR code MUST lead the activity and be present for the entire duration of the activity.



Instructor-Led activities are led by Hertfordshire Scout Activity Instructors who have completed all necessary training required. For Instructor-Led Activities, please meet the instructor at your activity at the start time.

For Self-Led Activities, please come to the activity office 10 minutes prior to your activity start time.

ACCIDENTS & ILLNESS

Tolmers prides itself in maintaining a safe environment for people to enjoy themselves. All accidents, hospital and doctors' visits at Tolmers must be reported to the Activity Centre Manager and an accident form filled in as soon as is practical via the QR code.

If you require emergency assistance, our Duty Manager can be contacted on 0208 236 0040.

Please refer to the information at the end of this document, from East of England Ambulance Service, for guidance as to when to call an ambulance. For all but 'life threatening' situations, please contact the centre team for assistance.

First Aid - The Hertfordshire County Scout Council will ensure, so far as is reasonably practicable, that all appropriate First Aid and Emergency facilities exist to meet their compliance obligations, and trained and competent appointed persons will be available to provide basic First Aid services, however all groups are responsible for providing their own First Aid cover.

Hospitals - 24-hour Accident and Emergency at Lister Hospital, Coreys Mill Lane, Stevenage, Hertfordshire SG1 4AB, Urgent Care Centre 8am to 10pm at Queen Elizabeth 2 Hospital, Howlands, Welwyn Garden City. Maps and additional information available from the office.



FIRE

Please familiarise yourself and your leader team with the enclosed Fire and Evacuation procedure found in this pack.

All buildings have suitable firefighting equipment and fire alarm systems.

Anyone staying in a building must complete a Fire Evacuation Practice within 2 hours of the entire group arriving. The form can be found in each building or by scanning the QR code.



Groups camping are responsible for their own fire safety provision, subject to their risk assessment. We would expect those using generators and large gas appliances to provide suitable extinguishers.

TREE MANAGEMENT

Following extensive tree work at all Hertfordshire Scout Activity Centres, we have a new Tree Safety Management policy. We ask you to read through this [HERE](#) or via the downloads page on our website before joining us for your visit.

Please ensure you set up your camp outside of the drip lines of trees and if wind speed is expected to be over 29mph during your stay then you will be allocated a space away from trees in a safe area. There is a camping status board displayed outside of the office.

Visitors are reminded to follow the areas of risk usage requirements (found in the policy) and to abide by any decision made regarding the safety of the woodland by the Activity Centre and regarding moving of their tents/equipment due to wind or snow. Visitors will receive safety guidance prior to arrival where possible.

OUT OF BOUNDS AREAS

Out of bounds areas are marked clearly on the Centre Map. We ask that you draw your groups attention to these areas and the importance of not entering them.

GAS CYLINDERS

Any gas appliances should be checked by a competent person prior to arrival on site, and should be turned off at the cylinder when not in use. All gas cylinders should be stored in a safe, secure environment and changed away for all tents or flammable substances. If you smell gas, turn off the cylinder/appliance at once.

We do not sell gas, however there are several stockists nearby. A local map showing locations can be found [HERE](#) or on our websites downloads page.



ELECTRICAL EQUIPMENT

Any electrical appliances should be checked by a competent electrician, prior to arrival on site. The buildings have sensitive 'trips' that 'cut out' if anything is of a dangerous nature. All cabling must be appropriately managed and secured safely. Site supplies must not be connected to without prior permission.

GENERATORS

A competent electrician should, prior to arrival, check any generators to be used on site. The generator must be earth staked and be fenced off in a safe environment. Consideration must be given to other campers around the site and all generators should be turned off by 22:00. Any fuel must be stored in clearly marked containers and kept separate to the generator. Generators must be turned off when filling.

FIRE & EVACUATION

To ensure that everyone is aware what to do in an emergency, the following information must be circulated and displayed to your group. If there is anything you are unsure about, please contact a member of staff.

MANAGEMENT

An assessment of the incident severity level must take place before managing the process below and are detailed as follows:

Low – minor injuries and no live incident (emergency services may not be required)

Substantial – major injuries and incident live (localised incident, partial evacuation may be required)

Critical – potential for or loss of life and incident live (straight to evacuation procedure)

The location and address is:

Tolmers Activity Centre
Tolmers Road
Cuffley
Herts
EN6 4JS

This information **MUST** be given to the emergency services by the Emergency Controller for the day via telephone 999 and ALL involved staff must be informed of the severity level.

The “Fire Marshall” will be the Manager in Charge and take full responsibility for the process.

Additional members of staff will be designated by the manager in charge to assist as required.

The Emergency Controller will remain at Reception **IF SAFE TO DO SO** and then inform the following people of the situation by phone and or email:

Experience Manager (if not in control of incident)
Manager Activity Centres
County Chairman (if instructed to do so by Manager Activity Centres)
County Lead Volunteer (if instructed to do so by Manager Activity Centres)

All communication with any media or anyone externally of the incident **MUST** be notified to the Manager Activity Centres and directed without comment to:

County Chairman or
County Lead Volunteer

The Emergency Controller will keep time and event logs of the substantial and critical incidents as it unfolds for use post incident.



SITE EVACUATION

On hearing the siren **everybody must go** to the Site Evacuation Assembly Area (Fire Assembly Point) situated on the carpark by the high ropes course.

1. Leaders will be responsible for gathering and assembling their own group members, and for carrying out a roll call of their own group members.
2. Leaders must report to the site Fire Marshall and confirm whether all people in their group are accounted for (and provide details of anyone not present).

Do not stop to collect personal belongings or re-enter the campsite/building until authorised to do so by the Fire Marshall or Emergency Services.

THE SIREN: The signal given is five (5) short blasts on an 'air-horn' resting for five seconds and repeated for a total of one minute, resting for 30 seconds and repeated for a further minute or until everyone is at the Site Evacuation Assembly Area.

THE FIRE MARSHALL is a member of staff wearing an orange 'hi-visibility jacket' stationed adjacent to the 'Fire Assembly Point'. They will confirm all groups are accounted for. Additional members of staff wearing an orange 'hi-visibility jacket' will be stationed adjacent to the 'Fire Assembly Point' to assist as required anyone with a disability.

MAJOR INCIDENT OR MAJOR EVACUATION OF PREMISES

Once an assessment of the incident has taken place, the Fire Marshall or Emergency Services may require everyone to evacuate the premises. This may involve walking to another part of the site not involved in the incident.

Once the decision has been made **everybody must** follow these instructions. Anyone requiring assistance must be made known to a member of staff wearing an orange 'hi-visibility jacket' stationed adjacent to the 'Fire Assembly Point'.

The Fire Marshall will direct everybody to follow in an orderly manner, a vehicle with flashing amber lights, to the appropriate area and follow **all instructions** given by staff. Once there everybody must stay calm until further instructions are given by the appropriate person.

Additional staff will be available to assist as required anyone with a disability.

ROLES AND RESPONSIBILITIES

To ensure that young people and adults alike have the best possible experience and the most fun at Hertfordshire Scouts Centres, the Group Leader should ensure that all accompanying adults are aware of their roles and responsibilities prior to your group's journey.

GENERAL ROLES & RESPONSIBILITIES OF LEADERS/ASSISTANTS

1. Group leaders and accompanying adults are responsible for the overall care and well-being of the young people.
2. Whilst our instructors are responsible for the safe delivery of the activity session, the Group leader & accompanying adults are still ultimately responsible for the student's welfare and behaviour.
 - a) Please encourage young people to be considerate and polite and to keep Hertfordshire Scouts Centres tidy, to be punctual and to support and encourage each other.
3. Group leaders and accompanying adults are asked to accompany each group during an activity.
4. Group leaders and accompanying adults are to ensure that young people are behaving in an appropriate way, so that the activity can be both fun and safe for all involved. If a young person's behaviour is continually preventing an activity from running well, the Group leader/accompanying adult should take time to talk to the young person so that others are not disrupted.
5. For all activities, Group leaders and accompanying adults are required to supervise the non-active participants, allowing the instructor to focus on one-to-one coaching.
 - a) During activities, please ensure the young people have the correct clothing and foot wear and that they bring their asthma pumps or other relevant medication to each activity. Young people should be encouraged to attempt all activities.
6. Group leaders and accompanying adults have full responsibility for their groups during non-activity times; such as mealtimes, free-time and at bedtime.
 - a) At mealtimes ask the young people to 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 Clearing Station.
 - b) During free time, the young people must stay away from activity areas.
 - c) Please ask the young people to respect the fact that other groups are onsite and therefore noise levels should be kept to a minimum from 22:00.
 - d) Eating and drinking is not allowed in the bedrooms or tents.
7. To ensure that issues are efficiently resolved, we request that matters of a serious nature be communicated by Group Leaders to the Centre Management Team.
8. Group leaders and accompanying adults are welcome to participate in the various activities, providing they have been present for the safety talk. This is a great opportunity for Group leaders and accompanying adults to enjoy the challenge of trying something new and for young people to see their Group leaders and accompanying adults in a completely new light!
9. Hertfordshire Scouts operates a 'zero tolerance' attitude to all forms of abuse towards staff and volunteers. As such behaviour will not be tolerated, and could lead to the instructor stopping the activity immediately.

GENERAL ROLES & RESPONSIBILITIES OF HERTFORDSHIRE SCOUTS INSTRUCTORS

1. Hertfordshire Scouts instructors shall follow the Systems and Procedures to ensure that each activity is run safely.
2. Their main focus is to ensure that all members of the group can participate in each activity safely.
3. Hertfordshire Scouts instructors will work with leaders to re-enforce positive behaviour.
4. If the Hertfordshire Scouts instructor deems that safety could be compromised, they reserve the right to exclude individual young people and/or curtail the activity.
5. Whilst Hertfordshire Scouts 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 Group Leader.

When should you call 999?



If you or the person you are with are not in life-threatening danger, use the following:

Pharmacy

Find your nearest pharmacy online and check their opening times.

Walk-in centres

Find your nearest one on the NHS Choices website. (www.nhs.net)

GP Out of Hours

Need a GP in the evening or at the weekend? Call NHS 111.

NHS 111

For urgent medical help, but when it's not an emergency.

If it is life-threatening, you **MUST** call 999 immediately.



CONTACTING 999 IF YOU ARE SPEECH OR HEARING IMPAIRED

You can contact us by a text message from your mobile phone. EmergencySMS is available in any type of emergency for people who can't use the standard 999 voice services.

Register at <http://www.emergencysms.org.uk/>

#WeAreEEAST



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