



Leaders in Outdoor Learning
Experience Learn Develop

Leaders Welcome Pack
2023

Leaders Welcome Pack

This guide aims to provide all the information required to prepare for a visit to Avon Tyrrell.

If you have any further questions or would like specific information concerning any aspect of your visit, please contact our Customer Experience Team on **01425 672347** or email us at info@ukyouth.org

Support we offer

- We encourage all leaders and participants with specific requirements to visit our centre in advance of their stay to familiarise themselves with the layout and discuss individual requirements with our Customer Experience Team. All programmes are designed and tailored with your group in mind and where possible we will always adapt our sessions and teaching style to suit the needs of your group.
- Should you have specific aims for your trip, please advise us as early as possible and make sure you mention them when our Customer Experience Team contact you to discuss your aims and learning objectives.
- During your stay, we provide support and assistance wherever possible, including the provision of an emergency on-call system which operates 24 hours a day.
- There are regular opportunities for party leaders to liaise with centre staff during your stay to discuss and review requirements and check progress against the objectives of the visit, should you require any additional help or support please speak to a member of our Customer Experience Team or any of your activity staff who will all be able to help you.
- Providing consent is given beforehand, we like to tell our network of followers on social media about the visits from groups, and encourage parents/guardians to 'follow' us to receive updates about their child's visit. Please let us know if this is something that you would be keen for us to engage in during your stay, we always ensure we have your consent before anything goes live.



Roles and responsibilities

- Group leaders are responsible for ensuring good conduct within their groups and all young people must be accompanied by adult leaders. We recommend a minimum ratio of 1:10 for accommodation and activities.
- In loco parentis the group leader is responsible for ensuring all parents are notified in advance of the activities that any under 18's will participate in, including the associated risks. Completion of our signed medical consent form is taken as confirmation of this. Group leaders will also be responsible for informing parents of any accident, injury or unsuitable behaviour which may occur during the visit.
- Avon Tyrrell instructors will ensure that every led session takes place in a safe learning environment and they will take on the responsibility for participants safety whilst on session, although group leaders will still be required to maintain responsibility for their conduct.
- Each participant will be asked to take responsibility for their own learning outcomes and their own personal safety by listening to instructors, adhering to the safety rules provided for each activity and not behaving in an anti-social manner such as using offensive language or bullying.
- In certain circumstances these roles and responsibilities might change, but where this is applicable we will make sure you are fully aware of this and understand the full implications.

Wet weather options

All of our activities take place come rain or shine, so please come prepared for weather changes.

In the unlikely event that we need to cancel your session due to extreme bad weather, we will always endeavour to reschedule this session at some point during the visit that is convenient to both parties. Where this is not possible, an indoor alternative may be offered. Should no alternative be found guests will be entitled to a full refund for that session.

Where the package price has been provided we will always offer our best alternative session, but no refund will be available.



Arrival and Departure Times

The arrival and departure times for group accommodation are listed below.

Arrival Times:

- House: Monday from 12pm
Tuesday- Friday from 3pm
- Lodges: From 3pm
- Camping: From 1pm

Departure Times:

- Monday-Saturday: Please vacate all accommodation before 10am
- Sundays: Please vacate the house / lodges before 4pm
Camping from 10am

In fairness to arriving groups, please ensure that you allow ample time to vacate your accommodation on time.

Please note: these times are purely for access to your accommodation. You are welcome to arrive early and leave late to make use of the facilities. We can arrange a bag store if required, but we need to know in advance.

If you are going to arrive after 5pm, our On Call staff can be contacted using the emergency contact number which will be on the Reception door.

Access for All

To ensure all guests are able to take part in the residential experience, we have a range of accessible equipment which is available for hire including:

- Motorised BOMA off road chair
- Trumper
- All terrain manual wheelchairs
- Shower chairs and trolley
- Specialist activity equipment including accessible bikes and trikes, sit on top kayaks and hoists.



For more information about this equipment or to add them to your booking please contact our Customer Experience Team.

Most of these facilities are provided free of charge, or for certain equipment there is a small charge.



Other On-site Facilities

Main House

- An indoor drying room
- Meeting spaces and conference room
- Free Wi-Fi
- Lift
- Pool table and table football (for house guests only)
- Lounge with TV & DVD Player

All guests

- Reception Gift Shop – Offers drinks, snacks and souvenirs as well as basic amenities for Camping.
- Café Explore (Open Seasonally) – Serving breakfast rolls, light lunches, hot drinks and snacks
- Sports Courts
- Bike Hire plus inductions for the on-site tracks
- On-site walks and self-guided activity packs
- Communal fridge/freezer
- BBQs and campfire area
- Giant outdoor games including Frisbee Golf and Chess.
- FREE to use Adventure Play Area and Bouldering Wall
- FREE Wi-Fi
- Training rooms and meeting spaces
- Direct Access to the New Forest

Suggested Kit List

Avon Tyrrell will provide any specialist equipment required for activities, but in order to make sure your group is able to fully enjoy their visit, please ensure suitable clothing and footwear are brought. The amount of each item will depend on your programme and the duration of your stay, but if you are in any way unsure, please let us know and we will be more than happy to advise you.

For a standard residential visit, we would suggest the following:

- Suitable outdoor coat (waterproof and warm) and outdoor trousers.
- Outdoor footwear (closed-toe) i.e. walking boots or sturdy trainers.
Wellies are not suitable for most of our activities.
- Older trainers for water sports activities as they are likely to get wet.
- Warm jumpers or hoodies – fleeces are best as they are lightweight and warm.
- Short-sleeve and long-sleeve tops (thermals are good for the winter).
- Casual clothes for the evening and slippers for wearing indoors.
- Sleepwear.
- Underwear – including at least 1 pair of socks per day, plus a couple extra.
- Swimwear.
- Wolly hat, gloves and scarf.
- Small backpack to keep extra layers and a drink in while on sessions.
- Toiletries including; soap, toothbrush, toothpaste, hairbrush, shampoo etc.
- Towel (1 x big and 1 x small).
- Any prescribed medication.
- Sun cream.
- Spending money for the shop.
- Reusable water bottle.
- Torch.
- Camera to take photos of your experience.



Outdoor activities are exciting, challenging and interesting but they will be more enjoyable if participants have suitable clothing, so please bring plenty of old, warm clothes that you don't mind getting dirty. Please remember that visitors will need to be able to carry their own bag so need to be considerate of luggage choices.

Preparation Check List

Once you have made your booking to visit Avon Tyrrell, you may need to complete some or all of the following checklist items.

If you are unsure which items may be applicable to you, or your group, or if you have any questions about your visit, please contact our Customer Experience Team using the details below.

12 Weeks prior to your visit

- Have you paid your deposit? If not, please ensure this is paid as without this, we are within our rights to cancel your booking.

A minimum of 12 weeks prior to the visit:

- Have you discussed and decided on your visit's aims, objectives and learning outcomes and advised us accordingly?
- Have you decided on and booked all of the activities for your group during their visit?
- Have you written/completed any necessary risk assessments? (Please note, a copy of our risk assessments are available to download from our website to help.

A minimum of 2 weeks prior to the visit (Catered):

- Have you provided the participants with a list of what to bring?
- Have you returned your completed rooming list?
- Have you returned your completed catering list?
- Have you returned your completed activity medical form?
- Have you completed our photo consent form?

A minimum of 2 weeks prior to the visit (Self-Catered):

- Have you provided your group with a list of what to bring?
- Have you reminded the group to bring bed linen and towels? Or booked bed linen with us?
- Have you decided on a menu and made any necessary arrangements (if you are considering using online grocery shopping, please ensure the delivery time is not before your arrival time!)
- Have you returned your completed combined site list and medical form?
- Have you completed our photo consent form?



Special Requirements or Requests

Please ensure that you have informed us of any specific requirements you may have.

Whilst we will do our best to adapt to any last-minute changes or unplanned eventualities, we cannot guarantee to deliver the high levels of customer service we would like all guests to receive without prior notification. This includes consideration of catering requirements, additional resources such as hoisting or adaptable equipment and meeting/breakout spaces.

The more detail and information we have in advance of your visit, the smoother it will be and the more you can relax and enjoy your stay.





The History of Avon Tyrrell

Many of the groups coming to stay love to learn about the history behind the site and in particular the history of the house, please find below a short summary of information.

In 1881, Lord Manners made a bet that he could buy, train and ride the winner of the 1882 Grand National. He only had a few months to find his horse. He bought a horse called Seaman from his Irish owner, Mr Lindt, who was not convinced that Seaman would stand the training, but he still took the £1,900 he was offered anyway and Lord Manners began to train and work with Seaman to get ready for this big day.

Nobody thought that Lord Manners had the experience to win at Aintree and the bitterly cold and snowing conditions on the day were one of the worst days for the race in history.

The terrible conditions soon caused many of the runners to drop back and Manners found himself neck and neck with the favourite at the final fence. Suddenly Seaman broke down and Manners had to nurse his lame horse past the winning post, just a short head in front of the favourite.

Manners, modest as ever, put all the praise onto his horse, but he had shown all his critics what an excellent horseman he was. Seaman never raced again but was ridden by the Manners family until he died having lived in comfort for many years. He is buried in the grounds.

Although he was wealthy, Lord Manners owned no property. He married Constance Fane in 1885 and her eldest sister, Evelyn, let Manners build Avon Tyrrell on her land with his winnings. She later left the land to the Manners family on her death.

The house was designed by the Arts and Crafts architect W.R. Lethaby and completed in 1891. Avon Tyrrell, is as far as known, the last calendar house to be built in the UK and incorporates 365 panes of glass, 52 rooms, 12 chimneys, and 7 external entrances, its heritage and design mean that the main house is now a Grade I listed building.

The house was requisitioned by the army during the Second World War as an intelligence gathering post and hospital; the family never moved back in. In 1949 Lord Manners donated Avon Tyrrell to the "Youth of the Nation". It was officially opened by Princess Elizabeth (who went on to become Queen Elizabeth II). Now, as a registered charity, (UK Youth), we offer residential activity breaks, courses and personal development programmes to people of all ages and abilities.

Emergency Numbers

Local Doctors

There are two local surgeries in Bransgore - both will require medical and personal details on the group member.

- The New Medical Centre: 01425 672857
- Twin Oaks Surgery: 01425 672741
- Bournemouth Hospital (A&E): 01202 303626
- Lymington Hospital (Minor Injuries): 01590 677011
- Poole Hospital: 01202 665511
- Bransgore Pharmacy: 01425 672511
- Forestry Commission: 02380 283141

Use of the New Forest

Avon Tyrrell is located on the Ordnance Survey Land Ranger series Map 22 - map reference SU185003.

It is agreed that groups staying at Avon Tyrrell may make use of the New Forest for the purpose of walking, nature study and map and compass hikes



General Conditions:

- Observe the Country Code.
- There is to be no interference with the general public and grazing animals must not be disturbed.
- No litter is to be left on Forest land.
- When passing through enclosures all persons must keep strictly to existing tracks and rides.
- Participants should not enter areas on a weekday or a Saturday if a sign "Danger, Forest Operations" is displayed on an enclosure gate. Timber harvesting operations take place during the majority of daylight hours, Monday to Friday and occasionally on Saturday. For safety reasons it is necessary to maintain an exclusion zone around the larger harvesting machines.
- All gates and barriers must be properly closed after use.
- No fires are to be lit and no smoking is permitted in or adjacent to enclosures.
- The use of cycles in the Forest is subject to compliance with the New Forest Cycling Code.



Infringement of any of the above may lead to the loss of this agreement for all groups as well as possible prosecution of the group concerned.

For more information please contact us, or contact the Forestry Commission directly (Tel: 02380 283141)

Please remember if you are using the New Forest as a self-led activity to ensure you are fully aware of conditions and have an up-to-date risk assessment for your group and activity.





Leaders in Outdoor Learning

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