

Terms & Conditions: Group Visits



The terms and conditions below outline both ours and your responsibilities before, during and after the visit. Please ensure you read this carefully at the time of booking.

YOUR RESPONSIBILITIES

At time of booking

- Read this document carefully and ensure you are happy with these terms and conditions.
- Send the Cullercoats Bike & Kayak risk acknowledgement and parental consent form to all participants. **NB: Any other form normally used by the school is NOT an acceptable alternative.**
- Ensure you have provided appropriate staffing/gender ratios to adequately supervise the changing of students into their equipment and the behaviour of the group for the duration of the activity.
- Pay the 50% deposit as soon as possible.

14 days prior to the visit

- Ensure completed risk acknowledgement and parental consent forms have been sent to Cullercoats Bike & Kayak either by post, or by scanning and emailing the documents to groups@cullercoatsbikekayak.co.uk.
- Notify Cullercoats Bike & Kayak of any physical, emotional or behavioural issues, or specific access requirements, which might reasonably be anticipated or accommodated if you feel these have not been adequately communicated by the parental consent form.
- Confirm your final numbers of staff and student participants.
- Confirm and pay your final balance.

On the day of the visit

- Encourage children to use the toilet and put on their swimwear under their clothing before arriving at site.
- Unless we have agreed otherwise, you will provide safe transportation of students to the agreed rendezvous location.
- Supervise students whilst changing and preparing for the activity.
- Notify Cullercoats Bike & Kayak on arrival of the final head count for the activity.

During the activity

- Ensuring all school staff remain present at the activity site for the duration.
- Assisting with transportation of students, on foot, between activity sites.
- Being primary point of contact for any adverse behavioural issues during the activity and taking any reasonable action requested to prevent disruption to the activities.
- Supervising any students that choose to leave the activity early.
- To maintain communication with Cullercoats Bike & Kayak's guides and coaches throughout the activity.

After the activity

- Supervising students whilst changing and ensuring all equipment is returned as requested.
- Carrying out a final headcount on departure and ensuring all participants are present.
- Safely transporting students away from site at the end of the activity.

OUR RESPONSIBILITIES

At time of booking

- Provide a detailed booking confirmation, clear terms and conditions, a parental consent form and invoice.
- Liaise with school/LA health & safety contacts as needed to ensure the activity is deemed safe to proceed and provide any documentation requested by them (eg. risk assessment).
- To provide as much notice as possible if the activity can't proceed or the rendezvous point must change because of poor weather conditions or similar interruption.

During the activity

- To provide the activities chosen safely and in line with our normal operating procedures (NOP) and risk assessment (RA)
- To supply appropriate safety equipment for the activity, as defined in the NOP/RA, for every participant.
- To supply suitably qualified coaches at an appropriate ratio for the activity.
- To maximise the enjoyment of participants by providing stimulating and enjoyable activities.
- To take charge in the event of any incident or accident, including provision of first-aid.
- Communicate with the school/youth group supervisors and make them aware of any behavioural, physical or emotional problems that may arise with the participants.

After the activity

- Provide a debrief to the group and staff.
- Follow up on any required accident reporting responsibilities as defined by the HSE under the RIDDOR act.