

CODE OF CONDUCT FOR GROUPS/USERS OF COBNOR ACTIVITIES CENTRE TRUST

Introduction An independent board of Trustees runs the Cobnor Activities Centre. The facilities are wholly owned and maintained by the Trust, which is a non-profit making registered charity and company limited by guarantee. The income from the hire of facilities supports maintenance of the fabric of the buildings and the repair of and renovation of the craft at the Centre. It also receives annual donations from the "Friends of Cobnor", an associated charitable trust. It is, therefore, most important that all users are aware of these circumstances and are encouraged to assist in whatever way possible to help improve the facilities and to minimise the natural wear and tear. Where charges have to be made, it may ease the situation to remember this wonderful resource for young people has only been achieved by considerable voluntary support and charitable donations.

1. **The Leader in Charge** is responsible to the Centre Manager or Duty Manager to implement the procedures outlined by the Cobnor Activities Centre Trust's, must exercise due authority to ensure good practice and behaviour at all times in the use of the facilities. Any accidents or incidents must be recorded, using the Centre incident form and reported to the Centre Manager. The Trustees reserve the right to accept, or refuse, any application for a booking without explanation at their absolute discretion. The Part Leader is responsible for seeing that all members of their party are physically fit to take part in the course and water confident to take part in watersports activities. All adults accompanying a party agree to be responsible for the good behaviour of those in their party and will adequately supervise their own party. Where damage is caused to the Company's equipment e.g. boats, accommodation, etc as a result of wilful damage by a party member under the influence of drink or drugs, or as a result of a party member not obeying the Company staff's instructions, then the person will be responsible for the full amount of the repair or replacement. The Party Leader is responsible for providing the Company with any known potential medical conditions that may affect the personal safety of any party members and for notifying, in writing, the Company of any special needs of any part members.
2. **Safety** All water borne and land activities will be run in accordance with Cobnor Activities Centre Trust's policies and procedures and where appropriate comply with the regulations laid down by the activities National Governing Bodies, i.e. the RYA and BCU.

Dynamic risk assessments are carried out and used in conjunction with the centres generic risk assessments, details of individual activities are filed in the Centre Office and can be viewed on request.

If any activity from the group gives rise to, or will give rise to, unacceptable hazards or behaviours in the opinion of the Centre Manager, his deputy or a Trustee; then any of these persons may direct the Course Organiser and members to terminate the activity forthwith. They may also require the group to leave the Centre at a moment's notice.

3. **Equipment and Activities** Cobnor Activities Centre trust will be run in accordance to Cobnor Activities Centre Trust's policies and procedures and where appropriate comply with the regulations laid down by the activities National Governing Bodies, i.e. the RYA and BCU. Cobnor Activities Centre trust hold a number of accreditations for the delivery of safe Outdoor Education and Adventurous activities these include
 - a. Adventure Mark
 - b. Adventure Activities Licensing Authorities (AALA)
 - c. Learning Outside the Classroom Quality badge

In addition to enjoyment the Trust will provide the following of its courses and activities where appropriate:

- a. We only employ qualified and experienced staff
- b. We provide a range of personal protective and safety equipment for participants' comfort and safety
- c. We teach to national governing body recommendations and guidelines.
- d. We implement robust management and safety systems which have been inspected by approved bodies

We reserve the right to modify or cancel any activity if we feel that there are unmanageable risks such as severe weather.

4. **Insurance of Groups using the Centre** The Centre holds Public Liability Insurance of £5,000,000, which carries an excess of £100.

Under the Hirer's liability section of our policy, Zurich Municipal provides Hirers Liability insurance of £1,000,000. This will cover the hirer in respect of all sums, which the hirer may become legally liable to pay as damages and claimants costs and expenses as a result of:

- a. Accidental injury to any person (unless any employee of the hirer)
- b. Accidental damage to the premises or contents
- c. Accidental damage to the property not belonging to the hirer, nor in their custody or control
- d. Accidental damage under the terms of the agreement

An excess of £100 applies for each and every claim for damage to the premises or contents caused other than by fire or explosion. The Hirers' Liability Insurance is included in the hire charges of the Centre. The Company accepts responsibility should any of the services which we are contractually obliged to provide prove deficient or not of reasonable standard. This includes responsibility for the acts or omissions of any of our employees, subcontractors and suppliers. Save that as detailed below, no liability is accepted for death, injury or illness.

The Company does not accept liability or responsibility for personal injury to, or the death of any participant howsoever caused unless by the proven negligence of the Company, employees, suppliers or subcontractors. In addition, the Company is NOT liable for death, injury or illness caused by an activity outside of the Company's activities.

The Company cannot accept liability for causes of dissatisfaction that are not notified to us, in writing, within 28 days of completion of the course/holiday.

5. **Boundaries/Site** The boundaries of the site are:

- The drive way entrance and car parking to the West side of the car park
- The fence between the Centre and the Christian Youth Enterprise to the North
- The Cobnor Estate dinghy park to the South
- The hedge bounds the West
- The high water mark on the Bosham Channel bounds the Eastern side

The Centre and Trust has excellent relationships with immediate and local Landowners and this relationship will be support and respected at all times. The Centre Manager needs to be advised if any activities that are to take place away from the centre. NO activities are to take place in the immediate vicinity of the centre (adjacent fields or pathways) other than the centre grounds.

Other rules for consideration include:

- a. Users should keep the site clean and free of litter
- b. The centre and site has a **NO SMOKING POLICY** which applies to the whole site and activities.
- c. **NOISE** is to be kept to a minimum after 10.30 pm, at the request of the Landowner.
- d. **UNDER AGE DRINKING** will not be permitted or condoned.

The Cobnor Activities centre is a fully operational working centre. Visitors and self-managed groups are to be aware that the boat park and workshops are out of bounds to all non Cobnor staff. Visitors and self manage groups are to be aware of the use of heavy machinery including tractors, trailer boats and mini bus in the centre grounds.

6. **The Buildings/Bookings** The leader in charge should undertake a full inspection on 'hand-over' and leave the Centre in a clean condition, acceptable to the Centre Manager or a member of the Centre staff on duty. The timing for handover is as follows:

Arrival on Mondays		1100 (approximately)
Arrival on Fridays		1700
Departure on Fridays	Centre inspected	1330
	Groups vacate the Site	1400
Departure on Sundays	Centre inspected	1600
	Groups vacate the Site	1630

7. Groups arriving on Fridays are expected to have a representative on site to receive the keys and accept the Centre and equipment by 1800. If you are unable to meet this requirement, then alternative arrangements will have to be made with the Centre, at least 5 days prior to the commencement of the course.
8. **FIRE DRILL** is mandatory for all residential groups and day groups this will be completed within three hours of arrival and prior to their first night. On hearing the alarm all persons are to vacate their building and muster in the **Camping field**.

The **Jubilee Building sleeps 20**. The **Log cabin sleeps 40**. These units are now hired separately. Any extra accommodation required needs to be discussed with the Office Manager.

All accommodation, equipment including dining rooms must be kept and left clean, tidy and fit for purpose to the satisfaction of centre staff failure to do so could result in a **minimum charge of £50**. Basic cleaning equipment will be provide by the centre, anything other than water hoses, booms, brushes, cloths and basic cleaning need to be requested from centre staff.

The Centre Manager, or his deputy, has the right to inspect the premises and equipment at any stage during a course and may request extra cleaning to be carried out when groups are seen to be neglecting duties.

9. **CONDUCT** The person in charge of any group is responsible for the good behaviour of the group during the whole period that it is in residence. Attention is drawn to the following:
 - a. There must always be an adult present and in charge of the course and the premises when members are present.
 - b. The sleeping accommodation must be adequately supervised by at least two adults, quartered in the log cabins.
 - c. If parties, or individual members of the course, leave the premises for any reason, the group leader in charge must accept personal responsibility for behaviour.
 - d. Failure to observe these minimal rules of conduct could result in the instant termination of a booking and/or refusal to accept future applications.

The Centre Manager has been instructed to report any breaches of the regulations to the Chairman of the Trust without delay or exception.

10. **SPECIFIC RULES FOR THE KITCHEN** The Kitchen has been approved and it is incumbent upon the visiting groups to ensure a high standard of hygiene.

Groups and individuals wishing to use the centres kitchens and appliances will need to ensure they have completed the following to ensure standards are maintained as set out by Food Safety Act 1990 and the Food Safety (General Food Hygiene) Regulations 1995.

- a. Provide a designated member of staff to manage the use of the kitchen while the group is in use of the centre facilities.
- b. The designated member of staff is to provide documentation, certification or qualification to prove there competence in catering for groups.
- c. Undertake an induction to the kitchen as laid out in the Cobnor Activities centre Food Safety Policies, which can be found in the centre office and the individual kitchen.
- d. To adhere to the Cobnor Activities centre Food Safety Policy
- e. To inform the centre manager of any defect or fault.

11. **SPECIFIC RULES FOR THE LOG CABIN, JUBILEE BUILDING & CAMP SITE**

- a. **NO** food or drink to be taken into the log cabins, Jubilee sleeping area or tents.
- b. **NO** wet shoes or wet clothing to be taken into the log cabins, Jubilee sleeping area or tents.
- c. Any soiled mattress covers will be charged at £5 each.

- d. Bed sheets will be issued to the group on arrival and must be removed on the morning of departure and handed to the duty member of staff.
12. **REFUSE** All bins should be empty and clean at the end of the booking period and all litter etc. placed in the large refuse bins at the entrance to the boat park. There are now recycling bins for glass and cans situated in the adjacent car park. Please ensure all groups use these containers.
13. **ELECTRICITY** Please support us by conserving energy ensuring all lights and appliances are switched **off** when not in use. Should the power should fail, please check the trip switches in the dining room cupboard, entrance to the log cabin and the Jubilee building. The reason for the cut out should be established prior to power being restored. If the problem persists, please contact the duty member of Centre staff.
14. **BARBECUE** If this facility is used, the leader in charge must ensure that it is supervised at all times. The Trustees will not accept responsibility for accidents resulting from the use of the barbecue.
15. **SHOWERS/HOT WATER** Please ensure that your group only puts down the toilets material designed for disposal in the system. Sanitary disposal units have been installed in the ladies toilets in the residential building. Toilets and showers should be cleaned at least once a day and the floor kept free of any debris. Wash hand basins have been installed in each room in the log cabin. Please ensure that these are used for the purpose of washing only and are kept clean. Should difficulty be experienced with the gas water heating, or the central heating radiators, a member of Centre staff should be called. The Trustees reserve the right to request the use of the residential shower facilities for casual groups. The negotiations will only be initiated by the Centre Manager, or a duly appointed deputy. The casual user group will appoint staff to make sure that the facilities are kept clean throughout.
16. **FIRST AID** First aid kits are provided in all buildings. However the Hirer should ensure that there is a qualified first aider within their group and additional comprehensive first aid kits are brought with them.
17. **KEY** If the Manager or member of Centre staff is unavailable at the time of arrival, then special arrangements must be made to ensure a proper handover. Security on any site is a potential difficulty and Cobnor is no exception. Groups are reminded not to bring valuable items and to take all reasonable precautions against theft.
18. **TRANSPORT** The road to Cobnor is not suitable for coaches and therefore minibuses are to be encouraged. However, if there is no alternative and a coach is required, you must contact the Centre in advance. The car park is shared with the Christian Youth Enterprise and parking spaces are limited during busy periods. Therefore, if possible, please keep cars at the Centre to a minimum and ensure parking does not block access for emergency vehicles. Caravans are not allowed in the Car Park.
19. **EMERGENCY PROCEDURES** All users of the Centre's facilities are expected to act in accordance with West Sussex County Council guidelines, or appropriate youth organisations' code of practise. As soon as possible, contact should be made with the Duty Officer/Member of Cobnor Activities Centre Trust staff.
20. **COMPLAINTS**
Our aim is to give you an enjoyable and trouble-free course or holiday. If you do have a complaint it is important and in your own interest to tell a relevant member of the Cobnor Activities Centre staff immediately so that steps can be taken to resolve the matter on the spot. If your complaint cannot be resolved there and then, please contact the Head of Centre gary@cobnor.com detailing the matter. We strongly recommend that you communicate any problem to the centre staff without delay whilst at our centre, if you do not, we will have been deprived of the opportunity to investigate and rectify your complaint whilst you were on the course/holiday. Our staff are often asked for information not contained in the brochure. Whilst every effort is made to ensure that all information given is correct, the Centre cannot be held responsible if this proves to be inaccurate.