General Code of Conduct for Cobnor Activities Centre Trust

Cobnor Activities Centre Trust (CACT) is an independent charity and licensed provider of adventurous activities that works to enhance life experiences for young people by providing high quality outdoor experiences. Set up as a registered charity benefiting young people in West Sussex and the surrounding counties, CACT is located in the heart of Chichester Harbour, a designated National Landscape. The aim of the trust is to provide opportunities to develop and enable young people to experience challenging outdoor activities, both on and off the water. CACT activities have the ability to reinforce a positive and focused attitude towards key personal and social skills. We recognise the fundamental ability within every young person to enable them to achieve their full potential. Communication, self-confidence, personal responsibility and teamwork skills provide the framework to support wider educational and development programmes. The facilities are wholly owned and maintained by the Trust, which is a non-profit making registered charity and trust, 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.

1. The leader in charge of the visiting group is responsible to the Chief Operations Officer and Chief Instructor Officers or Duty Manager for implementing the **procedures** outlined by the Cobnor Activities Centre Trust's Terms and Conditions. The leader in charge 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's incident form, and reported to the Head of Centre. The Trust reserves the right to accept, or refuse, any application for a booking without explanation, at their discretion.

2. All participants agree to be **responsible** and act in good faith while staying at CACT, ensuring that the Trust is not brought in to disrepute. Group leaders agree to be responsible for the good behaviour of those in their party and will adequately supervise their own group throughout their stay at CACT. Where damage is caused to the company's equipment, e.g. boats, accommodation, then the individual and/or organisation will be responsible for the full amount of the repair or replacement.

3. The Trust reserves the right to seek reparation as a result of wilful **damage** by a group member under the influence of drink or drugs, or as a result of a group member not obeying the Trust staff's instructions.

4. The leader in charge is responsible for providing the Trust with both medical and parental **consent forms** for all participants. Any known medical conditions that may affect the personal safety of participants and staff of CACT must be brought to the attention of the Trust in writing before any activity commences.

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A non profit making company limited by guarantee No. 3158023. Registered in England and Wales. Registered Office: Cobnor Centre. Registered Charity No.1057222. AALA License no. L10842/R0388. Details can be confirmed by calling the Licensing Authority or checking their website. Tel: 029 2075 5715 www.aals.org.uk

15. Comprehensive **Risk Assessments** are to be carried out by group leaders and used in conjunction with the Centre's generic risk assessments. Details of individual activities are filed in the Centre office and can be viewed on request. Cobnor Activities Centre Trust reserves the right to modify or cancel any activity if they feel that there are unmanageable risks, such as severe weather.

6. If any **Activity** from the group gives rise to, or will give rise to, unacceptable hazards or behaviours in the opinion of the CACT Chief Officers or senior staff of the Centre, then any of these persons may direct the Group Leader and their members to terminate the activity immediately. They may also require the group to leave the Centre at a moment's notice.

7. The hirer shall indemnify Cobnor Activities Centre Trust against all claims for **damages**, compensation and costs or losses in respect of death, bodily injury, or illness to third parties and damage to third party property, caused by or arising from, or being incidental to, the hirer's use of the premises.

8. The hirer is responsible for loss or damage to Cobnor Activities Centre Trust **property**.

9. The hirer shall affect adequate **insurance** in respect of the liabilities and the loss or damage referred to, respectively in Conditions 7 and 8 above.

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

11. Cobnor Activities Centre Trust is a fully operational working centre. Visitors and groups, including self-managed groups should be aware that the boat park and workshops are out of bounds to all non-Cobnor staff. Visitors and groups should be aware of the use of **heavy machinery** including tractors, trailer boats and minibuses within the Centre's grounds.

12. The Centre and Trust has an excellent relationship with immediate and **local landowners** and this relationship will be supported and respected at all times. The Trust needs to be advised in writing of any activities that are to take place away from the Centre. Apart from approved activities within the Centre's grounds, activities are forbidden in the immediate vicinity of the Centre (adjacent fields or pathways) including: • 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 boundary to the west.

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13. It is forbidden to use **nails**, screws or drawing pins in walls, floors, ceilings, furniture or fittings, and placards must not be affixed to any part of the premises.

14. **Smoking** and vaping is permitted, but only in designated areas which are on the public footpath running south from the Centre.

15. **Furniture**, other than chairs, shall not be moved except by prior arrangement. All furniture must be replaced on completion of the hire.

16. Any alteration or addition to the Centre's lighting or **electrical** heating system is strictly forbidden without written consent. Consent may be subject to conditions, which the hirer will be required to observe.

17. The hirer is responsible for providing **First Aid** cover as well as any expertise that is deemed necessary in accordance with current Health and Safety (First Aid) regulations. Basic First Aid kits are available in each building. Any incident or accident must be reported to the Duty Manager and logged in the centre's accident or incident books located in the main office.

18. On **arrival**, the leader in charge should undertake a full inspection of the building and leave the Centre in a clean condition on **departure**. A member of the Centre staff will complete a handover before the group's departure. Arrival to the site is set between 09:00hrs and 16:30hrs. Departure from accommodation must be before 10:00hrs, except on Sundays when it is before 16:30hrs.

19. Groups arriving on **Fridays** are expected to have a representative on site to receive the keys before 17:00hrs. If a customer is unable to meet this requirement, then alternative arrangements will have to be made with the Centre at least seven working days prior to the commencement of the booking.

20. A **Fire Drill** is mandatory for all residential groups and day groups. This will be completed within three hours of arrival and prior to the first night. On hearing the alarm, all persons are to vacate their building and assemble in the Camping Field.

21. **All accommodation, equipment and dining rooms** must be kept and left clean, tidy and fit for purpose to the satisfaction of the Centre staff. Failure to do so could result in additional charges. Basic cleaning equipment will be provided by the Centre and anything other than water hoses, brooms, brushes and cloths, need to be requested from Centre staff.

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22. **Accommodation** regulations include: • Food and drink is not permitted in the bedrooms of the Log Cabins, Jubilee or tents; • Wet shoes or wet clothing is not to be taken into the Log Cabins, Jubilee sleeping area or tents; •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. The Centre staff will need access to the accommodation and premises during a stay to carry out additional duties including cleaning, maintenance and safety checks.

23. The leader in charge is responsible for the good **behaviour** of the group during the whole period of residence. Attention is drawn to the following: • There must always be an adult present and in charge of the course and the premises at all times; • The sleeping accommodation must be adequately supervised by at least two adults; • 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; • Users should keep the site clean and free of litter; • The Centre and site has a no smoking policy which applies to the whole site and activities; • Noise is to be kept to a minimum after 22:00hrs. Failure to observe these minimal rules of conduct could result in the instant termination of a booking and refusal to accept future applications.

24. The **kitchen** has been approved by the Local Authority and it is incumbent upon the visiting groups to ensure a high standard of hygiene. Groups and individuals wishing to use the Centre's kitchens and appliances, will only be able to do so when prior permission has been given by CACT in writing. The visiting group will need to have completed the following to ensure standards are maintained as specified by The Food Safety Act 1990 and The Food Safety (General Food Hygiene) Regulations 1995: • Provide a designated member of staff to manage the use of the kitchen while the group is in use of the Centre's facilities; • Provide documentation or certification to prove the designated member of staff holds the qualification in competence for catering for groups; • Undertake an induction to the kitchen as stipulated in the CACT Food Safety Policies which can be found in the Centre office and the individual kitchen; • Adhere to CACT Food Safety Policies; • Inform the Centre of any defect or fault.

25. To support the Trust, all **rubbish bins** should be emptied and cleaned at the end of the booking period and all litter placed in the large refuse bins at the entrance to the boat park. Glass and cans can be place in the recycling bins situated in the adjacent car park. Please ensure all groups use these containers.

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26. Please support the ethos of CACT by conserving **energy** and ensuring all lights and appliances are switched off when not in use. Should the power 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.

27. When the **Fire Pit** 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 Fire Pit.

28. Please ensure that the group only disposes material designed for **toilets**. Sanitary disposal units are installed in the ladies toilets in the residential building.

29. Should difficulty be experienced with the gas water **heating** or the central heating radiators, a member of Centre staff should be called.

30. On arrival **keys** will be handed over to the party leader. Any loss of keys will be charged at £7.00 per key. If Centre staff are unavailable at the time of departure, then special arrangements must be made to ensure a proper handover. Security on any site is a potential difficulty and Cobnor Activities Centre Trust is no exception. Groups are reminded to ensure the main buildings are locked, not to bring valuable items to the site and to take all reasonable precautions against theft.

31. The **road** to Cobnor Activities Centre Trust is not suitable for coaches and therefore minibuses are to be encouraged. However, if there is no alternative and a coach is required, arrangements must be made with the Centre in advance of the booking. 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.

32. All users are required to read the information in the **Welcome Pac**k and participate in the site induction at the start of the stay. The induction and orientation will highlight important information to include fire and emergency procedures and emergency contact details.

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33. The aim of CACT is to provide an enjoyable and trouble-free course or holiday. Any **complaints** should be addressed to the relevant member of the Cobnor Activities Centre Trust team immediately so that steps can be taken to resolve the matter as soon as possible. If a complaint cannot be resolved there and then, the Chief Operations Officer Miranda Powley (miranda@cobnor.com) will need to be contacted detailing the matter. It is strongly recommended that any problems are communicated to the Centre staff without delay whilst on site to enable the staff to investigate and rectify the complaint at the earliest opportunity. The Trust cannot accept liability for causes of dissatisfaction that are not notified in writing within 28 days of completion of the booking. 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. In addition to the above, all group leaders must ensure that they have read the following information to ensure the safe running of a visit to Cobnor Activities Centre Trust: • Accommodation; • Welcome Pack; • Risk Assessment Summary; • Cobnor Activities Centre Trust Terms and Conditions.

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