

# CHÂTEAU DE CHANTEREINE

## Pre-visit pack



0033 235 821 335  
[kingswood.co.uk](http://kingswood.co.uk)

Over 35 years' of  
inspiring adventures



# Welcome TO CHÂTEAU DE CHANTEREINE

We've put this pack together to help you plan your stay at Kingswood. It contains useful information for you, along with some important forms we need before your visit.

**Please complete and return these at least EIGHT WEEKS before arrival**

- Group information
- Programme preference

**Please complete and return these at least TWO WEEKS before arrival**

- Medical, dietary and special requirements

**Please complete and bring with you:**

- Fire Safety Form (one per activity group)

You can put your forms in the post to us at: **Kingswood, Château de Chantereine, Rue de Chantereine, 76910, Cruiel-sur-Mer, France** or email them to **Senior.dieppe@inspiring-learning.com**

If you've got any questions, please call the centre on **0033 235 821 335** or email **senior.dieppe@inspiring-learning.com** and we'll be happy to help.



# Group information form

Please complete this and send it back to us by email or post at least EIGHT WEEKS before your stay. We'll use this to allocate accommodation to everyone in your group.

Tour ref: \_\_\_\_\_ Dates of visit: \_\_\_\_\_

Centre name: \_\_\_\_\_ School/Group name: \_\_\_\_\_

School address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Party leader name: \_\_\_\_\_

Title in school: \_\_\_\_\_

*Please tick your preferred method of communication prior to visit.*

Email: \_\_\_\_\_

Mobile No: \_\_\_\_\_  Tel No: \_\_\_\_\_

Fax No: \_\_\_\_\_

*If you will not be attending the trip, please complete:*

Secondary party leader name: \_\_\_\_\_

Title in school: \_\_\_\_\_

*Please tick your preferred method of communication prior to visit.*

Email: \_\_\_\_\_

Mobile No: \_\_\_\_\_  Tel No: \_\_\_\_\_

Fax No: \_\_\_\_\_

Total no. of students in party: \_\_\_\_\_ Age range: \_\_\_\_\_ No. of boys: \_\_\_\_\_ No. of girls: \_\_\_\_\_

Total no. of adults in party: \_\_\_\_\_

Names of accompanying adults (and position):

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No. of males: \_\_\_\_\_ No. of females: \_\_\_\_\_ *Adults usually share twin rooms.*

Special access requirements: \_\_\_\_\_

*Please note we will do our best but cannot guarantee all accommodation requests.*

**Estimated arrival time:** \_\_\_\_\_

*We plan for your party to arrive between 2:30 & 3:30pm on centre. If you anticipate arriving outside of these times you must contact the centre to seek agreement.*

**Estimated departure time:** \_\_\_\_\_

*We plan for your party to depart between 12:30 & 1:30pm from centre. If you anticipate departing outside of these times you must contact the centre to seek agreement.*

**Emergency contact details (out of hours):** *In the event of an emergency during or before the party's visit.*

**Name:** \_\_\_\_\_

**Tel. no:** \_\_\_\_\_

**Relationship to party:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Tel. no:** \_\_\_\_\_

**Relationship to party:** \_\_\_\_\_

**I confirm that each of our accompanying adults is over the age of 18, has had an Enhanced Criminal Records Bureau Disclosure completed and is suitable for working with children.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name in capitals:** \_\_\_\_\_



# Your programme

Please complete this and send it back by email or post at least EIGHT WEEKS before your stay. One of our education specialists will then be in touch to discuss your tailor-made programme with you.

School/Group name: \_\_\_\_\_ Tour ref: \_\_\_\_\_

Dates of visit: \_\_\_\_\_ Age of students: \_\_\_\_\_

Please tell us your special interest area: *(Please tick)*

- Personal Development     Discovering Nature  
 Environmental Field Studies     Skills     Adventure

Programme choice: \_\_\_\_\_

*This can be found on your booking confirmation.*

Ages of group: *(Please tick)*

- 5-6 (Yr 1)     6-7 (Yr 2)     7-8 (Yr 3)     8-9 (Yr 4)     9-10 (Yr 5)  
 10-11 (Yr 6)     11-12 (Yr 7)     12-13 (Yr 8)     13-14 (Yr 9)  
 14-15 (Yr 10)     15-16 (Yr 11)     16-17 (AS)     17-18 (A2)

**Learning Outcomes:** *(Please tick)* We are absolutely committed to helping young people get the most from our residential programmes. Your young people will achieve our three learning outcomes on their visit of confidence, life skills and character and resilience. Visit [kingswood.co.uk/programmes/learning-outcomes](http://kingswood.co.uk/programmes/learning-outcomes) to find out more.

- Confidence     Character and resilience     Life skills

**Activity Categories:** *(Please tick)* We have grouped our activities into categories, of which you can select up to three. Your selected categories will not restrict your programme, but they inform us of your activity preferences. Visit [kingswood.co.uk/programmes/activities](http://kingswood.co.uk/programmes/activities) to find out more.

- Challenge     Get creative     Go explore     In the air     On the water     Get active

*Please note whilst we will try to accommodate all your preferences, some sessions and activities are weather and resource dependant.*

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name in capitals: \_\_\_\_\_

# Medical, dietary and special requirement form

Please complete this and send it back to us by email or post at least **TWO WEEKS** before your stay.

**School/Group name:** \_\_\_\_\_

**Dates of visit:** \_\_\_\_\_ **Party leader name:** \_\_\_\_\_

At Kingswood we try where possible to cater for the special dietary requirements of multi-faith groups. Please indicate the number of students in your group which would require this and a basic outline of their requirement.

\_\_\_\_\_

Please give us the names and details of anyone in your group with special requirements, for example, disability, ongoing medical problems or recent injury, behavioural issues, dietary requirements or exposure to contagious diseases within the last 21 days. You must also let us know if any of these occur between the date you fill out this form and the date you join us. Students taking medication should bring enough for their stay. Please note, we're unable to administer medication.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

<b>Name:</b>	<b>Special requirements:</b>	<b>Yes / No</b>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Will you or any of your party members who have mobility restrictions require assistance to evacuate from the building e.g. during a fire alarm?**  Yes  No

**If yes, please provide details below:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Please continue in the space below or on a separate sheet if necessary.*

# Fire safety form

You will be able to complete this when we have sent you your dormitory allocation and provisional programme. Please photocopy this form as necessary, completing one form for each activity group.

School/Group name: \_\_\_\_\_

Group number: \_\_\_\_\_ Arrival date: \_\_\_\_\_ Departure date: \_\_\_\_\_

Adult in charge of this group: \_\_\_\_\_

	Name	Building/Area	Dormitory
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
14			
15			

Additional adults allocated to this group: (for fire safety purposes)

	Name	Building/Area	Dormitory
1			
2			
3			
4			
5			

The adult in charge of this group should keep this list with them at all times. If a fire alarm sounds the adult in charge is responsible for counting the group members listed above. Please provide a copy of this form to the centre on arrival. A copy will be held as a back-up and be available at the fire lines if needed.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name in capitals: \_\_\_\_\_



# Photography and social media

We like to share our most exciting and inspiring Kingswood moments via our social media channels. It is a fantastic way for parents and other groups to see what happens at our centres and for you and your group to look back on your experience. You are welcome to use any photographs we post of your group in your own communications.

From time to time you may see the centre social media representatives walking around with an iPad taking photos and videos of the activities, they will always ask the party leader's permission before photographing the children.

Please carefully read our Photography and Social Media Policy below and indicate whether Kingswood have permission to photograph your group.

## Photography and Social Media Policy

### *1. Consent and permission*

It is the responsibility of the party leader to obtain permission from parents/ guardians for children to be photographed for social media purposes. This may be covered by the school or group's consent form or you may obtain permissions for your Kingswood visit separately. A template photography consent form is available to download from [kingswood.co.uk/organisers-and-parents/organisers](http://kingswood.co.uk/organisers-and-parents/organisers).

Before taking a photograph or video of a group, the social media representative will ask the party leader if permission has been obtained for all children in the shot. The party leader should notify the social media representative at this point if any of the children cannot be included for any reason.

A party leader, child, parent or guardian may request that images may be removed from our photo library at any time. The photograph will be removed from any online platform (e.g. website or social media) and will not be used in future printed materials.

### *2. Photographers and devices*

Only the designated social media representatives within the centre are permitted to take photographs of the children with the consent of the party leader. All photographs will be taken and stored on the centre iPad which is kept on-site at all times. Under no circumstances will Kingswood staff take photographs or videos using personal cameras or mobile devices.

On occasions where an external photographer is visiting, Kingswood will contact the school or group to obtain permissions separately.

### *3. Appropriateness of images*

The subject of our photographs and videos is always the Kingswood activity and not the child, children will not be singled out for photographs and we will not photograph a child who appears to be in distress.

Photographs will only be taken where children are appropriately dressed for their activity. If photographs are taken during swimming activities, children will only be photographed from the shoulders up.

### *4. Identification of subjects*

We will not disclose the identity of any children who are photographed. Full names of children will not be published alongside their photographs.



## 5. Distribution

Photographs taken by our social media representatives will be distributed via our official Twitter, Instagram, Facebook and any other social media accounts. They may then in turn be published on the Kingswood website. Please indicate below whether parental consent has been given for the majority of your group to be photographed for the following purposes (Group leaders can indicate any individual children who cannot be included in photographs at the time of the photograph).

- Yes, Kingswood can take photographs of my group to publish on Twitter, Instagram, Facebook and other social media**
- No, Kingswood cannot take photographs of my group to publish on Twitter, Instagram, Facebook and other social media**

## Your social media

Keeping a blog or social media account is a great way to document your visit. Visitors to Kingswood often use their social media accounts to post pictures throughout their stay and keep parents informed.

**Please let us know of any blogs or social media accounts you will be using to post during your visit:**

**Blog:** \_\_\_\_\_

**Twitter handle: @**\_\_\_\_\_

**Instagram, Facebook, other:** \_\_\_\_\_

**Don't forget to tweet us @Kingswood\_**



# Contacting groups at the Château

We discourage parents from phoning their children, and vice versa, simply to pass on news about the day. In our experience, it only makes it harder for the child in question to adjust to his/her new surroundings. In special cases, though, it is always possible to contact guests via the Main Office at the Château. Addresses and phone numbers will be advised by the Château prior to your visit.

We do, however, encourage written, emailed or faxed correspondence. We have a dedicated email address at Château de Chantereine for parents to contact their children. Messages are printed out and passed onto their Party Leader. Party Leaders may collect the group's post each day and distribute it when they wish. We do ask that all mail is clearly addressed to the party member and identifies the school group that he or she is travelling with.

If a member of your party should need to be contacted by telephone during your visit, a message will be taken at reception. We will then ensure that the message is passed on to the Party Leader or the group member concerned as soon as possible.





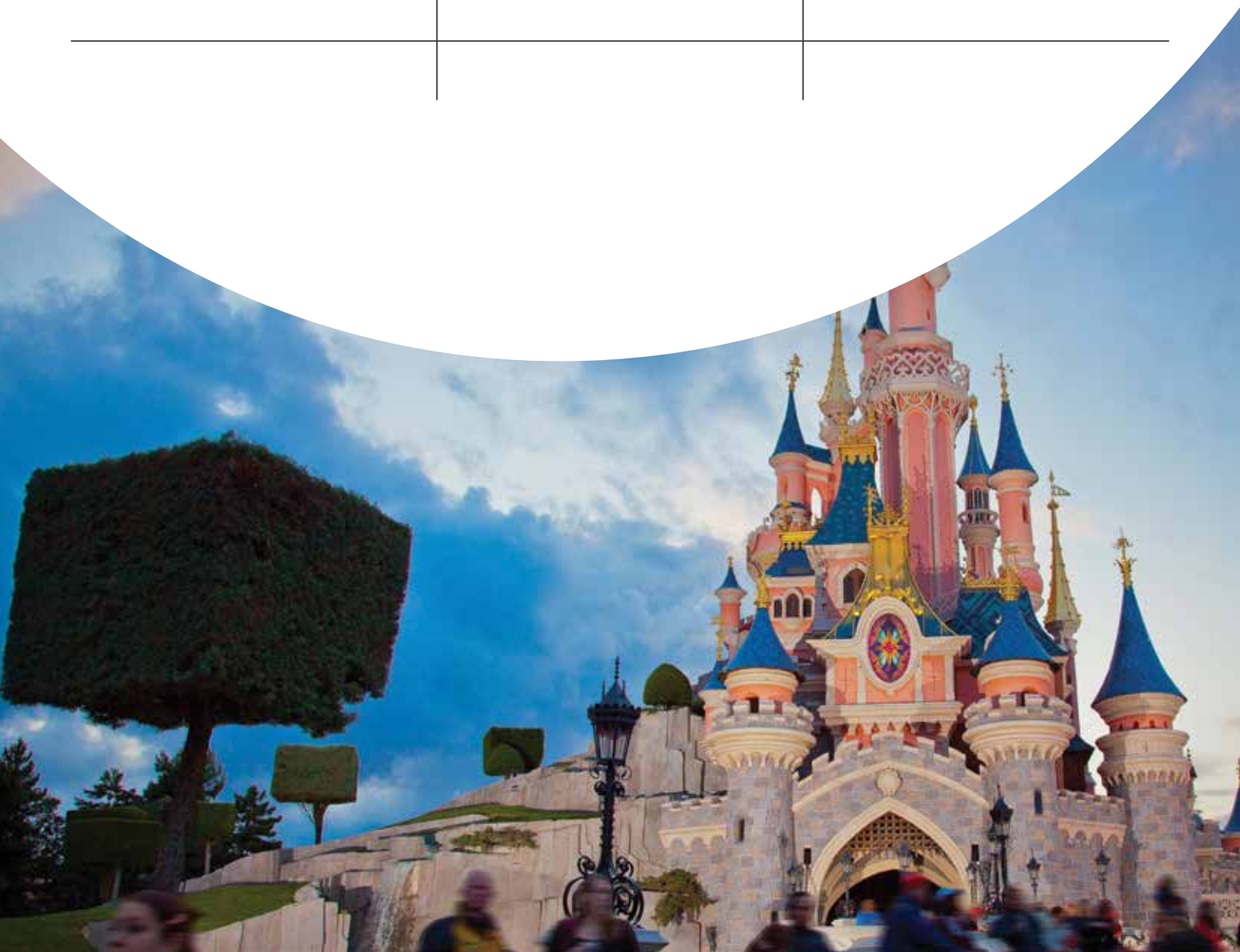
# Visit to Paris/Eurodisney

If your Party is visiting Paris and/or Eurodisney and staying in one of our approved Parisian hotels, we will arrange to send your dietary and medical requirements to the hotel prior to your arrival. Please note that Kingswood personnel do not accompany school groups in Paris or at Eurodisney. Disney tickets are sent to the Chateau directly or the school if they are attending Disney prior to the centre and no vouchers are sent as listed.

Your Coach Driver will be happy to take your party on a driving tour of the Paris attractions, however, we do need to advise us in advance if you would like to stop and leave the coach as French regulations require a permit to enable coaches to stop. Please indicate your requirements below in order that we may obtain the necessary permit prior to your visit.

Please note that the cost of your visit does not include entrance to any of the Paris Attractions.

Date for Paris tour	Timings (AM/PM/All day)	Attractions to visit



# Risk assessment and emergency procedures

Kingswood carries out comprehensive risk assessments for each activity and site. You can view and download these at [www.kingswood.co.uk/health-and-safety](http://www.kingswood.co.uk/health-and-safety).

## Special educational needs

For information about S.E.N. please visit [www.kingswood.co.uk/health-and-safety/special-educational-needs](http://www.kingswood.co.uk/health-and-safety/special-educational-needs)

## Emergency procedure

We have trained first aiders on site and procedures in place just in case an emergency should occur. Where appropriate and required emergency services would be contacted, however please ensure that you have sufficient cash with you on site in the event you need to take any member of your party to hospital by taxi. Wrexham A+E is closest and a taxi costs around £55.00 return.

## Fire safety

We'll take all groups through a fire drill on arrival day, or within 24 hours of arriving on site so everyone knows exactly what to do in the event of an emergency. If the fire alarm sounds, our priority is to evacuate the building and account for every occupant as soon as possible. To do this, we'll need your help. When we send your dormitory allocations and agree your provisional programme, we'll ask you to split your students into activity groups of no more than 15. If there's a fire alarm students will line up in front of their allocated activity group number or letter to be counted. Before arrival, you'll need to compile a list of the pupils in each activity group, along with the room they're staying in. Please also nominate at least one adult to each group. This adult won't have to stay with the group for all activities but will be responsible for counting heads and reporting to our Fire Marshall. Included is a blank form which you can photocopy and use for your group lists. Please note, nominated adults should give us a copy of their group's list on arrival so we have a spare and they'll need to keep a copy with them at all times. If there are more adults than activity groups in your party, please add additional adults to the fire lists so we can account for them.



# Kingswood's code of conduct

**Kingswood are dedicated to providing a safe, secure and positive environment for customers of all ages. With this in mind it is necessary for us to ask you to follow some guidelines whilst you are visiting us. We would be grateful if you could read the points below and then sign this document to confirm that you have understood and will adhere to our Code of Conduct.**

## **General Conduct and Behaviour**

- The Party Leader accepts responsibility for the general conduct of the group for the duration of their stay.
- When taking part in our activities participants must follow all instructions given and our activity instructors may stop the activity if they feel safety is compromised by inappropriate behaviour.
- All guests must respect the other groups on site and must not engage in rowdy, disruptive or aggressive behaviour that may disturb other site users.
- All guests must take all responsible steps to avoid damage to any Kingswood property. Any damages will be chargeable and arrangements for payment must be made prior to departure.
- Violent, rude or aggressive behaviour towards our staff or other guests will not be tolerated and may result in the group being asked to leave site.
- All guests must act in accordance with the law anyone found to be acting illegally whilst on site will be reported to the police.
- Groups with a National Governing Body will be expected to adhere to their Group's guidance on behaviour and safeguarding, ie RFU touring with children document.

## **Alcohol on site**

- Laws relating to the sale and consumption of alcohol must be adhered to at all times.
- Alcohol must not be consumed by any member of the party under the age of 18.
- Alcohol must not be consumed prior to taking part in activities.
- Where there are young people under the age of 18 as part of the group, there must be enough adults to meet the required adult to children ratio who refrain from drinking alcohol. They will act as the responsible adult(s) for a specific group of children and remain in "loco parentis" at all times. The name(s) of the designated adult(s) must be given to the centre – a minimum of 2 designated adults per group up to 30 young people.
- Please drink responsibly.
- Alcohol may only be consumed in pre-agreed designated areas and must not be consumed in any public area on or near the site where you may be in view of young people.
- Alcohol must not be brought onto centre – only alcohol purchased on site may be consumed, alcohol brought onto site will be removed for collection on departure.

## **Smoking on site**

- The laws relating to smoking must be adhered to at all times.
- You may only smoke/vape in designated areas identified at the centre which are out of bounds to young people.

## Safety & Security

- All Kingswood sites are security enclosed sites and you must follow all guidelines as specified by the centre such as making all reasonable efforts to keep the site secure including closing gates.
- The party leader responsible for the group must have a valid DBS certificate and you must provide Kingswood with all DBS certificate numbers no later than 7 days prior to arrival.
- The party leader, responsible for the group on centre will be required to present legal photographic ID for example a UK Passport or Driving Licence.
- All visitors must report to reception on arrival where you will be given a visitors badge that must be worn at all times.

## Summary

- The named Party Leader will be responsible for the conduct of their group.
- Kingswood reserve the right to refuse entrance to any group that have not adhered to these guidelines.
- Kingswood reserve the right to terminate your visit if these guidelines are not adhered to. The Centre Manager will be responsible for deciding if a group need to be removed and their decision will be final.
- If you are refused entrance or asked to leave early for failing to follow these guidelines no monies will be refunded and Kingswood will bear no responsibility for any costs associated with this.

I confirm that I have read and understood the Groups Code of Conduct and I will ensure the information contained in it will be communicated to all adults on the trip before departure. I confirm that the group will adhere to this.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_



# Centre location



**The Kingswood Centre, Château de Chantereine, Rue de Chantereine, 76910, Criel-sur-Mer, France**

Calais: 2hr

Dieppe: 20 minutes

Travel times are approximate and rounded to the nearest 10 minutes

*Please call 0033 235 82 13 35 in case of delays or more detailed directions.*



# What to pack

Here's a list of things you'll need to pack – along with a few that aren't essential but could be useful.

## *Things you'll need:*

- Toiletries etc (please note deodorants must be roll-on, no aerosols).
- Clothes, shoes and underwear. For many activity sessions closed-toed shoes, long-sleeved t-shirts and trousers are required (these are required for nearly all sessions, so bring plenty.) We recommend wearing old clothes for activity sessions.
- Waterproof clothing (jacket, trousers and wellingtons).
- Large plastic bag for dirty clothes.
- A bath towel.
- Sunglasses, sun cream and hat in summer.
- Gloves, hat and scarf in winter.
- Pyjamas and slippers.
- A named water bottle (essential in summer).
- If you have swimming or pool party on your programme please ensure your students bring a swimming kit (only applicable for Kingswood's Isle of Wight, West Runton, Grosvenor Hall centres.)
- If you have watersports on your programme please ensure that you bring light-weight trousers or shorts, t-shirt and old trainers with closed laces.

## *Useful items:*

- Wet weather gear for field studies.
- Books, playing cards and other quiet activities.
- Money for snacks and souvenirs in our shop.

If you're staying in our Adventure Lodges please note that no outdoor footwear is allowed inside the accommodation so indoor footwear will be required. Also please bring appropriate sleepwear to ensure you are comfortable sleeping under canvas.

Kingswood can't accept liability for the loss of any personal property brought to our centres – so please don't bring any valuable items, expensive clothing and footwear, mobile phones, handheld games consoles etc. We're unable to store them and they won't be insured while on centre.





# Party Leader Tips

Here are a few tips to help your trip run smoothly.

- Don't forget to fill in and return your forms – without them we can't plan your programme or allocate your group to their dormitories.
- Please encourage every member of your party to bring a named water bottle with them. This can be filled in the dining hall during the day to prevent dehydration, especially in warmer weather.
- Please let your group know that they'll need to wear long sleeves and long trousers for most activities – and long hair must be tied back.
- During wet weather, outdoor shoes must go in the boot racks available and guests can only wear indoor shoes inside the accommodation. Regardless of weather, outdoor shoes should never be worn in the bathrooms.
- Guests can use the drying facilities on centre – and in exceptional circumstances washing facilities will also be available.
- Please ask parents to label clothing either by writing or stitching their child's name on the inside where it can be easily seen.
- Kingswood staff are fully trained in first aid, but we can't give out or administer medication. Please ensure any member of your party who requires medication, including asthma inhalers, brings it with them. This includes sunscreen during warmer weather.
- There will be times when there are no activities running, for example in lunch breaks. Please bring your own games for use at these times.
- Please ask your party to bring roll-on deodorants – some fire alarms are sensitive to aerosols.
- We strongly suggest all students turn their lights out by 10.30pm. If your pupils aren't asleep by this time, please ask them to keep quiet. They might like to bring books or cards to entertain them before bed.
- We have a small shop on centre where students can buy souvenirs and snacks. We recommend pupils bring no more than £15 for a 3 day stay and £30 for a 5 day stay.
- Parties are divided into groups of up to 15 – so 45 students will be split into 3 groups. It is up to you who goes in which group, and you may want to give this some thought before arrival.
- You can park on centre but we can't be held responsible for any loss or damage.
- Each adult in your party will be given a key to our teacher rooms – you'll need to pay a £10 refundable deposit to collect your party's keys.
- We offer wireless internet in the teachers' retreat. Please ask our Customer Service Team for the passcode.
- Mobile signals can be patchy across the centre so please use our landline number as an emergency contact for your trip.
- Kingswood can't accept liability for the loss of any personal property your party may bring. That's why we ask you not to bring anything valuable, including expensive clothing and footwear, mobile phones, handheld games consoles, cameras etc. If you'd like to insure your group's personal property, we can offer insurance through Endsleigh for just £3 per person. Please call us on 01603 309 370 for more details.
- Once you've received your programme and dormitory allocation, we recommend you share this with your group before arrival.
- If this is your first visit, please call the centre and arrange a preview.
- Upon arrival, we'll ask you to sign a 'Guest Number Confirmation Form' agreeing the number of students and adults in your party. We'll check this form against our own booking record.
- If any member of your group has their birthday while on centre, we'd be happy to supply a birthday cake for a small extra charge.
- Our centre Programmer and Customer Service Team will be more than happy to help answer your questions or tailor your group's visit, so if you need anything, just call 0033 235 821 335.

**Don't forget to return your forms to us before arrival:**

- Group information (8 weeks).**
- Programme preference (8 weeks).**
- Medical, dietary and special requirements (2 weeks).**

**Don't forget to bring with you:**

- Fire Safety Form (one per activity group).**

# Centre locations



## *Dukeshouse Wood*

**Location:** Hexham, Northumberland, NE46 1TP

## *Peak Venture*

**Location:** South Yorkshire, S36 7GF

## *Dearne Valley*

**Location:** Doncaster, South Yorkshire, DN12 4EA

## *Colomendy*

**Location:** Denbighshire, Wales, CH7 5LB

## *Staffordshire*

**Location:** Wolverhampton, WV7 3AW

## *West Runton*

**Location:** Cromer, Norfolk, NR27 9NF

## *Overstrand Hall*

**Location:** Nr. Cromer, Norfolk, NR27 0JJ

## *Grosvenor Hall*

**Location:** Ashford, Kent, TN25 4AJ

## *Isle of Wight*

**Location:** Bembridge, Isle of Wight, PO35 5PH

## *Château de Chantereine*

**Location:** Criel-sur-Mer, nr Dieppe, Normandy.