The Sir Arthur Grant Residential Outdoor Centre

Customer Welcome Pack (November 2026)

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1 Introduction

1.1 History of the building and area

The Sir Arthur Grant centre was previously a primary school for children aged P1 to P5 who lived on that side of the river prior to the road bridge being built. In 1954 it was purchased from the Monymusk Estate by the local authority and developed into a residential centre which has been used by groups from all over Scotland.

During 2023 the centre underwent a major re-furbishment to add accommodation and a whole new annexe with big activity room and lots of storage. Huge improvements were made to the fabric of the building and the grounds.

Monymusk is the nearest village and sits within the extensive Monymusk Estate owned by the Grant family led by Sir Archibald Grant Baronet.

Monymusk village is a conservation area and renowned for its pretty village square, Norman church and many historic Estate cottages and buildings.

Much more detail can be found on this website Monymusk Estate

2 Location and directions

The Sir Arthur Grant centre is around 2 miles from the centre of Monymusk and sits on a small single track road off which there is large drive in/out access and parking for several vehicles.

From Monymusk village, head uphill past the primary school, after approx. one mile, turn right at the crossroads and continue straight on over the bridge for about another mile until you reach the centre on the left.

Postcode is AB51 7JA

What 3 Words location ///mixing.internet.hugs

3 Building Details and general guidance for use

3.1 Rooms

- Two bunk bedded dormitories each containing beds for 14 plus showers and WC
- Two accessible en-suite single rooms with an extra fold down chair bed in each
- Two rooms with a single bed and a fold out chair bed in each
- One twin room
- One large open plan kitchen, dining and lounge area
- An accessible shower room
- Two additional WCs
- A laundry area and drying room
- Large indoor activity room in the annexe with toilet, kitchenette and large store

3.2 Kitchen equipment

The kitchen is well equipped with a full set of crockery and cutlery for around 60 people.

There are a range of cooking pots and pans of all sizes (including very large) as well as sharp knives and chopping boards, along with lots of other preparation, cooking and serving utensils.

There are two undercounter fridges (one is lockable), a small under counter freezer, a large hob and oven (electric) plus a microwave, toaster, kettle and instant hot water boiler.

There is also a dishwasher which you are asked to use in preference to hand washing whenever possible.

There are two sinks – one for handwashing.

3.3 Dining / Living room

There is table and chair dining seating for 34 people and soft seating for around 24, plus several large floor bean bags.

The dining room is separated from the kitchen by a breakfast bar and there is a concertina door to close off the living area from the kitchen/dining area if required.

There are patio doors from the living/dining area.

The living area has a giant smart screen into which you can plug your devices to stream content or replicate your laptop display.

3.4 Accessibility

The centre has level access and ground floor accommodation. The whole building has been designed to modern accessibility standards including two en-suite single rooms with adjustable beds, portable hoists (by arrangement) and fold down chair beds for carers.

There is also a separate accessible shower room.

Please contact us at the earliest point to discuss any particular needs.

3.5 Furnishings

The furnishings are all brand new and very comfortable. Flooring is largely vinyl.

The common room has soft seating and coffee tables and the dining area has tables and chairs to seat 34.

Each set of bunk beds has an underbed storage drawer and hanging hooks. Please note bunk beds cannot be moved. It is recommended that less able participants use the bottom bunks. The top bunk should be used for sleeping only.

3.6 Outdoor areas

The centre is surrounded by grass and trees and is amongst largely arable fields. The grass area is mostly gently sloping with limited flat areas and some large trees. There is an area of adjacent mixed woodland containing a large pond.

Please beware of rabbit holes and uneven ground in the garden and woods.

3.7 Parking

There is parking for several cars or minibuses plus drive through access for larger vehicles to drop off safely.

3.8 Heating and hot water

The hot water is centrally controlled. The heaters will be individually set at a temperature which balances comfort and environmental responsibility. The heaters operate on a timer which is controlled centrally. If a boost is required outwith this time, then the boost switch in the staff base can be used.

The thermostat on individual heaters can be set but we ask that you do not set them above 21 degrees.

The hot water in the mixer taps is temperature restricted but will be much hotter from the kitchen tap (not more than 60 degrees) so please take care.

3.9 TV

There is a smart screen in both the dining room and annexe activity rooms which can be connected to via hard wiring from a laptop or run independently through their own internet connection. To use streaming services you need to use a laptop, Fire Stick or similar – they cannot be accessed directly from the smart screen.

3.10 Smoking

This is an Aberdeenshire Council owned building and as such there must be no smoking (including vaping) in any areas of the building or grounds.

3.11 Food and drink in the dormitories

Please do not take food and drink (other than water) into the dorms or bedrooms.

3.12 Wet or dirty shoes and clothing

Please leave all dirty or wet outdoor clothes and footwear in the mud room/drying room or front porch. Alternative indoor shoes should be brought or the blue shoe covers provided used.

3.13 Windows and ventilation

The windows in the dorms may be locked (they are not designated escape routes) but the leaders will have a key so they can be opened if necessary.

The building has a central ventilation system which is triggered by CO2 levels and temperature. Should the CO2 alarm go off there is no need for concern – the ventilation system will increase or you can just open a window.

4 Local Amenities

4.1 Groceries

There is a part time Post Office with limited groceries in the village in Monymusk. It is open Mon to Fri 9:30am to 12:30pm.

The nearest medium sized grocery store is in Kemnay about 3 miles away with the usual large supermarkets available in Inverurie around 8 miles away.

Most of the major supermarkets (not Ocado) will deliver to the site.

4.2 Post Office

There is a sub post office in the village square in Monymusk open Mon to Fri 9:30am to 12:30pm.

There is another which is open full days in nearby Kemnay in the Morrisons Local shop on Aquithie road.

The nearest main Post Office is in Inverurie

4.3 Bus Service

There is no bus service that passes directly by the centre but the no. 220 to Aberdeen runs through Monymusk and Kemnay. The bus stop is 2 miles from the centre along a road with no pavement. For journeys from Inverurie to Kemnay or Monymusk please go to https://bustimes.org/ for details

4.4 Pharmacy and doctors

The nearest pharmacy and doctors are both in Kemnay High St.

Kemnay Medical Practice tel 01467 642289

Kemnay Pharmacy tel 01467 642205

5 Nearby leisure and recreational opportunities

5.1 Hill walking

The Bennachie Range is nearby and visible from the centre. There are many low and higher level walks as well as a ranger station, toilets and carparks

Bennachie Visitor Centre - Forestry and Land Scotland

Pitfichie and Cairn William are also nearby and visible from the centre. Both have good walking routes and forest tracks

Pitfichie - Forestry and Land Scotland

5.2 Lower level Walks

There are some lovely low level walks direct from the centre through the Monymusk Estate (respectful walkers and dogs on leads welcome).

Turn left onto the road for a short distance before turning right at eh sharp bend, down the track, across the river, along the drive in front of Monymusk House and then either up the drive to the village or along the riverside to return a short distance along the road from the centre.

Paradise wood and Clyan's Dam are other popular local walks. For more detail and routes see Monymusk Estate . Clyan's Dam is somewhere that dogs are allowed off lead.

5.3 Cycling

The roads around the centre are generally quiet enough for careful cyclists but there are also fantastic off road routes very nearby at Pitfichie and Bennachie (see links above). Pitfichie has one of the country's top downhill mountain bike track complexes which is easily accessible by bike from the centre.

Please do not cycle on the unsurfaced tracks around the Estate. (eg along the river side or round the Dam)

Tarland Trails is a new and exciting cycling complex in Tarland, 20 miles away. There are trails for all standards and ages of cyclists Tarland Trails - Visit Tarland

5.4 Climbing

We have a climbing wall tower with auto-belays, a belayed Gladiator Climb, a belayed Tree Climb and an open use bouldering wall on site at the centre which can be hired along with trained staff.

Live Life Outdoors (part of Aberdeenshire Council) have an indoor climbing wall at Alford Community Campus and a bouldering wall at Inverurie Community Campus. Both around 10 miles away. Both walls are open to the public but do have pre-requisites for an induction. Please either contact the centres direct to arrange this or for group enquiries please speak to us as we may be able to arrange special access.

Climb - Live, Life Aberdeenshire (livelifeaberdeenshire.org.uk)

5.5 Skiing and tubing

Live Life Outdoors operate two ski centres in Aberdeenshire. There is an alpine slope with nursery slope at Alford, 10 miles away and Scotland's only Nordic Ski Centre at Huntly, 25 miles away. Both also do tubing and have ski hire and instruction available. You can find more details here and speak to us about booking a session Snow Sports - Live, Life Aberdeenshire (livelifeaberdeenshire.org.uk)

5.6 Swimming

Live Life Aberdeenshire operate several swimming pools with the nearest being Inverurie Community Campus (9 miles), Alford Community Campus (10 miles) and Westhill (12 miles). For details of public sessions please go to Sports and Physical Activity Timetable - Live, Life Aberdeenshire (livelifeaberdeenshire.org.uk).

For group enquiries please speak to us as we may be able to arrange special access.

5.7 Children's entertainment

5.7.1 Playpark

Monymusk village has a fantastic children's playpark including a zip slide and a boules rink. It's easy to walk there from the centre through the Monymusk Estate or there is a carpark. If you plan a longer visit to the park you can ask us about access to the adjacent village hall with its toilets and kitchen facilities.

5.7.2 Trampoline Park

Skyline Trampoline park is 8 miles away in Inverurie and is a wonderful facility with a great café. Trampoline Park Inverurie, Aberdeen | Family Day Out Aberdeen (skylinetrampoline.co.uk)

5.8 Castles

Monymusk is in the heart of castle country with many National Trust Properties close by. Aberdeen City & Shire | National Trust for Scotland (nts.org.uk)

Monymusk House and Pitfiche Castle (in sight of the centre) are both private dwellings.

6 Communications

6.1 Mobile phone

There is limited mobile phone signal especially in the dormitories. Most networks can pick up calls and texts from the kitchen and outdoors or Wi-Fi calling can be enabled on your device.

6.2 Landline

There is no landline phone

The nearest public phone box in is Monymusk village square.

6.3 Internet access

There is full Wi-Fi available throughout the building. The Network is called "Public". This is not password protected but will require you to accept the terms and conditions every 24 hours.

Please do not unplug any of the wifi booster points situated throughout the building.

7 Useful Contacts and on call support

In the case of any issues arising, or questions, please call the designated on-call member of staff whose name is displayed on the noticeboard in the entrance hall.

If you require attendance of the on-call member of staff on site to resolve a minor issue, please allow 2 hours response time. In an emergency a quicker response time will be attempted, but do not hesitate to call the emergency services direct if required.

These are the main contacts for the centre.

Steven Barrett, Outdoor Coordinator, 07799 025797

Rachel Boal, Outdoors Officer, 07827 792354

Susi McLarty, Outdoor Team Leader, 07776 771351

In an emergency, please dial 999 and then one of the above

8 First Aid

8.1 First Aid equipment

Groups should ensure they have their own first aid kit with them.

Groups are strongly encouraged to bring their own trained first aider as there will not always be staff on site to assist.

8.2 Defibrillator

There is a defibrillator on site available for anyone to use. The defib gives full instructions as you use it.

8.3 Recording an accident

All accidents should recorded by the user group and any which take place in the centre or grounds should be copied/photographed and forwarded to the email address sirarthurgrantcentre@aberdeenshire.gov.uk as soon as possible. This allows us to monitor trends and take action as required.

Accident reporting forms will be available on site, or you can use your own.

Any injuries which require reporting under the RIDDOR regulations (eg broken bones) MUST be reported immediately to one of the contacts provided above.

8.4 Incidents and Near Misses

Any non accident-related incident which caused concern should also be recorded on a form and either left on site for staff, emailed or reported immediately by phone, to one of the contacts above, depending on the seriousness and whether it is likely to require immediate action.

Near misses should also be recorded and reported.

8.5 Infection response

The responsibility for dealing with Covid, or other serious infections, is that of the group leaders who should follow their own and current national guidance.

The patient's removal home should be arranged as soon as possible.

If you suspect that there has been exposure to the Covid virus, or other serious infection, in the centre please inform the staff so we can arrange extra enhanced cleaning, if necessary, without putting staff at risk.

9 Lost and Found Property

9.1 Lost Property

If you have lost any property, or think you have left something on site, please email the centre to notify us.

9.2 Found Property

If any property is found after a group has departed, it will be logged, stored and the group leader will be contacted to arrange collection.

Please note that items left behind will not usually be posted or delivered.

Please make sure everyone checks under their bed and under their mattress when packing up.

Any property not claimed and collected will either be disposed of or handed to the Police after one month or sooner, depending on value.

10 Fire Safety

10.1 Sounding the Alarm

Sound the alarm by breaking one of the break glass points.

Phone the emergency services (the alarm is not automatically connected to the fire station although it is connected to a call centre who may alert them depending on the alarm notification received)

The alarm is connected to a call centre who will call staff but it would be helpful if you could call the standby member of staff as soon as possible to let them know what the issue is.

10.2 Evacuation and mustering

On hearing the fire alarm, leave the building immediately and calmly. Proceed to the assembly point at the garden gate, marked by the **Muster Point** sign.

Visiting staff and group leaders are responsible for:

- Identifying any group members who may need assistance during an evacuation.
- Informing Centre staff of any additional support requirements.
- Assisting group members to evacuate safely.
- Ensuring all group members are accounted for at the assembly point.
- Liaising with on-call Centre staff and emergency services if required.

Group leaders must have an evacuation plan for all members of their group, including those who may require assistance. Where necessary, a **Personal Emergency Evacuation Plan (PEEP)** should be in place for individual participants.

10.3 Fire Drill

Groups – especially residential groups - are encouraged to hold a fire drill near the start of their let. In order to do this:

1. Agree with all the leaders who will sweep which parts of the building to ensure everyone is out and the cooker or other sources of ignition are switched off (obviously in a real situation it may not be safe to sweep the building)
2. DO NOT sound the actual Fire Alarm as this will alert the call centre who may call out the fire service. Instead use an agreed method such as whistle or air horn. (the actual fire alarm is unmistakable as it is a siren with a voiceover saying that it is the fire alarm. Any alarm without this voice over is not the Fire alarm – explain this to the participants)
3. Encourage your group to calmly but promptly make their way to the muster point at the garden gate where the green sign is.
4. Take your register to ensure everyone is out of the building

10.4 Fire fighting equipment

There are fire extinguishers throughout the building. Please ensure that group leaders are familiar with their location and use on arrival.

10.5 False Alarms

If you have checked the zone where the system is indicating the problem and are completely satisfied that there is no fire, then you may silence and reset the alarm. Call the duty standby staff to let them know as they will receive a call from the call centre.

Please report any instances of false alarms or resets in the folder in reception.

10.6 Fire Doors and Corridors

The corridors and areas around the fire exits must be clear of obstacles at all times.

Do not wedge or prop open the internal fire doors.

10.7 Electrical appliances

All fixed and portable electrical appliances belonging to the centre are regularly checked for safety.

As a general rule personal electrical appliances which are brought into the centre by visitors, colleagues and contractors must be:

a. electrically safe, of sound design and not adapted from original purpose,

b. show no signs of adaptations, overheating, or poor maintenance,

c. carry an ASTA/BEAB kite mark or an equivalent European safety conformity marking,

d. used in accordance with manufactures instructions and used at the users own risk,

e. appliances, cables and plugs that are damaged must not be used

Examples of personal electrical items that meet the required safety standards and are usually permitted are: computer power cables, laptop/tablet chargers, mobile phone chargers, personal shavers/shavers chargers, and electric tooth brushes.

10.8 Campfires

We recognise that the ability to have a campfire is important to the groups who use the centre. Users must adhere to the following:

- Only have fires in the raised fire bowl provided
- Locate the raised fire bowl well clear of any trees, building or other fire risk (definitely not in the woodland area)
- Ensure adult supervision at all times near the fire
- Bring your own firewood or buy from us – do not damage the nearby trees
- Do not use any accelerants to light the fire other than domestic fire lighters
- Avoid causing too many sparks
- Ensure that firefighting equipment such as a fire blanket or water is directly at hand
- Ensure you have someone who is first aid trained to know what to do with burns
- Ensure you have means of calling the emergency services to hand
- Ensure the fire is completely out before leaving it unattended. A bucket of sand is provided to cover any embers at the end of your campfire

Please do not have campfires at all if a local or national warning not to is in place

10.9 BBQs (standalone)

The centre does not have a BBQ. If groups wish to use a BBQ they must be used well away from the building, situated on level ground. Groups must have their own risk assessment for use of a BBQ

10.10 BBQ Hut

The BBQ Hut is available by reservation and payment. Firewood is also for sale. If you wish to cook then please bring your own BBQ charcoal and lighter.

Please observe the following safety rules when using the BBQ Hut

- Ensure the ashes tray is cold and empty before setting your fire. Ashes to be placed in the metal dustbin behind the Hut
- Always ensure the ashes tray is securely in position before setting your fire
- Never attempt to remove the ashes tray whilst the fire is in progress, or the ashes are likely to be hot
- The setting and lighting of the fire to be done by an adult or under very close adult supervision
- Do not use any accelerant other than fire lighters designed for the purpose
- Only build a fire which is as big as required – keep size to a minimum
- Never lock the door whilst occupants are inside and a fire is burning
- If the CO2 alarm sounds – evacuate and ventilate the Hut
- In the event of fire spreading, evacuate the Hut, tackle the fire with the extinguisher provided only if safe to do so, raise the alarm using the external bell. Call the emergency services and alert the on call member of staff

11 Free Play Equipment in the Grounds

The following fixed play equipment is provided in the grounds for use at your own risk. The equipment is all checked regularly but, if you notice anything that might require attention, please report it to centre staff and ensure no one uses it in the meantime.

- climbing frame
- balance beams
- hanging bars
- basket swing
- Giant see-saw
- Bouldering wall

Children must be supervised whilst using this equipment.

Please note: It is important that you ensure participants know NOT to place any body part under the giant see saw at any time. Also that feet must be on the lower holds of the bouldering wall – no climbing over it!)

12 High and low ropes equipment in the Grounds

The high ropes equipment (Gladiator Climb and Tree Climb) are only for use by pre - arrangement and under the direct supervision of our qualified instructors. The training to use these items is site specific and so other climbing qualifications are not valid.

Please ensure no one attempts to use any of this equipment.

13 Dark Skies and external lights

The grounds of the centre are an excellent place to star gaze from or even see the Northern Lights if the conditions are right.

However, the building's external lighting is strong and will need to be turned off to achieve dark skies. The switches to do so are not in areas that customers can normally access so do please ask staff if this is something you would like.

14 Food Safety

14.1 Hygiene Certification

Because the centre staff are not preparing and serving your food, our kitchen is not required to certificated by Environmental Health. Whilst we ensure it is thoroughly cleaned prior to each let it is the user's responsibility to ensure it is hygienic during the let.

We strongly recommend that you have someone with a Food Hygiene certificate in charge of the kitchen, including food storage, preparation and serving.

14.2 Drinking Water

The water comes from a mains supply and water direct from the cold taps is safe to drink.

14.3 Temperature checks

Please use the thermometer provided to check the temperature of the fridge every day to ensure your food is being kept at the correct temperature. Report any equipment failings immediately to staff.

14.4 Allergens

Please note that the kitchen will have been used for the preparation of food containing the 14 identified allergens.

14.5 Sharp Knives

The sharp knives are in a lockable knife box in one of the kitchen drawers. This will normally be kept unlocked, but groups who wish to lock it can do so by using the key on the Customer keys.

15 Road Safety

The roads around the centre are narrow and single track with sharp bends and poor sightlines in places.

Groups should have a protocol in place for walking or cycling along the roads. Eg leaders should wear hi vis and be prepared to alert the traffic by positioning themselves at the front and rear of the group.

16 Surrounding Estate and lands

Please note and instruct all participants that the fields around the centre are out of bounds and should not be entered without first seeking permission from the

Monymusk Estate. If groups wish to use the surrounding land we would be grateful if they let us know so that we can seek this permission if necessary.

The trees within the immediate grounds of the centre have all been assessed and judged safe in normal conditions

The wooded area immediately adjacent to the centre is available to use. Please note that it is fully wild and there may be unstable trees or hanging branches. This area is not subject to tree safety checks. As in any woodland you should not use the areas in high winds.

Please note that the woodland area contains a number of other potential hazards including a large pond and some deep ditches. Do not allow use when it is dark and please be very aware of wildlife. Please note that the fence is not secure for the whole of the perimeter.

17 Floods or leaks

All floods or leaks or spills must be cleaned up immediately by the users. If any damage is caused – or the leak has been caused by damage – please report this immediately to the staff.

The stop cock for all water to the building is located in the Boot room.

18 Power Failure

In the event of a power failure, the emergency lights will come on.

Staff, or the user, should contact the Scottish and Southern Electricity Networks (SSEN) Emergency Line on 105 to notify them and determine the length of the failure.

19 Emergency relocation

In the event that the centre must be fully evacuated and cannot be soon reoccupied, the following contingencies are in place:

If an evacuation is required during the night, the village hall in Monymusk will provide shelter. Call the hallkeeper, Jackie Cumberbirch, on 07988 761653 to arrange access and also alert the duty standby staff as soon as you can.

A rest centre may also be set up at Kemnay Academy if required.

20 Behaviour

All users are expected to behave in a responsible and considerate way. Care must be taken not to damage the centre or cause concern to the local residents or the landowner.

Please ensure that you have an adequate number of adults supervisors and that you have spoken about the expected behaviour to all participants.

We may ask for a copy of your Risk Assessment and Code of Conduct.

21 Cleaning

21.1 What we do

The centre will be thoroughly cleaned prior to your stay using Covid killing chemicals.

21.2 What the customer must do

It is the responsibility of the users to keep the centre clean during their stay. Cleaning equipment will be made available.

We recommend that particular and frequent attention is given to high touch areas including door handles and bathroom facilities.

21.3 Cleaning products

Please read the COSHH data sheet in the staff area prior to using any chemicals that you are not familiar with.

22 Bedding and Laundry

Visitors can provide their own mattress sheets, sleeping bags or duvets and pillows, or hire them from us an additional rate.

23 Waste and recycling

23.1 Landfill waste

There is an outdoor bin at kerbside for landfill waste. Please place all non-recyclable waste in this bin at the end of your stay.

23.2 Recycling

There are two bins for recycling. The blue lid bin is for paper and card and the orange lid bin is for plastics and metal. Please empty indoor bins into the appropriate recycling bin at kerbside at the end of your stay. The outdoor bins must stay in their place at all times and not be taken closer to the building.

23.3 Glass

Do not put glass in any of the bins. Please take all glass home with you or deposit it in the glass recycling bins at Monymusk Hall or the car park opposite the village hall in Kemnay.

24 Security

24.1 Doors

The main front and back doors should be locked when the centre is vacant and overnight. Fire doors should be checked that they are properly closed prior to the centre being vacated.

24.2 Windows

The leader's keys will have a window key so that windows can be opened or locked at their discretion.

Please check that all windows are properly closed whenever the centre is vacated.

24.3 Intruder Alarm and Intercall alarm

There is an intruder alarm which will be unset on your arrival. Users should not use the intruder alarm during their stay. Staff should be alerted immediately if the alarm is triggered for any reason, real or accidental.

Please note that the fire doors being opened from inside does not trigger the intruder alarm. (It is triggered by movement within the building) but it may trigger the Intercall alarm which is connected to the doors and alarms in rooms that children or disabled people may be using.

The Intercall alarm panel is located in the staff base and the upstairs bedroom. It will show which alarm has been sounded. The alarm may be silenced by placing the red "key" (on top of the alarm panels) against the panel in the room where the alarm sounded.

25 Risk assessments

All risk assessments pertaining to the centre are kept in hard copy in a folder in the staff area. Users are encouraged to make themselves familiar with the risk assessments. These can also be emailed prior to the let if requested.

26 Operation of Appliances

26.1 Kitchen

Dish washer – please use the dishwasher in preference to hand washing (apart from pots and pans). Dishwasher tablets are supplied – do not use anything else.

26.2 Laundry

The washing machine and tumble drier are not generally for customer use. Please ask the staff for help if needed.

27 Pets

Well behaved and under control pets are welcome at the centre. Owners must clean up after their pets and please do not let them on the furniture. Please note that the perimeter fence of the garden is not escape proof, especially for smaller dogs.

Please note that the Monymusk Estate requires all dogs to be kept on a leash at all times whilst exercising in the estate except in the Clyan's Dam area (see above). There is significant wildlife in the woods behind the centre and dogs must be kept strictly under close control in that area.

28 Bike Storage

We have secure areas for bike storage – please ask us about this.

29 Preventing Insect bites

The grounds and especially the woods around the centre are home to a wide variety of insects. Unfortunately, some of these do bite including ticks and midges. We strongly recommend that long trousers are worn and tucked into boots or socks to help avoid picking up ticks and insect repellent for everything else.

Make sure you are aware of how to treat ticks and what to watch out for. Details here Lyme disease - NHS (www.nhs.uk)

30 Winter and Extreme Weather arrangements

Customers should be aware that in cold temperatures the roads, car park and pedestrian areas may be icy.

Staff may not always be present to treat icy surfaces or clear snow and so this is also the responsibility of the customers.

Grit bins and snow shovels will be provided along with boot grippers.

The local road is not a priority road for the Council gritters, and great care should be taken.

If the decision is made by staff to cancel a let due to extreme weather, then as much notice as possible will be given and a refund or alternative arrangement will be made.

Customers who have a concern about the effect of extreme weather on their booking should discuss this with staff at the earliest opportunity.

If any problems arise whilst a group is in residence, please call the duty standby contact.

31 Arrival and Induction

To help your visit run smoothly, we ask that the group leader—or a nominated representative—arrives around 20 minutes before the rest of the group. This gives time for a friendly induction with one of our team, where we'll walk you through the facilities and answer any questions.

After the induction, we'll ask this person to sign a form confirming the building is in the condition shown during the walkthrough.