

# Frontier Centre FAQ's

We understand that organising a residential can sometimes be difficult and confusing, so please find below some handy hints and answers to some frequently asked questions that might help you with your planning...

## Accommodation

- Do we need to bring bedding?

We provide all bedding for your visit so your group does not need to bring any with them. Please ensure everyone brings a towel!

- Do we have a meeting space for our visit?

Each of the accommodation lodges has its own meeting room attached. The size of the room depends on the number of people that the accommodation sleeps. If you are a large group and have booked the majority of Whittaker Lodge then you may also have the use of Griggs meeting room so that your whole group can meet together. Along with each meeting room is also a kitchen/kitchenette for tea/coffee making.

- Do we have access to Tea and Coffee?

If you are a catered group we provide you with tea, coffee, sugar and milk throughout your stay in your accommodations kitchenette(s). Just let us know if you run out and we can top it up for you!

- Do we have access to internet while at Frontier?

We do have guest internet available on site in specific areas and we endeavour to provide it for all guests however due to the vastness of the site the signal can be quite temperamental at times and therefore unfortunately we cannot guarantee it is always available. Access codes are available on arrival.

- Do we have access to a TV/DVD player while at Frontier?

Yes, each accommodation has its own TV and DVD Player. In Whittaker Lodge these are mounted on the wall in each meeting room. If your group is spread over more than one lodge/wing then you may find the TV screens too small for your whole group to watch. We would suggest making use of our new Cinema Room, hiring our projector or bringing a projector with you. Each meeting room has a screen mounted on the wall for projector use.

## Self-catering

- Can we get our food delivered to Frontier?

Yes, all supermarket delivery companies have delivered to us. Please let us know if you're expecting a food delivery and at what time so we can ensure we have someone available to take it to the appropriate kitchen for you if you've not yet arrived on site.

- Do we need to bring any equipment with us?

We endeavour to supply you with all the equipment you'll need for your self-catering. However, if on arrival you find you are missing something you require then please let us know and we can see if we can provide it for you. We would recommend bringing additional tea towels and washing up liquid.

- Do you recycle?

We provide all of our self-catering kitchens with recycling bin bags so that you can recycle your plastics, paper, cardboard and tins.

## Instructed Activities

- What should we wear for the instructed activities?

### All Activities:

Please wear clothing and footwear for all activities which you won't mind getting mucky or wet! Please wear footwear that will not fall off your feet and are closed toed for all activities i.e. no flip-flops/sandals – we would recommend trainers! Welly boots would be good for Walk the Plank.

### Water Activities:

(Open Canoeing, Raft Building and Kayaking.)

Be prepared to get wet!

Please do not wear welly boots or flip-flops

### High Ropes and Mountain Biking:

Please wear trousers that cover the knee.

- Do we need to have a leader/teacher with the activity group?

We would ask that you provide an adult with each of your activity groups. At Frontier we class an adult as being 18 years+. The adults do not have to participate but we would ask that they are there to supervise.

- Do you run Instructed Activities all year round?

Most of our activities are all year round except for Kayaking, Raft Building and Mountain Biking which are usually open from April through to the end of October. This is due to the temperature of the water and weather conditions.

- What happens if it rains?

All of the Instructed Activities run whatever the weather. In the unlikely event of a thunder storm, the decision is made by our Chief Instructor as to whether the sessions are continued. The King Swing may not run if there are high winds.

## Health and Safety

**All of the information regarding our risk assessments, AALA license, Learning Outside the Classroom Badge and insurance can be found at the following link:**

<http://rockuk.org/schools/risk-assesments>

- Do you provide first-aid?

All of our staff team are first aid trained and we provide all first aid whilst you are on instructed activity sessions however we would ask that you bring a first aider with your group to cover at other times. We have a 24 hour first aid trained duty manager on call at all times if you need assistance.

- Is there Centre staff available at all times?

On arrival you will be greeted and looked after by a member of our Centre Team who will be available during the day to assist you. Out of office hours we have a 24hr duty manager on call for any emergencies. You will be given our 24hour duty phone number on arrival in your welcome pack.

Please do not hesitate to contact us if you have any further queries at all.