

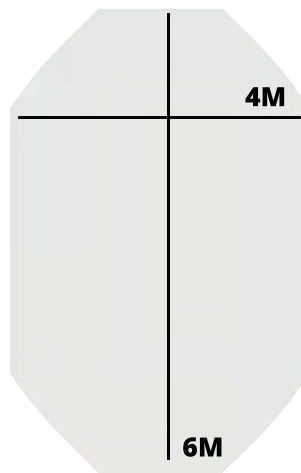
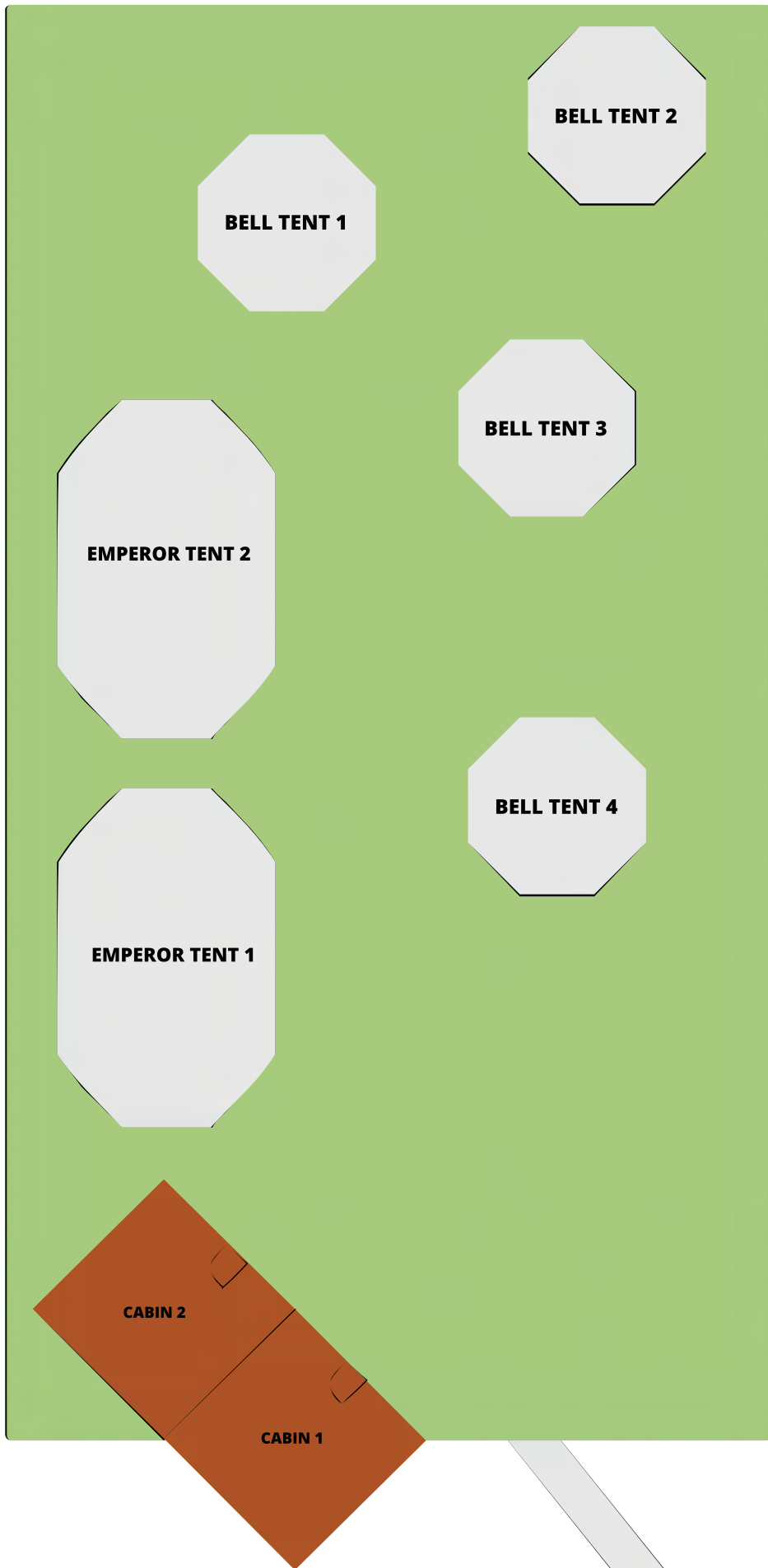


FRONTIER CENTRE THE GLADES

FREQUENTLY ASKED QUESTIONS

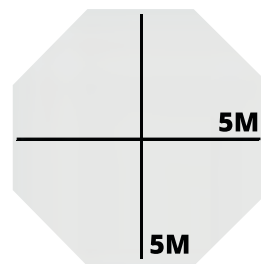
THE GLADES SITE MAP

NOT TO SCALE



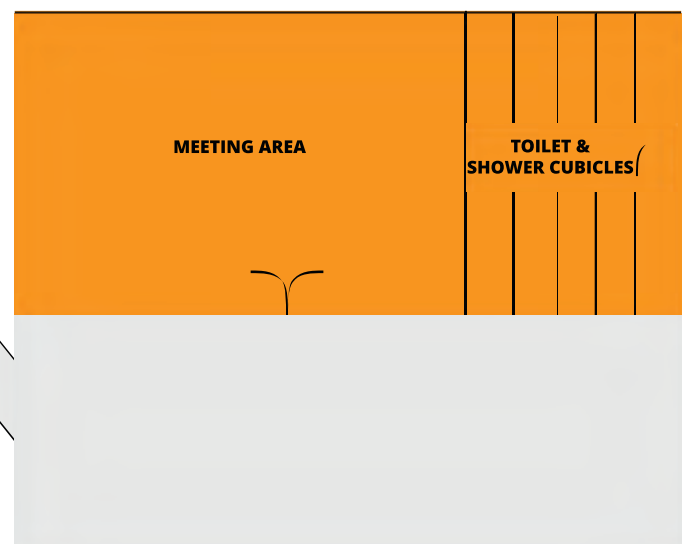
EMPEROR BELL TENTS

SLEEPS UP TO 8 PEOPLE
4M X 6M



STANDARD BELL TENTS

SLEEPS UP TO 6 PEOPLE
5M DIAMETER



CONTENTS

1	WELCOME TO THE GLADES	PG 4
2	ACCOMMODATION	PG 5 - 6
3	CATERING	PG 7
4	INSTRUCTED ACTIVITIES	PG 8
5	HEALTH AND SAFETY & ADVERSE WEATHER CONDITIONS	PG 9

1

WELCOME TO THE GLADES

We understand that organising a residential can sometimes be difficult and confusing, so please find below some handy hints, information and answers to some frequently asked questions about our new tented village, The Glades.

ABOUT THE GLADES

Experiencing time away at a residential has been part of what Rock UK does for over 100 years and one of the attractions for our guests is our surroundings – we are well located in the countryside. On a residential at Frontier Centre some of the outdoors is “missed” when being indoors overnight however The Glades will take care of that as your group will be able to take advantage of sleeping under canvas.

Our bell-tents are situated in a favourite position of the centre, amongst mature trees and surrounded by some of the outstanding nature we have on site. Each tent has sleeping facilities for between 6 to 8 campers, camp-beds with self-inflating mattress and an electric light so group leaders can ensure everyone is properly settled before lights out! A meeting space along with bathroom facilities and a kitchenette are located nearby to ensure all your needs are met as you prepare for an Adventure filled Activity Residential!

We are very much aware of the challenges faced by many of our groups, particularly in the current cost-of-living crisis and so we have ensured that nobody misses out on a residential by offering this facility at **£60/pp minimum saving per booking**.



2

ACCOMMODATION

WHAT TIME DO WE ARRIVE/DEPART?

Arrival for a midweek visit is 12 noon and departure is 2 pm. You have access to your bell-tents & leaders accommodation from 2 pm and you will need to vacate these by 9.30 am on the day of departure.

Arrival for a weekend visit is 5 pm and departure is 4 pm. You have access to your bell-tents & leaders accommodation from 5 pm and you will need to vacate these by 9.30 am on the day of departure.

HOW MANY TENTS ARE THERE?

There are 6 bell-tents within The Glades, with varying numbers of beds from 6-8 in each bell-tent. Leaders have their own dedicated wooden cabin with en-suite facilities at the entrance to the camping area. The area will be lit and each individual tent has its own interior lighting as well.

DO WE NEED TO BRING BEDDING?

Children will need to bring their own sleeping bag and pillow with them for the trip, however there will be camp beds in each tent with a self-inflating mattress provided. Leaders will be staying in the log cabin and will have all bedding provided. Please ensure everyone brings a towel!

DO LEADERS SLEEP IN THE TENTS TOO?

Accommodation for leaders at The Glades will be in our refurbished log cabin – 2x lockable en-suite bedrooms. There is electricity to this accommodation with power available for charging portable electronic gear.

DO WE NEED TO BRING ANY EXTRA EQUIPMENT?

Aside from the sleeping bags & a pillow for the children, we would also advise torches for all group members.

HOW WILL WE DRY WET CLOTHING?

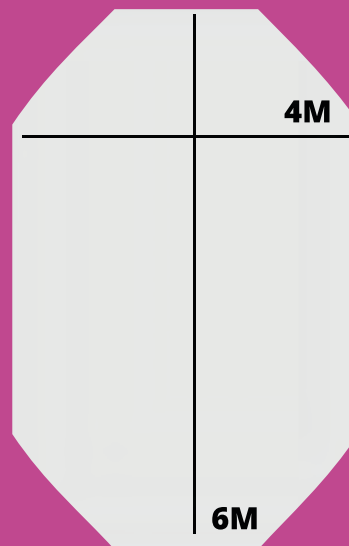
We will have a drying room for the residents of The Glades where clothing & shoes can be stored safely until removed.

BELL TENT ETIQUETTE?

We want your stay to be as pleasant as possible – to help us achieve this; No muddy Shoes to be worn in tents, during the day please keep the tent doors closed, to help prevent insects entering the tent.

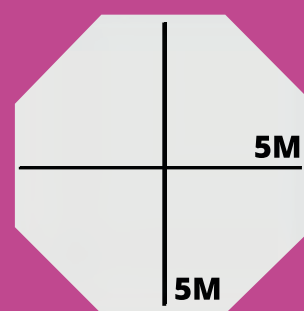
Please don't allow anyone to swing on the main tent pole as this can compromise the safety of the tent.

Each tent has important ropes and lines that anchor the tent down. Please avoid touching these as this may compromise their integrity. Because of these lines running is not permitted in the tented village.



EMPEROR BELL TENTS

**SLEEPS UP TO 8 PEOPLE
4M X 6M**



STANDARD BELL TENTS

**SLEEPS UP TO 6 PEOPLE
5M DIAMETER**

2

ACCOMMODATION

DO WE HAVE A MEETING SPACE FOR OUR VISIT?

The Glades has its own dedicated meeting space, suitable for up to 40 people plus leaders occupying it at a time. This includes a small kitchenette for preparing drinks and storing snacks during your stay. The building has an adjoining area with five individual shower cubicles and five individual toilet cubicles for the campers.

DO WE HAVE ACCESS TO TEA AND COFFEE?

We will keep your meeting room topped up with tea, coffee, milk and sugar during your stay. If you are running low at any point, you can call the duty manager who can refill this for you.

DO WE HAVE ACCESS TO WI-FI?

Unfortunately the isolated area that houses The Glades does not have WiFi coverage, however mobile phone signal is good for most providers and so data can be used if necessary. If leaders require WiFi, this is available in numerous communal areas across the site, an individual access code will be provided to leaders on arrival.

DO WE HAVE ACCESS TO A PROJECTOR AND SOUND SYSTEM?

We have two projectors that you can book out in advance for use during your stay. We have a small sound system (one microphone and one speaker).



3

CATERING

CATERED VISITS

WHAT TIME WILL OUR MEALS BE? CAN THESE BE ADJUSTED TO FIT IN WITH OUR OWN PROGRAMME?

We run 2 sittings: the first sitting is breakfast at 8 am, lunch at 12.30 pm and dinner at 5.30 pm; the second sitting is breakfast at 8.45 am, lunch at 1.15 pm and dinner at 6.15 pm. We endeavour to accommodate group mealtime requests where possible.

DO YOU CATER FOR SPECIFIC DIETARY REQUIREMENTS?

Our caterer can modify your menu to accommodate specific and complex dietary requirements. You need to let us know final numbers and any dietary requirements 4 weeks prior to your visit so we can inform the caterer ensuring that they can plan the menu accordingly, for your stay.

DO YOU HAVE DISABLED ACCESS?

The Glades is not easily accessible for wheelchair users and therefore unsuitable. However, if your group requires accessibility we would recommend booking our Whittaker or Oak accommodation blocks if available.

WHAT ABOUT SELF CATERING?

The Glades does not have facilities for self-catered groups and hence all catering must be taken in the main dining room of our Whittaker Lodge



4

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 close-toed for all activities i.e. no flip-flops/sandals – we would recommend trainers! Wellies would be good for Walk the Plank. Please ensure that if you are wearing shorts for activities that they are of a suitable length.

WATER ACTIVITIES (OPEN CANOEING, RAFT BUILDING, PADDLEBOARDING AND KAYAKING)

Be prepared to get wet! Please do not wear wellies or flip-flops.

DO WE NEED TO HAVE A LEADER/ TEACHER WITH THE ACTIVITY GROUP?

We would ask that you provide an adult (18+) for every two groups of eight. The adults do not have to participate but we would ask that they are there to supervise.

ARE ACTIVITIES CANCELLED DUE TO INCLEMENT WEATHER?

All of the instructed activities run whatever the weather except for the unlikely event of a thunderstorm or very high winds. In this situation the decision is made by our Chief Instructor to cancel/postpone any affected sessions



5

HEALTH AND SAFETY & ADVERSE WEATHER CONDITIONS

HEALTH AND SAFETY

All of the information regarding our risk assessments can be found at the following link:
<https://rockuk.org/about-us/risk-assessments/>

Please contact us for more information about our AALA licence, Learning Outside the Classroom Badge and insurance.

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 require that you bring a first aider with your group to cover other times. We have a 24-hour first-aid trained duty manager on call at all times if you need assistance.

IS A MEMBER OF 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 24 hour duty manager on call for any emergencies. You will be given our 24 hour duty phone number in your welcome pack.

ADVERSE WEATHER CONDITIONS

Should high winds or torrential rain result in **The Glades** tented village becoming dangerous to inhabit Frontier Centre will put into place its adverse weather plan for the tented village. This will be discussed with your group leader on arrival – in the unlikely event that such severe weather occurs the on-call duty manager will be available to assist.

An adverse forecast for the night may require action to be taken prior to any groups settling in for the night. All members of the group will be asked to collect up their mattresses pillows and sleeping bags and relocate these to **The Glades** indoor meeting area. The indoor meeting area can accommodate the whole group, in emergencies dividers can be erected to separate children where required. All belongings and bags can also be moved to the meeting area if required.

Should the weather turn unpredictably through the night, group leaders should contact the on-call duty manager who can oversee the transition to the indoor meeting area if this is deemed the safest course of action.





OUR CENTRES

WHITHAUGH PARK

Newcastleton, Scottish Borders, TD9 0TY

✉ whithaugh@rockuk.org

CARROTY WOOD

Higham Lane, Tonbridge, Kent, TN11 9QX

✉ carroty@rockuk.org

FRONTIER CENTRE

Addington Rd., Irthlingborough, Northamptonshire, NN9 5UH, U.K.

✉ frontier@rockuk.org

SUMMIT CENTRE

The Old Drift Mine Trelewis, Treharris South Wales, CF46 6RD

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