



# Residential Trip FAQs

## What Residential visit options do Ufton provide?

We offer 1 or 2-night residential trips for the majority of our History or Outdoor Learning experiences. WWII, Prehistory, and Bushcraft are offered as 1-night options. We have three residential site options which include the Manor House, Woodland Cabins, and Treehouse Camping. Please see our website for more details.

## How many children can attend a residential visit?

We can welcome 15 to 90 children per visit, at Ufton. In some cases, we can accommodate larger groups – please call us if you would like to find out more.

## What happens on a residential visit?

Your programme will be tailored to your group's requirements and activity selection and will be provided to you prior to your visit.

## Do you have a price list?

Our price list is available on our website, which is available to view [here](#). We welcome groups of all sizes but have a minimum charge depending on whether you are staying in the Manor House, Woodland Cabins or Longhouse Camping.

## What is included in the price of a residential visit?

The price of all residential visits includes catering, activities led by our experienced team, and a themed evening event. Depending on the experience chosen, this may be a themed banquet, campfire, or boogie bash. Up to three adults are included in the price, with additional adults permitted up to a ratio of 1 adult to 8 children. Further adults may stay subject to accommodation availability and an additional charge.

## How can I book?

We understand how precious your time is, to help, all our booking enquiries can be made online [using our enquiry form](#), at a time that suits you.

All booking and supporting forms are now digital, providing a more convenient and streamlined booking experience for you. If for any reason you are unable to make an online booking, please contact one of our team who will gladly support you. We can be contacted on 0118 9832 099 or via email [enquiries@ufton.org.uk](mailto:enquiries@ufton.org.uk).

## What if we must cancel?

All booking cancellations are subject to our refund policy. We recommend that you cover your booking with appropriate travel insurance. Our cancellation charges depend on the notice period given and are shown below:

No. of days before arrival	Cancellation charge payable
More than 12 months before the booking date	Any deposit received would be refunded in full
Between 12 months and 6 months	The deposit will be retained by Ufton
6 months - 60 days	50% of the total cost of your booking
60 - 0 days	100% of the total cost of your booking



Please see click this link to view our full [booking terms and conditions](#).

### **How can I pay for my visit?**

You will be provided with an invoice when making your booking. A 20% deposit is required to reserve your residential visit, and a final invoice will be sent to you on confirmation of your final numbers. Your final numbers must be confirmed using our online form, no less than four weeks before your arrival.

Payments can be made via BACs or cheque.

### **Can we come to look around before we visit?**

Yes – we highly recommend that your trip coordinator visits Ufton prior to your trip to support your risk assessments and planning.

To book a 30-minute pre-visit, please contact us on 0118 983 2099 or via email to [enquiries@ufton.org.uk](mailto:enquiries@ufton.org.uk). Pre-visits are available Monday to Thursday, 2.30pm to 4pm.

If for any reason you are unable to attend a pre-visit at Ufton, please visit our [website](#) for copies of our risk assessments.

### **How safe is Ufton?**

All our staff have a DBS check and are trained in safeguarding. Many of our Education Team are trained in paediatric first aid. We also hold a level 5 food safety rating and can cater for all dietary needs. We hold several kite marks, including Learning Outside the Classroom Quality Badge, which all endorse our approach to Health, Safety and Welfare.

All activities are underpinned by robust and rigorous Health and Safety policies and procedures, including risk assessments and our team work together to be vigilant and enforce our Health and Safety Policy.

Our Safeguarding, Health and Safety Policy and risk assessments can be found [here](#).

Ufton Court is staffed 24 hours a day and is situated on private land where public access is not permitted. All doors have regularly changed codes and entry at our gate is via an intercom to ensure the security of all of those staying with us. All adults on site are identifiable either through their branded Ufton clothing or the rainbow lanyard they must wear.

### **What should we bring?**

You will spend a lot of time outdoors so make sure you have appropriate clothing and footwear for the season and the weather, including sturdy outdoor shoes.

Please bring a pair of indoor shoes to change into. For convenience, we recommend that indoor shoes are kept in a separate bag.

All bedding will be provided unless you are staying in the Longhouse.

For the Longhouse, we request you bring your own pillows and sleeping bags.

### **Do we require any special clothing or equipment?**

No – if required, we will supply and safely fit any personal protective equipment. If taking part in water-based activities, you must provide your own swimwear, towel, and tightly fitting footwear, not crocs.

### **Is there a shop on site?**

We do not have a shop and there is no need for any money.

### **Are there accessible and inclusive facilities at Ufton?**

There are many facilities at Ufton, including accessible toilets. All our activities are accessible except for our low ropes course. Please do contact us or arrange a pre-visit to discuss any specific needs.



### **What do we need to do on arrival?**

Please use the gate intercom to notify us of your arrival. If the gate is open when you arrive, please call the main number, 0118 9832 099 so we can ensure a member of our team is there to greet you from the coach car park.

Your Ufton education leader will greet you from the coach and guide you to your allocated residential space.

If you have arranged for a parent drop-off, a member of your team must arrive by 9.30am, ready to take the group register and greet parents. A member of the Ufton team will be on hand to support you. If for any reason parents arrive before the allocated time, please request that they remain in their vehicles until your staff are available.

Your Ufton education leader will share with you the relevant safeguarding information, fire evacuation details, our accident reporting procedures, and any other important information.

### **What is the fire procedure at Ufton?**

On arrival, each group is given a thorough fire and safety briefing where all emergency exits, meeting points and procedures for evacuating the buildings are explained. You will also take part in a fire drill to ensure your group knows how to evacuate safely. Please do contact us or arrange a pre-visit to discuss any specific risk assessments or action plans.

### **What first aid cover does Ufton have?**

All members of the Education team are fully qualified, paediatric first aiders. To maintain the flow of activities, we ask visiting staff to administer first response first aid. Ufton staff are available to support or help if required.

### **What are our duty of care responsibilities?**

We ask all visiting staff to follow and help the children to follow all safety briefings and assist with the supervision of the activity as required. School staff are to supervise the children during breaks, evenings and overnight. If you have selected a self-led activity, you may be required to lead a session following instructions from Ufton Staff.

You will administer first response first aid to any of your children or staff who injure themselves.

Ufton staff will ensure the safety of the group whilst engaged in an activity. They will follow our risk assessments, proactively risk assessing and will have checked equipment prior to use. During activities, we will supervise the group with assistance from accompanying staff. Children will be given a clear briefing at the start of each activity. We will assist with first aid if accompanying staff request help.

### **What if a child is ill on the visit?**

Please ask parents/carers to not send their child on the day visit if they are unwell. This puts other children, school staff and Ufton staff at risk. Just as schools do, if a child vomits or has diarrhoea, we will ask for them to be collected. Should any child need external medical assistance, our staff will liaise with school staff on ensuring the needs of the child are met.

Unfortunately, we do not offer refunds for children that are unable to come or leave early due to illness. We recommend appropriate insurance is taken out to cover any financial losses.



# Catering Information

## Can we bring food or snacks to Ufton?

Yes, you can bring food with you if required and we kindly request that this is discussed with us in advance.

We are a nut free site, with multiple schools visiting at the same time. For the safety of all children and adults, nuts are prohibited at Ufton. Some children and adults may have severe nut allergies so please ensure that packed lunches and snacks (whether homemade or store bought) do not contain nuts prior to arrival.

We also have a [no alcohol policy found on the Teacher Hub](#).

## What's on the menu?

We provide morning and afternoon snacks, breakfast, lunch and a themed banquet, campfire or boogie bash for our residential visits.

The meals provided at Ufton offer a range of tasty and nutritious dishes which are attractive to children's palates. To enable a balanced menu, we serve generous portions of fruit, vegetables and salad with plenty of carbohydrates for energy.

We will gather your group's dietary requirements through your online catering form, which we will email to you ahead of your arrival.

## Dietary information

We cater for all dietary requirements and those with diagnosed medical conditions that are included in your catering form.

At Ufton, we can deliver catering provision for many dietary requirements as specified by culture, religion and medical concerns. We regularly provide meals for a wide variety of needs including coeliac, diabetic, food allergies and vegetarian/vegan. While we will do our best to cater for special diets, it may not always be possible to meet all complex requirements such as organic-only diets or weight management programmes.

For diabetics, it is the school's staff's responsibility to measure and control carbohydrate intake. We can provide digital scales to facilitate the weighing of portions to support accuracy.

We know that some children are very particular about what they eat and if the menu doesn't suit, they are welcome to eat bread and butter and/or fresh fruit, which is available at each mealtime. We do our best to ensure no-one leaves the dining room hungry. We do often find, however, that children are more likely to try new things at Ufton that they wouldn't normally eat at home - it's all part of the Ufton experience!

Please note, late submission and changes to dietary information will incur an administration charge in line with our [booking terms and conditions](#).