



# Day Visit FAQs

## What day visit options do Ufton provide?

We offer two types of day visits:

1. Day Visit – 10am until 2pm, includes 3 activities.
2. Extended Day Visit – 10am until 7.30pm, fully catered, includes 5 activities.

Timings are flexible to allow for your travel. Please notify us in advance should you require a later start time.

## How many children can attend a day visit?

We can welcome 20 to 120 children per visit, at Ufton. Please speak with us should your numbers exceed our maximum numbers; we will look to accommodate you where possible.

## What happens on a day visit?

Your programme will be tailored to your group's requirements and activity selection. Our Workshops at your school are set activities, depending on your chosen topic from [History](#) or [Outdoor Learning](#). Prior to your visit, your Ufton Education Leader will provide you confirm programme and finer details, to fit around your school day and requirements.

## Do you have a price list?

Our price list is available on our website, which is available to view [here](#).

## 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 the 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 booking deposits already paid or due
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 within 2 weeks to reserve your day 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 two 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 group visits 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 Friday, 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. All our Teaching staff 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. Our safeguarding information and policy can be found [here](#).

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. Please see our risk assessments [here](#) and Health and Safety policies [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 clothes 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.

### **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 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 space for the day.

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 briefly 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. 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?**

Many members of our 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 is 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. 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 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 leave the visit due to illness and recommend appropriate insurance is taken out to cover any financial losses.



# Catering Information

## **Can we bring food or snacks to Ufton?**

Yes, but only for Day Visits. Day Visit groups need to provide their own lunch and snacks.

Extended day visits are fully catered, but you are still welcome to bring your own, nut free snacks.

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.

## **For extended day visits, what's on the menu?**

We provide morning and afternoon snacks, lunch and a themed banquet, campfire or boogie bash for our extended day 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 carbohydrate 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.

## **For extended day visits: dietary information**

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

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](#).