



# West Leeds Activity Centre

## Special Terms and Conditions

### 1. General

#### 1.1 Glossary

“Activity” means any activity or service offered to customers whilst using the Activity Centre.

“Activity Centre” means West Leeds Activity Centre, whose address is at Lenhurst Avenue, Armley Leeds LS12 2RE and references to “our”, 'us' and 'we' shall have the same meaning.

“Activity Day” means the day clearly booked on the West Leeds Activity centre Booking form.

"Booking" means a Booking for an event or Activity at the Activity Centre and includes Activities (including those provided by a 3rd Party) purchased from the Activity Centre;

“Class” means a group of a maximum of 32 individuals

"Group" means a minimum of 8 people

“Group Leader” refers to the visiting staff NOT the provider West Leeds Activity Centre Staff

“Provider” has the meaning as set out in the Terms and Conditions and for the purpose of these Special Terms and Conditions means West Leeds Activity Centre and all the staff team

“User” has the same meaning as set out in the Terms and Conditions and for the purpose of these Special Terms and Conditions also means school or visiting group. This also includes group leader.

### 2. Making a Booking

2.1 All Bookings are subject to our acceptance and availability. We reserve the right to decline any Booking at our discretion. It is your responsibility to check that all details on the Booking are correct and any errors in the Booking must be brought to our



attention within 14 days of receipt of the Booking confirmation. Current prices are attached at Schedule 1.

2.2 Bookings can only be amended and/or discussed by/with the Customer who has made the Booking.

2.3 Booking enquiries may be made via our website at [www.westleedsactivitycentre.co.uk](http://www.westleedsactivitycentre.co.uk) or by telephoning the Activity Centre direct on (0113) 3367414 or by emailing [westleedsactivitycentre@leeds.gov.uk](mailto:westleedsactivitycentre@leeds.gov.uk)

2.4 A provisional Booking date can be requested and held for up to 14 days. If after this time you have not returned the completed Booking paper work as in Clause 2.5 your provisional Booking request will be removed from the West Leeds Activity Centre diary with notification to you.

2.5 Once we receive your completed Booking form and acceptance of charges, an email will be sent to confirm your Booking.

### **3. Activity Choices**

3.1 You are required to confirm your preferred activity choices as soon as possible, no later than 2 weeks prior to your visit by contacting our office. If these have not been confirmed we may not be able to guarantee some activities.

### **4. Group Bookings**

4.1 Group Bookings will have a nominated group leader, who is responsible for making and overseeing the Booking, including financial and legal responsibility.

4.2 Group leaders accompanying the Group are responsible for the discipline and behaviour of their Group. Group leaders are responsible for all damage caused by their action or inaction, or the actions or inactions of all persons in their Group. Please see Schedule 4.

### **5. If You Change Your Booking**

5.1 If, less than two weeks prior to your due date of arrival, the numbers in your Group decrease from that confirmed in your Booking, we reserve the right to charge you for the full cost of the Booking.

### **6. Booking Cancellation Fees**

6.1 All Booking cancellations are subject to the cancellation fees contained within this clause.

6.2 Cancellation of any Activity must be made in writing and shall be subject to the following cancellation fees -



- 2 weeks' notice 20% charge
- Under 2 weeks' notice 50% charge
- Less than 24 Hours 100% charge

## 7. Your Responsibility and Behaviour

7.1 If your behaviour, or that of any member of your Group is considered likely to cause danger, damage or offence to any other individual we reserve the right at our reasonable discretion to cancel or terminate a Booking with immediate effect. In these circumstances, our responsibility for your Booking will cease and we will not be obliged to cover any expense which may be incurred by you and will not be liable for any claim for compensation or refunds.

7.2 You are responsible for the cost of any damage caused by yourself or your Group during your stay. Should any such behaviour halt or interrupt our ability to continue to offer our services, you will be liable for and fully indemnify us against all, costs, claims and, losses directly or indirectly incurred by us as a result of such behaviour.

## 8. If we change Your Booking

8.1 In the unlikely event it becomes necessary to change Your Booking, in total or in part, we will inform you as soon as is reasonably possible of any necessary changes. You will have the choice of:

- (i) accepting the changed arrangements; or
- (ii) purchasing another Booking from us subject to availability (and paying or receiving a refund in respect of any differences); or
- (iii) cancelling your Booking and receiving a full refund of all payments made.

## **SCHEDULE 1**

### **PRICING FROM 1<sup>st</sup> APRIL 2020**

#### **Activity Sessions**

<b>April to September Pricing</b>	
<b>Activity</b>	<b>Cost</b>
Archery, Bushcraft, Climbing, Leap of Faith, Crate Stack, Assault Course, Giant Waterslide, Climbing, Nightline, Orienteering, Inflatable's	£160 min charge £10pp thereafter
Rafted Canoeing	£175 min charge
Buggy Experience	£175
Climbing Tower	£400 min charge (2hrs.) £60 per hr. thereafter



<b>October to March Pricing</b>	
<b>Activity</b>	<b>Cost</b>
Archery, Bushcraft, Climbing, Leap of Faith, Crate Stack, Assault Course, Giant Waterslide, Climbing, Nightline, Orienteering, Inflatable's	£145 min charge £9pp thereafter
Rafted Canoeing	£160 min charge
Buggy Experience	£160 min charge
Climbing Tower	£350 min charge (2hrs.) £50 per hr. thereafter

### Other Bookings

<b>Room Hire/ Area</b>	<b>Per Hr.</b>	<b>Per ½ Day (4 hours)</b>	<b>Full Day (8hrs)</b>
<b>Main Hall + Kitchen + Toilets + Seating area</b>	£40	£85	£160
<b>Conference Room</b>	£20	£50	£90
<b>Tea &amp; Coffee (in conf. room)</b>	£1.50pp	£3.00pp	£5.00pp
<b>Any outdoor area + toilets and changing rooms</b>	£25		
<b>Camping own Equipment</b>	£6 (per tent per night/ max 4 man)		
<b>Add Tent</b>	Additional £8 per tent per night		
<b>Add Showers/ Toilets</b>	Additional £3 per tent per night		
<b>Football Pitch</b>	U18 – pitch only £235, changing room £285, one off game £34 Adults - pitch only £640, changing rooms £427, one off game £76		
<b>Self-Delivery Training</b>	£45 for two or more people to be trained		
<b>Self-Delivery</b>	£35 per hour per activity - external groups require insurance		
<b>Minibus Hire + Driver</b>	£55 per hire + £0.90 per mile		
<b>Driver Hire</b>	£20 per hour		
<b>Marquee hire</b>	£375 + £50 per additional day		
<b>Party with activities - For Children &amp; Young People aged 7 &amp; over / no VAT charged</b>			
For a 2 hour Party with activities for up to 16 Children & Young People including room is £155. For groups over 16 people, £5 per additional person.			



## **SCHEDULE 2**

### **1. Risk Assessments/ Health & Safety**

All of our risk assessments are all available on :

EVOLVE:

[https://evolve.edufocus.co.uk/evco10/evchome\\_public.asp?domain=leedsvisits.org.uk](https://evolve.edufocus.co.uk/evco10/evchome_public.asp?domain=leedsvisits.org.uk),

The Leeds for Learning Website:

<http://www.leedsforlearning.co.uk/>

and our own website :

[www.westleedsactivitycentre@leeds.gov.uk](http://www.westleedsactivitycentre@leeds.gov.uk) . Please ensure you take particular notice of West Leeds Activity Centre site risk assessment. Please note that visiting staff must accompany the Children & Young People at all times whilst you are onsite. You are entirely responsible for your group throughout your visit.

### **2. Arrival and Departure**

Transport to and from school must be organised prior to the visit and is responsibility of the user. Please let us know if you want us to arrange your transport. We recommend that you arrive at least fifteen minutes prior to your session taking place.

### **3. Information Required**

For **all activity** bookings we require a signed consent form and a signed digital image consent form.

For **Youth Activity Fund** bookings: The funding agreement from the Leeds Community Committee for the free activity sessions includes recording the children & young people's attendance on the Breeze website with their Breeze numbers. To identify a young person's Breeze number we require the children & young People's full name, post code & date of birth. The information is used to confirm that the sessions have been run and accessed by the appropriate group of children & young people. Please provide this detail prior to the session taking place.

### **4. Medical issues**

If in exceptional circumstances a child has to be sent home, for example due to illness or behavioural issues, please ensure that arrangements have been made at school to accommodate this.



Please note that if a child or an adult uses an inhaler they **MUST** bring it with them, if it runs out or is lost the school must replace it. However, the Department of Health issued '*Guidance on the use of emergency salbutamol inhalers in school*' in October 2014. Schools can now purchase spare inhalers to be used by children who already have an inhaler prescription, in case their own is lost/runs out. If you are bringing any children who have asthma, it would be helpful if you could bring a spare inhaler, along with the consent form (Annex A of the guidance).

If a child suffers from sickness or diarrhoea under **48 hrs prior** to their visit to WLAC they must not be included on the visit, in line with Leeds City Council Policies and Procedures.

All WLAC activity staff have 'Emergency First Aid' qualifications. The centre manager has a Paediatric First Aid qualification.

## **5. Safeguarding**

In the event of a safeguarding issue, occurring during your visit a Cause for Concern form **must** be completed, and a copy given to West Leeds Activity centre. A member of the school staff will then need to follow the school's protocol for dealing with such issues. A member of West Leeds Activity Centre staff will then follow up with school in a period of four weeks, to see what action has been taken, which we will then record.

## **6. Valuables etc.**

The Centre does not take responsibility for any valuables brought in by visitors. Children are welcome to bring cameras. Visiting staff should collect them and ensure that they are only used in the public domain. Mobile phones or electrical equipment should not be brought by Children & Young People. Children & Young People should not bring any money.

## **7. Conduct**

West Leeds Activity Centre has a clearly defined Code of Conduct which all visitors are expected to observe. It is based on a restorative practice behaviour policy, whereby acceptable behaviour is recognised, rewarded and encouraged. Visiting staff should familiarise themselves with the policy so that consistent messages are given to the children & young people, thus avoiding conflict and confusion.

## **8. Role of Staff**

Provider (Centre) staff will be responsible for leading the activities, and the safety of the visiting group.

Visiting Staff are required to read the roles and responsibilities of staff document – see schedule 4.

## **9. Data Monitoring**



As part of our ongoing monitoring of attendees at West Leeds Activity Centre we are required to complete data inputting on the council membership system called Dimension which is linked to the Breeze Culture Network. We use this data to track who has been to West Leeds Activity Centre and to ensure we are targeting the Children & Young People who need us most.

## **10. FIRE ALARM**

If the fire alarm sounds, take instruction from centre staff. Visiting staff must identify a nominated adult to assist anyone who cannot evacuate independently. Visiting staff are responsible for evacuating their group. If there is a false alarm telephone Leeds Watch on 0113 376 0339 immediately and they will contact the fire brigade to stop fire engines attending.

Please also note that all door with a magnetic lock will automatically unlock in the event of a Fire alarm activation.

## **11. BURGLAR ALARM/SECURITY ISSUES**

If the burglar alarm goes off or there is an emergency requiring security backup (e.g. trespassers) ring 'Leeds Watch' on 0113 376 0339. Do not try to tackle the issue yourself. Please note there is a call out charge for this service.

## **12. KITCHEN**

Strict hygiene rules must be applied. Unsupervised children & young people under the age of eighteen are not allowed in the kitchen. Please store all food including sweets and drinks in the kitchen and/or dining area. Please wash up all mugs/plates/cutlery you may have used during your visit to the centre. Please leave the kitchen tidy after use.

## **13. Further information**

Please telephone 0113 3367414 or email [westleedsactivitycentre@leeds.gov.uk](mailto:westleedsactivitycentre@leeds.gov.uk) if you need clarification on anything contained in these terms and conditions.

## **SCHEDULE 3**

### **General Information**

Welcome to West Leeds Activity Centre and we hope you will have a productive visit. Please find below a list of key areas of consideration during a visit to our centre. The list is not exhaustive, so please apply common sense to anything not covered and if in doubt call the Centre Manager on 07891 274522, or the Lead Activity Worker 07891 270998.

If you need to use the landline please ask in our main office.

### **SMOKING – see schedule 4**



## **FIRST AID**

A first aid kit is located in the office. Please advise Activity Centre staff if anything has been used.

## **EMERGENCY NUMBERS**

Non-Emergency Care Line - 111

If there is an emergency or concern, e.g. asthma attack, ring 999 immediately. Ring centre manager if help is required.

HOSPITALS: LGI – (A&E) Tel: 0113 2432799, St James' – (A&E) Tel: 0113 2433144

POLICE - NON EMERGENCY: 101

CENTRE Manager Vince Foster 07891274522

## **SHOWERS, CHANGING ROOMS AND TOILETS**

Please ensure showers, changing rooms and toilets are checked after use for cleanliness and lost property.

## **SECURITY**

Children must remain within the boundary fence. The Canal side and path are completely out of bounds.

## **WIFI**

WIFI is FREE! – choose '– Leeds Free Wifi-LCC' on your phone WIFI settings and logon by clicking the 'accept' button at the bottom of the page.

## **SCHEDULE 4**

### **Roles and responsibilities**

This document has been put together to outline the roles and responsibilities expected of staff both visiting the centre and working at the centre, and that both provider and visitor understand their responsibilities when using the site.

### **Visiting Support Staff**

This role is to encourage participation, to explain the benefits of the activity, and to reinforce the role of the young person e.g. activist, team challenger, team leader, etc. This is a support role to enable participation and to facilitate positive behaviour. The professional will have knowledge of the behaviour history of the young person, therefore it is key to explain this to Provider Activity staff in advance when it may impact on the safety of others (and the young person themselves).

### **Visiting Lead Worker**





This role is to ensure Children & Young People get the very best and most learning from the activity. To ensure that the young person listens to instructions and behaviour doesn't adversely affect the learning and participation of others.

This member of staff will be familiar with risk assessments and the background and anticipated participation of the individual Children & Young People. The Provider Activity Worker will look to this member of the team to reinforce safety rules, general behaviour and understanding of instructions; i.e. to quickly & effectively close down any distracting behaviour.

Ultimately, excluding a young person from an activity in the interest of safety, learning and the wellbeing will be this staff responsibility, in consultation with the Provider's Lead Activity Worker.

### **Provider Activity Staff**

The Centre staff comprise of a Lead Activity Worker and/or Activity Worker. Where Children & Young People participate in activities at the WLAC the centre staff are responsible for the risk assessments. This means the centre staff must ensure, at all times, the Children & Young People are briefed, trained and instructed on the use of activity equipment. All Children & Young People must understand the instructions and behave in a way that secures the safety of all those participating. Centre staff are trained in delivering activities with the aims of both organisations in mind i.e. Fun, Learning, Team Building, Problem Solving, & Self-Esteem enhancing. To achieve this the support & cooperation of both of the Aim Education staff in the delivery of each activity is essential.

Where the Lead Activity Worker (or deputy) feels that a young person's behaviour is persistently disrespectful, dangerous or disruptive they are to immediately raise this with the Aim Education (authoritative figure) with a request to have that young person removed from the Activity or Centre.

### **Shared Responsibility**

Centre managers or their deputies will agree with the user what the outcomes are to be for the visit. These outcomes will be communicated to staff from both the provider and the user. This will enable both provider and user staff to work collaboratively toward the outcomes of the learning experience.

### **Challenge**

Staff and Children & Young People deserve respect at all times. All staff should challenge negative behaviour and should be actively supportive of each other. Empathy is a key quality in leaders and should be demonstrated at all times. This means challenging disrespectful behaviour as a means of empathy toward others.

### **Disagreements**

Any difference of opinion between staff should always be discussed away from the group. The Provider Lead Activity Worker (or deputy) should try in the first instance



to resolve any issues with the User staff, wherever possible. If this is not possible or the matter is of a serious nature then escalation to Centre Manager and Schools management is appropriate for a resolution.

### **Safeguarding**

Where there is a disclosure of a safeguarding issue all staff must follow their respective organisation safeguarding policy. One does not supersede another. Provider staff will need to complete a 'Cause for Concern' form in line with LSCB and LCC training. Where there are concerns both organisations managers should be made aware within 24 hours and will progress actions according to procedures.

### **Smoking**

West Leeds Activity Centre is a no smoking environment.