

GENERAL CODE OF CONDUCT FOR GROUPS/USERS OF COBNOR ACTIVITIES CENTRE TRUST

Cobnor Activities Centre Trust (CACT) is an independent charity and licensed provider of adventurous activities that works to enhance life experiences for young people by providing high quality outdoor experiences.

Set up as a registered charity benefiting young people in West Sussex and the surrounding counties, CACT is located in the heart of the Chichester Harbour Area of Outstanding Natural Beauty. The aim of the trust is to provide opportunities to develop and enable young people to experience challenging outdoor activities, both sailing and land based.

Our courses have the ability to reinforce a positive and focused attitude towards key personal and social skills. We recognise the fundamental ability within every young person to enable them to achieve their full potential. Communication, self-confidence, personal responsibility and teamwork skills provide the framework to support our wider Educational and Development Programmes.

The facilities are wholly owned and maintained by the Trust, which is a non-profit making registered charity and Trust, limited by guarantee. The income from the hire of facilities supports maintenance of the fabric of the buildings and the repair of and renovation of the craft at the Centre.

1. **The Leader in Charge** is responsible to the Head of Centre or Duty Manager for implementing the procedures outlined by the Cobnor Activities Centre Trust's Terms and Conditions. The Leader in Charge must exercise due authority to ensure good practice and behaviour at all times in the use of the facilities. Any accidents or incidents must be recorded, using the Centre's incident form and reported to the Head of Centre. The Trust reserves the right to accept, or refuse, any application for a booking without explanation, at their discretion.
2. All participants agree to be responsible and act in good faith while staying at CACT, ensuring that the Trust is not brought in to disrepute. Group leaders agree to be responsible for the good behaviour of those in their party and will adequately supervise their own group throughout their stay at CACT. Where damage is caused to the Company's equipment e.g. boats, accommodation, then the individual and/or organisation will be responsible for the full amount of the repair or replacement.
3. The Trust reserves the right to seek reparation as a result of wilful damage by a group member under the influence of drink or drugs, or as a result of a group member not obeying the Trust staff's instructions,
4. The Group Leader is responsible for providing the Trust with both medical and parental consent forms for all participants. Any known medical conditions that may affect the personal safety of participants and staff of CACT must be brought to the attention of the Trust in writing.
5. Dynamic risk assessments are carried out by group leaders and used in conjunction with the Centre's generic risk assessments. Details of individual activities are filed in the Centre office and can be viewed on request. We reserve the right to modify or cancel any activity if we feel that there are unmanageable risks such as severe weather.
6. If any activity from the group gives rise to, or will give rise to, unacceptable hazards or behaviours in the opinion of the CACT Head of Centre or senior staff of the Centre, then any of these persons may direct the Group Leader and their members to terminate the activity immediately. They may also require the group to leave the Centre at a moment's notice.
7. The hirer shall indemnify Cobnor Activities Centre Trust against all claims for damages, compensation and/or costs or losses in respect of: a) death, bodily injury or illness to third parties and/or b) damage to third party property, caused by or arising from or being incidental to, the hirer's use of the premises.
8. The hirer is responsible for loss or damage to Cobnor Activities Centre Trust property.
9. The hirer shall effect adequate insurance in respect of the liabilities and the loss or damage referred to respectively in Conditions 7 and 8 above.
10. The Trust does not accept liability or responsibility for personal injury to, or the death of any participant howsoever caused unless by the proven negligence of CACT, employees, suppliers or subcontractors. In addition, the Trust is NOT liable for death, injury or illness caused by an activity outside of the CACT's approved activities.
11. Cobnor Activities Centre is a fully operational working centre. Visitors and groups and self-managed groups are to be aware that the boat park and workshops are out of bounds to all non Cobnor staff. Visitors, groups and self managed groups are to be aware of the use of heavy machinery including tractors, trailer boats and mini bus within the Centre's grounds.
12. The Centre and Trust has an excellent relationship with immediate and local landowners and this relationship will be supported and respected at all times. The Trust needs to be advised in writing of any activities that are to take place away from the Centre. Apart from

approved activities within the Centre's grounds, NO activities are to take place in the immediate vicinity of the Centre (adjacent fields or pathways) to include:

- The drive way entrance and car parking to the West side of the car park
- The fence between the Centre and the Christian Youth Enterprise to the North
- The Cobnor Estate dinghy park to the South
- The hedge bounds to the west

13. No nails, screws or drawing pins shall be driven into walls, floors, ceilings, furniture or fittings, and no placards shall be affixed to any part of the premises.
14. Smoking and vaping is permitted only in designated areas which are on the public foot path running south from the Centre.
15. Furniture, other than chairs, shall not be moved except by prior arrangement. All furniture must be replaced on completion of the hire.
16. Any alteration or addition to the Centre's lighting or electrical heating system is strictly forbidden, except with written consent. Consent may be subject to conditions which the hirer will be required to observe.
17. The hirer is responsible for providing First Aid cover as well as any expertise that is deemed necessary in accordance with current Health & Safety (First Aid) Regulations. Basic First Aid kits are available in each building. Any incident or accident must be reported to the Duty Manager and logged in the accident or incident books.
18. **The Buildings and Bookings** The Leader in charge should undertake a full inspection on 'hand-over' and leave the Centre in a clean condition. A member of the Centre staff will complete a hand over before your group's departure.

Arrival and departure times

Arrival on Mondays	from 0900hrs and before 1630hrs
Arrival on Wednesday	from 0900hrs before 1630hrs
Departure from accommodation on Wednesdays	before 1000hrs
Departure from accommodation on Fridays	before 1000hrs
Departure from accommodation on Sundays	before 1630hrs

19. Groups arriving on Fridays are expected to have a representative on site to receive the keys by 1700hrs. If you are unable to meet this requirement, then alternative arrangements will have to be made with the Centre, at least 5 working days prior to the commencement of the course.
20. **FIRE DRILL** is mandatory for all residential groups and day groups. This will be completed within three hours of arrival and prior to their first night. On hearing the alarm, all persons are to vacate their building and muster in the **Camping Field**.
21. All accommodation, equipment and the dining rooms, must be kept and left clean, tidy and fit for purpose to the satisfaction of Centre staff. Failure to do so could result in additional charges. Basic cleaning equipment will be provide by the Centre and anything other than water hoses, booms, brushes, and cloths, need to be requested from Centre staff.
22. The Centre staff will need access to the accommodation and premises during your stay. This is to carry out additional duties to include cleaning, maintenance and safety checks.
23. **CONDUCT** The group leader is responsible for the good behaviour of the group during the whole period of residence. Attention is drawn to the following:
 - a. There must always be an adult present and in charge of the course and the premises when members of their group are present.
 - b. The sleeping accommodation must be adequately supervised by at least two adults.
 - c. If parties, or individual members of the course, leave the premises for any reason, the group leader in charge must accept personal responsibility for behaviour.
 - d. Users should keep the site clean and free of litter
 - e. The Centre and site has a **NO SMOKING POLICY** which applies to the whole site and activities.
 - f. **NOISE** is to be kept to a minimum after 10.30 pm, at the request of the Landowner.
 - g. Failure to observe these minimal rules of conduct could result in the instant termination of a booking and/or refusal to accept future applications.
24. **SPECIFIC RULES FOR THE KITCHEN** The Kitchen has been approved by the Local Authority and it is incumbent upon the visiting groups to ensure a high standard of hygiene.

Groups and individuals wishing to use the Centres kitchens and appliances, will only be able to do so when prior permission has been given by CACT, in writing. The visiting group will need to ensure they have completed the following to ensure standards are maintained as set out by Food Safety Act 1990 and the Food Safety (General Food Hygiene) Regulations 1995.

- a. Provided a designated member of staff to manage the use of the kitchen while the group is in use of the Centre's facilities.
 - b. The designated member of staff is to provide documentation or certification to prove their qualification in competence for catering for groups.
 - c. Undertake an induction to the kitchen as laid out in Cobnor Activities Centre Food Safety Policies, which can be found in the Centre office and the individual kitchen.
 - d. To adhere to the Cobnor Activities Centre Food Safety Policies
 - e. To inform the Centre of any defect or fault.
 - f. **NO** food or drink is to be taken into the bedrooms of the Log Cabins, Jubilee or tents.
 - a. **NO** wet shoes or wet clothing to be taken into the Log Cabins, Jubilee sleeping area or tents.
 - b. Bed sheets will be issued to the group on arrival and must be removed on the morning of departure and handed to the duty member of staff.
25. **REFUSE** To support the Trust, we ask that all bins should be emptied and cleaned at the end of the booking period and all litter etc. placed in the large refuse bins at the entrance to the boat park. There are now recycling bins for glass and cans situated in the adjacent car park. Please ensure all groups use these containers.
 26. **ELECTRICITY** Please support us by conserving energy and ensuring all lights and appliances are switched **off** when not in use. Should the power fail, please check the trip switches in the dining room cupboard, entrance to the Log Cabin and the Jubilee building. The reason for the cut out should be established prior to power being restored. If the problem persists, please contact the duty member of Centre staff.
 27. **BARBECUE** If this facility is used, the leader in charge must ensure that it is supervised at all times. The Trustees will not accept responsibility for accidents resulting from the use of the barbecue.
 28. **SHOWERS/HOT WATER** Please ensure that your group only puts down the toilets material designed for disposal in the system. Sanitary disposal units have been installed in the ladies toilets in the residential building.
 29. **GAS WATER HEATING** Should difficulty be experienced with the gas water heating, or the central heating radiators, a member of Centre staff should be called.
 30. **KEYS** On arrival keys will be handed over to the party leader. Any loss of keys will be charged at £5 per key. If Centre staff are unavailable at the time of departure, then special arrangements must be made to ensure a proper handover. Security on any site is a potential difficulty and Cobnor is no exception. Groups are reminded to ensure the main buildings are locked, not to bring valuable items to the site and to take all reasonable precautions against theft.
 31. **TRANSPORT** The road to Cobnor is not suitable for coaches and therefore minibuses are to be encouraged. However, if there is no alternative and a coach is required, you must contact the Centre in advance. The car park is shared with the Christian Youth Enterprise and parking spaces are limited during busy periods. Therefore, if possible, please keep cars at the Centre to a minimum and ensure parking does not block access for emergency vehicles. Caravans are not allowed in the Car Park.
 32. **EMERGENCY PROCEDURES** All users are required to read the welcome pack information and participate in the site induction at the start of the stay. The induction and orientation will highlight important information to include fire and emergency procedures and emergency contact details.
 33. **COMPLAINTS** Our aim is to give you an enjoyable and trouble-free course or holiday. If you do have a complaint it is important and in your own interest to tell a relevant member of the Cobnor Activities Centre staff immediately so that steps can be taken to resolve the matter on the spot. If your complaint cannot be resolved there and then, please contact the Head of Centre, gary@cobnor.com, detailing the matter. We strongly recommend that you communicate any problem to the Centre staff without delay whilst at our Centre. If you do not, we will have been deprived of the opportunity to investigate and rectify your complaint whilst you are on the course/holiday. The Trust cannot accept liability for causes of dissatisfaction that are not notified to us, in writing, within 28 days of completion of the course/holiday. Our staff are often asked for information not contained in the brochure. Whilst every effort is made to ensure that all information given is correct, the Centre cannot be held responsible if this proves to be inaccurate.

In addition to the above, we ask all group leaders to ensure that they have read the following information, to assist with the safe running of your residential here at Cobnor Activities Centre Trust: Accommodation Welcome Pack; Risk Assessment Summary; Cobnor Activities Centre Trust Terms and Conditions.