



Information Pack

CONTENT

1. Welcome Letter
2. Grounds Map
3. Room Floor Plan
4. General Training Timetable
5. Housekeeping Rules
6. Fire Alarm Procedure
7. Swimming Pool Safety Policy
8. Swimming Pool Availability Timetable
9. Terms & Conditions
9. SODEXO Food Allergy Request Form
10. Health, Allergy & Disclaimer Form

Summer Retreat Welcome Letter 2015

First off we would very much like to extend a warm welcome to all the students & staff participating in this years Summer Retreat, from our new friends to those that have been training with us for sometime!

This year is jam packed with lots to do and learn and in such a beautiful setting too! As well as the Chen Tai Chi & Zen Meditation training there will also be some Zen Yoga sessions, Qi Gong & time to take part in a Chinese Tea Ceremony, fun in the swimming pool and also a little free time to get some sleep or hang in the common room with new friends! We are also very lucky to be joined this year by guest teachers Maxine Craig, for the Zen Meditation & Mindfulness classes, and very high level Master - 11th Generation Chen Tai Chi Grandmaster Gou Kongjie. We really look forward to being inspired by them and to absorb the knowledge they wish to share! Lastly we hope that you are looking forward to the week as much as we are and are ready for some serious training!

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Please read the following information below very carefully and then take a look through the rest of the pack to familiarise yourself with some of the rules and regulations of Woldingham. As with any retreat or camp there are a number of things to take regard of and those are set out throughout the pack, with specifics in the Terms & Conditions. Please fill out the Health, allergy and disclaimer form (and the SODEXO Allergy form if your child is under 18) after reading and send back to us A.S.A.P. as the information you give must be relayed back to Woldingham a month before attending. Forms can be sent via e-mail, post or in class and must be signed please.

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ARRIVAL, ORIENTATION & DEPARTURE

Arrival – 06.00

Please arrive for registration by **06.00 on Monday the 27th July 2015.**

For those of you driving please pull into the **Millennium Centre car park** on the left hand side after entering the main grounds. Then by foot follow signs for “Natural Elements Registration” across the drive and in to the **Sports Centre**. Here a member of the Natural Elements Team will meet you and sign you in. (See Grounds Map for details)

Orientation & Breakfast

Once everyone has arrived, signed in and been allocated their room number and key they will be shown to the rooms. You will then be shown around the campus and the various training areas that we will be using over the week including the canteen where we will then eat **Breakfast at 08.00**; here we can all chat and get to know one another.

Departure

On the final day, **Saturday 1st August 2015** everyone must have **vacated** their **rooms by 09.00** and brought their luggage to be kept securely in the **Exam Centre** for the rest of the day.

The final afternoon session after breakfast will consist of:

- Demonstration for Master Gou
- Certificate Ceremony
- Q&A with the teachers

Students can then **start to make their way home between approximately 15.30 – 16.30** making sure to sign out and leave their room key. If you are picking up your child then this will be the time to do so, **from the Sports Hall**.

TIMETABLE

For details of the week please check the main timetable in the information pack.

WHAT TO BRING?

On top of your normal things, here are a few extra suggestions:

Plenty of training clothes! – You will be practising a lot so will need to have lots of clothes to train in! (t-shirts, shorts, under wear etc.) You will spend most of your time in training clothes.

Training kit! - If you already train in Tai Chi then please bring any weapons etc. that you may have. Don't worry if you don't have these things or are coming from abroad; especially if you are new to Tai Chi, we have a few spare bits that we can lend out or you may not need them at all.

Zen Meditation & Mindfulness Equipment – There are good quality Judo Mats that we will be able to use but if you prefer you can bring your own yoga mat and/or meditation cushion.

Swimming Costume – There is a pool at Woldingham we can use so please bring any swimming gear that you have.

Other:

Water will be provided and you will need more during class so please bring a **water bottle** that you can fill.

Sunscreen as it may well be hot outside in which case we will be training outside also!

Please bring any **medication** that you may need.

Please note: Bed linen and towels are provided.

WHILST AT WOLDINGHAM

During your stay at Woldingham we will be sharing the schools facilities with a few other groups and as such there are a few occasions that you need to know about please see below:

Wedding

For those that attended last year you will be very pleased to know that there will **not** be a wedding party this year!

Fire Alarm

There will also be **NO** fire alarm test this year either!

Communication – Only the Vodafone network works on the Woldingham site. We have added Woldingham School's number below for contacts in emergency otherwise if any one needs to ring out, in particular the young people, then there are a few pay phones across the campus. Therefore please supply your child with some change for this purpose. For adults we would try to encourage you to leave them off for the week giving yourself space to immerse into the culture of training.

Mobile phones must not be brought into the training areas.

No Alcohol / No Smoking: Woldingham have a no smoking, no alcohol policy. There is however a designated smoking area behind the sports hall. Please only smoke here, as the school are very strict on this policy.

Boundaries – Please note the Grounds Map. As you may see there is a thick line showing the boundary line of Woldingham School. There is a small section outside of this where the staff lives and the cemetery is; to help maintain their privacy please do not go into or through this area during our stay.

Swimming Pool – We have allocated time spots for the swimming pool which include the evenings. Please make sure you leave the pool building completely by 21.00 as this is when the caretakers lock up. Also please take note of the 3 person policy in the pool safety notes in the information pack. All children must be supervised by a DBS (CRB) checked adult.

FORMS

There are two forms added to the end of this information pack. Please fill them in clearly and completely and send back as soon as possible. The SODEXO form is under 18's only and must be signed by a parent or guardian. If sending back by e-mail please print off, sign and scan back in.

1. Health, Allergy & Disclaimer Form
2. SODEXO Allergy Form – Under 18's Only

HOW TO GET TO WOLDINGHAM SCHOOL

The easiest and most clear instructions on how to get to Woldingham Girls School is on their website, which can be found here:

<http://www.woldinghamschool.co.uk/359/about-us/directions>

This is also the full address:

Woldingham School
Marden Park
Woldingham
Surrey
CR3 7YA
Sat Nav: CR3 7LR

Please note the different postcode for inputting on to a Sat Nav. Otherwise you will end up at the wrong side of the grounds and unable to gain access.

For our full member students why not go on the members area of our website and check out the new thread that's been set up to help work out car shares etc. between you all, and of course talk amongst yourselves!

CONTACT DETAILS

The main contact throughout the camp for students and staff to come to regarding any questions or complaints will be as below. This same contact can be used should any parent or person wish to contact someone on the camp in an emergency (only):

Paul Lockyer – 07962 930837 (+44 7962 930837)

The above mobile number is not Vodafone so may not work at Woldingham, in which case please contact us via the number below in an emergency:

Woldingham Events (Marden Enterprises) – 01883 349431

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Finally, please don't be nervous of the rules etc. they are set in place for your safety and to help structure the week in an easy to follow way. Through our experience we know it's going to be a great retreat, with lots learnt and tons of improvement! We hope that you enjoy every minute and gain some growth in your Tai Chi and Zen Practise and also as a human being!

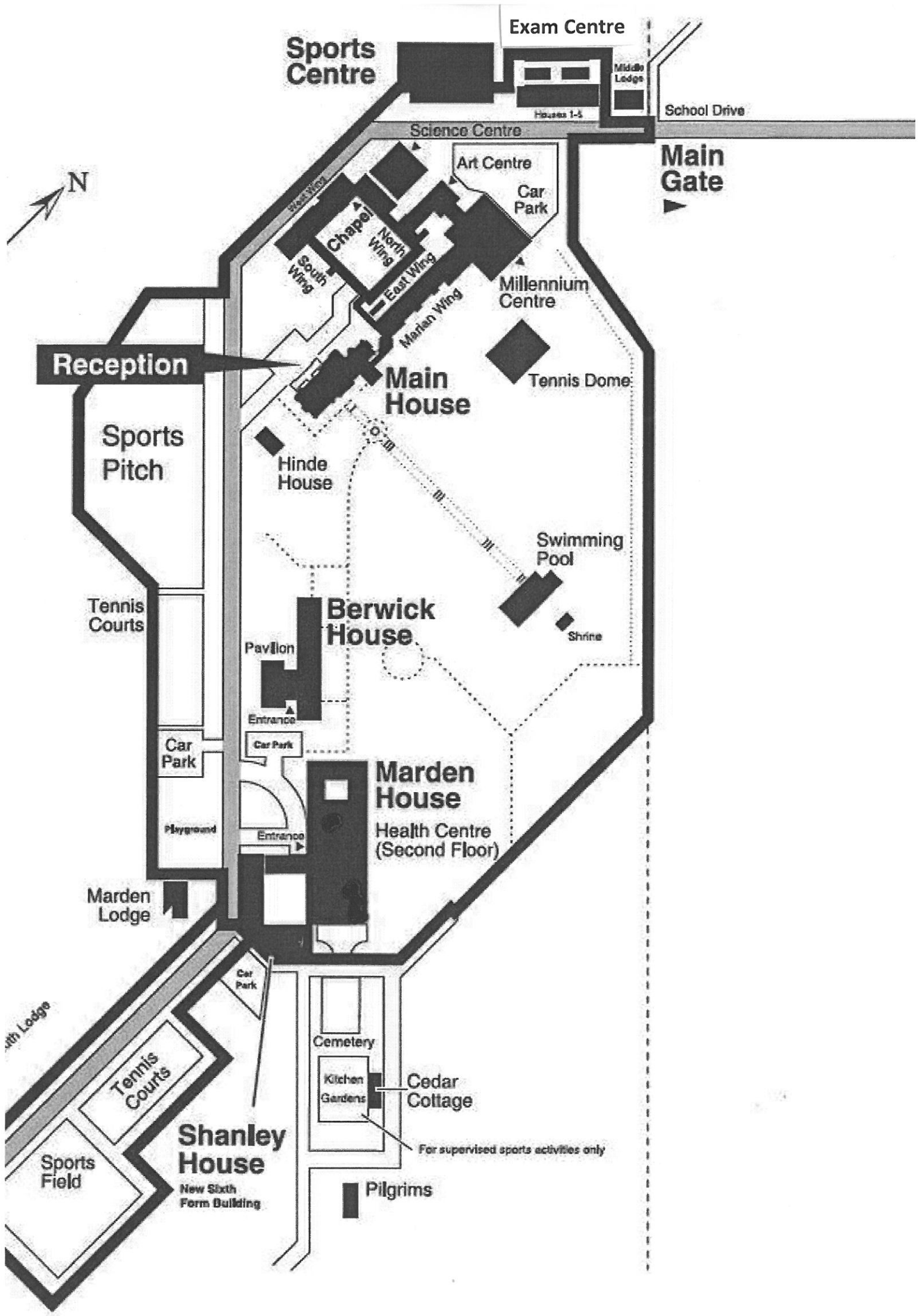
As always please do contact us regarding any questions that you may have and we will be very happy to help. See you there!!

Peace

The Natural Elements Team

RETURN FORM CHECK LIST – Please make sure you have filled in the following forms clearly & completely then send them back A.S.A.P.

3. Health, Allergy & Disclaimer Form
4. SODEXO Allergy Form – Under 18's Only



Sports Centre

Exam Centre

Middle Lodge

Houses 1-5

School Drive

Science Centre

Main Gate

Art Centre

Car Park

Chapel

South Wing

North Wing

East Wing

Marian Wing

Millennium Centre

Tennis Dome

Reception

Main House

Sports Pitch

Hinde House

Swimming Pool

Tennis Courts

Berwick House

Shrine

Pavilion

Entrance

Car Park

Car Park

Marden House

Health Centre (Second Floor)

Playground

Entrance

Marden Lodge

Car Park

Cemetery

Kitchen Gardens

Cedar Cottage

For supervised sports activities only

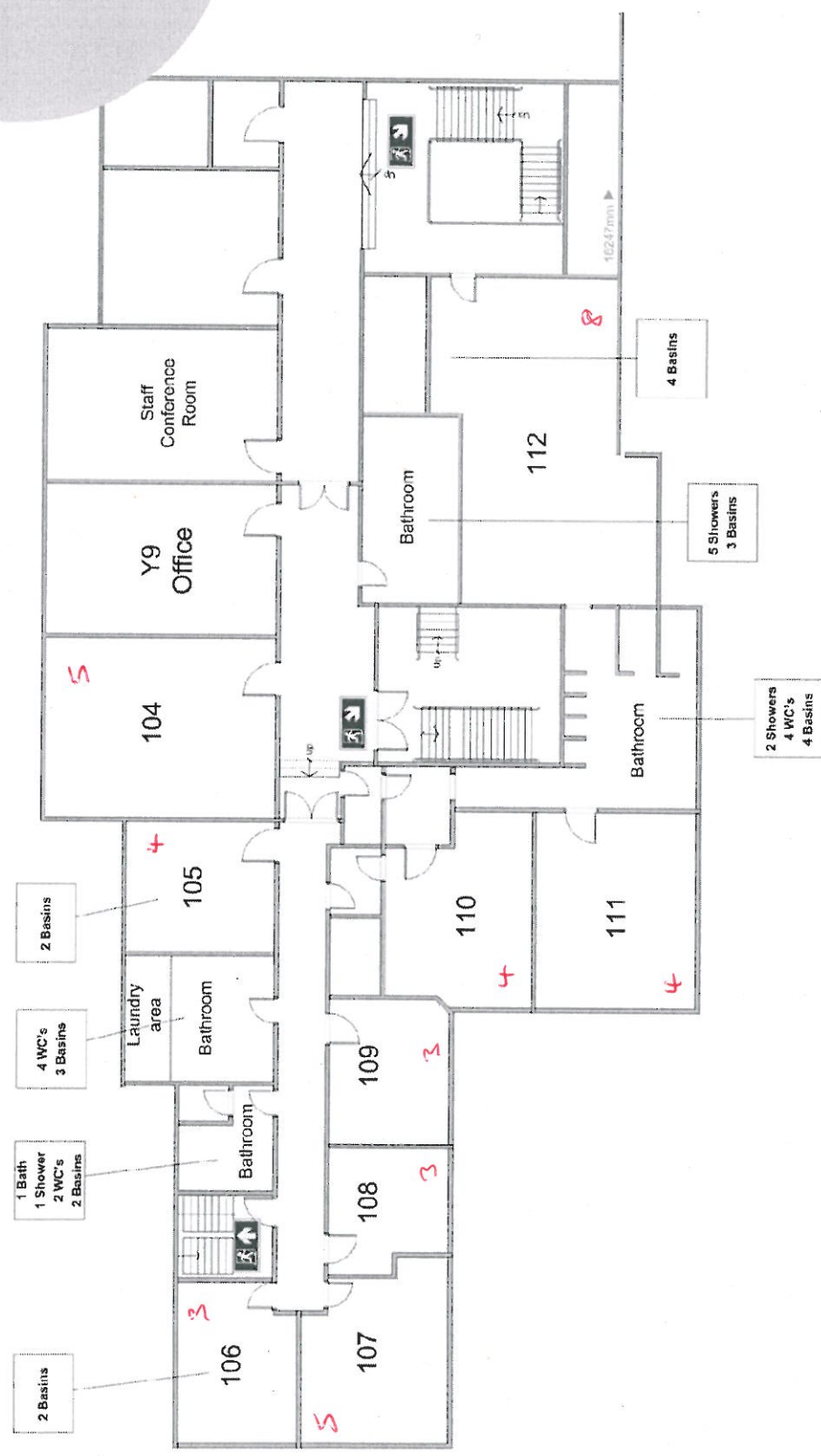
Tennis Courts

Shanley House
New Sixth Form Building

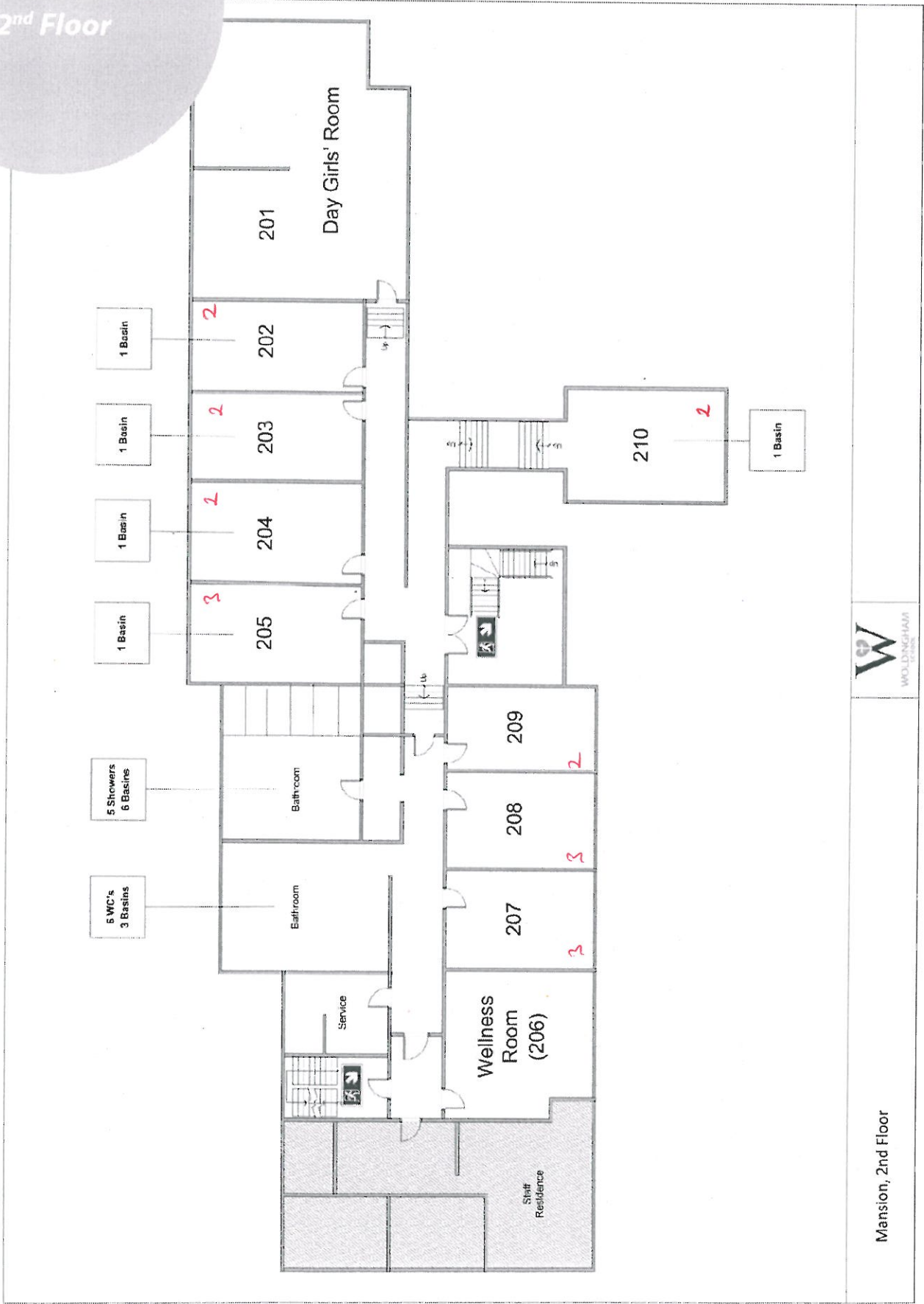
Sports Field

Pilgrims

Mansion House
1st Floor



Mansion House
2nd Floor



	06.00 - 07.00	07.45 - 08.30	09.00 - 12.00	12.30 - 13.00	13.00 - 14.30	14.30 - 17.30	18.30 - 19.00	19.15 - 20.15	20.15 - 22.00	22.00
Mon	Registration Orientation (06.00 - 07.45)	Breakfast	Morning Training	Lunch	Rest/Free Time	Afternoon Training	Dinner	Zen Practise	Rest/Free Time	Lights Out
Tue	Zen Practise	Breakfast	Morning Training	Lunch	Rest/Free Time	Afternoon Training	Dinner	Zen Practise	Rest/Free Time	Lights Out
Wed	Zen Practise	Breakfast	Morning Training	Lunch	Rest/Free Time	Zen Walking & Qi Gong	Dinner	Self Practise / Free Time	Rest/Free Time	Lights Out
Thu	Zen Practise	Breakfast	Morning Training	Lunch	Rest/Free Time	Afternoon Training	Dinner	Zen Practise	Rest/Free Time	Lights Out
Fri	Zen Practise	Breakfast	Morning Training	Lunch	Rest/Free Time	Zen Yoga / Tai Chi Practise	Dinner	Zen Practise / Chinese Chan Tea Ceremony	Rest/Free Time	Lights Out
Sat	Zen Practise	Breakfast Vacate Rooms	Morning Training	Lunch	Rest/Free Time 13.00 - 13.30	1hr Zen Practise 1hr Show/Certificates/ Q&A 13.30 - 15.30	Return Keys & Departure 15.30 - 16.30			

Housekeeping Rules for Residential Courses:

Please make all guests staying with your group aware of the following points:

1. Please take time to read the fire alarm procedure and make yourself aware of your nearest fire exits and assembly point etc
2. Please note these are school premises so have sensitive fire detectors some of which work by detecting particles in the air. Liberal use of hairspray and or aerosol deodorant may trigger the fire alarms.
3. There is no smoking whatsoever permitted in any school building or the adjacent grounds, car parks etc. Those who must smoke can only do so in the designated area behind the sports hall but even this is discouraged. No alcohol may be brought into and consumed on the school premises.
4. Swimming is only permitted if there are at least 3 adults in the group. Children must always be accompanied by a minimum of 3 adults and preferably their parents. Please take time to read the Swimming Pool Procedures.
5. Doors (particularly fire doors or doors with coded key pads) must not be propped open at any time.
6. Parents will wish to be aware that there is an ornamental pond at the back of the main house. Children must be supervised at all times but particular attention should be paid in the gardens and grounds. There is a public right of way along the main drive so there could be cars, ramblers, cyclists and horses on the road at any point.
7. School facilities and property other than those specified for use in the contract are out of bounds.
8. Any breakages or damage caused however small must be reported to the Events Manager or Caretaker as soon as possible. We will ask for repair costs for any damage caused.
9. Mobile phone coverage at Woldingham School is limited to the Vodaphone network. There are one or two pay phones on campus. Please contact your group leader for more information.

Fire Alarm Procedure

The procedure described below must be followed:

General

All guests must take simple everyday precautions to minimise the risk of fire. Smoking is not permitted at any time in any school building. Candles may not be used or lit. Care must be taken using appliances such as hair straighteners, tongs or dryers. School electrical sockets must not be overloaded. Only one appliance is to be plugged into a single electrical socket at a time. Electrical adaptors and trailing leads are not permitted. Electric heaters or plug in fridges must not be used.

Please note over-liberal use of sprays such as deodorant, hairspray or perfume can activate the smoke detectors and fire alarm.

Be prepared

Read the fire action notice in your room and familiarise yourself with the exit route. Note the position of fire exit doors and fire extinguishers nearby.

Fire doors must always be closed after guests have passed through them. The only exceptions are doors in corridors, and elsewhere, whose release is activated by the fire alarm.

Fire doors are intended to save lives by delaying the spread of fire through buildings. Fire doors must not be propped, wedged or tied open. Under no circumstances may fire extinguishers be used to hold open fire doors.

If the Fire Alarm sounds

All guests must immediately evacuate the building if the fire alarm sounds.

Guests should move quickly to the tennis courts opposite Berwick House and wait there calmly and quietly for further information.

There is always a Duty Caretaker on site (01883 654231) who will take immediate action to determine the cause of the fire alarm and coordinate action with the Fire Brigade.

Guests must remain on the tennis courts until further instructions are given by school staff.

Guests may not return to school buildings until the all clear is given by a member of school staff.

Groups under the direction of a supervisor

Supervisors must familiarise themselves with the fire evacuation procedures as soon as possible once on site. In the event of a fire alarm the supervisor, and any nominees, must direct the evacuation by the nearest and safest fire door. Only if it safe to do so – supervisors may check that rooms are empty.

Guest supervisors/staff/teachers must ensure a full roll-call of all persons under their supervision is taken on arrival at the fire collection point – the tennis courts opposite Berwick House.

If any guests can not be accounted for then this must be reported immediately to:

School reception	ext 4201	Mon – Fri	0800 – 1800h
Duty caretaker	ext 4231*	out of hours/emergency	

* To call the duty caretaker call 4231 from an internal phone and let it ring at least 10 times. If the Caretaker is not in his office the call will go through to his mobile.



SWIMMING POOL SAFETY POLICY

ANNEX A

NORMAL OPERATING PLAN

DETAILS OF THE POOL. The facility comprises one pool, 25m long by 10m wide, with the depth varying gradually from 0.9m at the shallow end to 1.9m at the deep end. Changing and shower facilities and a plant room are associated in a brick building to one end of the pool structure.

FIRE EXIT ROUTES. Exit from the swimming pool in the event of fire can be effected via the pool front door (school side) or for classes through both the pool front door and the pool sliding doors that may be opened.

PLANT ROOM. The pool plant room is entered through a locked door to the rear of the pool end building. The plant room contains corrosive chemicals and is out of bounds to all pupils, teaching and non-authorised staff at all times. Any concerns regarding the plant room are to be represented to the Head Groundsman on 4317 or directly to the Bursar on 4202 or Bursar's Secretary on 4278.

MEANS OF RAISING THE ALARM

- There is a pool telephone located in the porch area just outside the front pool entrance.
- Key telephone numbers include:
 - **The Health Centre – 4238 (Health Centre Flat – 4320);**
 - **School Reception – 4201;**
 - **Senior staff on Duty – 4900 (pager evenings);**
 - **The Duty Caretaker – 4231;**
 - **The Bursar – 4202;**
 - **The Bursar's Secretary – 4278.**
- The **Emergency Services (ambulance)** should be called without delay as appropriate to the urgency of the situation – **9-999**.

EQUIPMENT AVAILABLE

- A First aid kit is located in the storeroom.
- Life rings and a rescue pole are located at the pool-side.

POTENTIAL RISK AREAS

- Ladders: the steps of each ladder are quite slippery, particularly for young children;
- The shallow end, at 0.9m depth, provides a diving hazard;
- Potentially slippery floor surfaces always present a hazard;
- The pool drain is located in the deep end of the swimming pool.

MAXIMUM BATHER LOADS. The maximum bather loading of the pool is 60. This is not an inflexible figure since certain activities and types of user groups will require this figure to be sensibly modified, eg: for sub-aqua, a significantly reduced number will be required and different activities cannot sensibly be mixed.

STAFF TRAINING AND FIRST AID SUPPLIES. All Teachers should possess the RLSS/ASA Teachers Lifesaving Certificate (RLSS National Rescue Award for Swimming Teachers and Coaches) as a minimum requirement. Any other lifesavers should have a National Pool Lifeguard qualification. The swimming pool first aid kit is located in the storeroom. Staff on poolside duty should not leave unattended bathers to administer First Aid. The situation should be contained and assistance sought either from other staff or from other bathers.

LIFEGUARD DUTIES. Lifeguards and/or teachers are facilitators of safe activity and should encourage the safe use of the facility. Swimmers attention should be drawn to safety notices displayed on the poolside. Swimmers should be encouraged to enjoy the pool. However where a warning or reprimand is required, this should be given firmly, with safer alternatives being explained.

- Teachers are required to open up the building to allow access by bathers at designated times on the timetable.
- Lights are to be turned on as required and pool checks should be completed prior to the commencement of any day's swimming session.
- Pool checks are undertaken by the Head Gardener between 08:00 and 09:30 each day.
- Lifeguards should maintain active vigilance through a combination of regular patrolling of the entire pool surrounds.
- Communication with students should not interfere with supervision duties.
- Under no circumstances is equipment to be left on the poolside.
- Upon completion of their duty period, teachers should check the condition of the pool building including:
 - The pool itself;
 - The state of the pool ladders;
 - The provision of safety equipment;
 - The pool surrounds;
 - The operation of the fire doors.

Teachers should also check both male and female changing rooms, the shower areas and other accessible areas to ensure that they are empty. Finally, the lights are to be extinguished (with the exception of the outside lights, which should remain on) and the door locked before leaving the building. **Further details are at Annex E.**

SCHOOL RULES FOR THE SWIMMING POOL. The pool is available for use for the teaching of swimming, for competition, for sports (such as sub-aqua training) and for general recreational activity. The pool is used, not only by the School pupils, but by staff and external organisations as agreed by the Bursar/Marden Enterprise Events Manager.

- Only authorised personnel may have access to the swimming pool.
- Without a dedicated, poolside lifeguard, the minimum number of people using the pool at any time is to be THREE. This will allow one swimmer to aid a person in trouble and one person to concurrently summon assistance or the emergency services.
- The swimming pool doors are to remain locked at all times when the pool is not in use and the swimming pool key returned immediately to reception or to an authorised key holder.
- Any person using the pool, other than authorised groups or classes, is to sign the visitors book at the entrance to the pool prior to swimming.
- A lifesaver must always be present in the pool and so should an adult. This could be the same person;
- The teacher or lifesaver to pupil ratio is to be no greater than 1:20 swimmers (this can be 1:30 for coaching).
- Groups are to be counted before and immediately after a pool session.
- Weak or non-swimmers are to remain within their depth at all times.
- All swimmers are to follow the Swimming Pool Users Safety Code (Given below).
- All adults and/or lifesavers are responsible for reading and understanding the Pool Emergency Procedure – located by the clock.
- No person should swim if they feel unwell or have a known physical condition which might cause a problem in the water.
- Girls should always wear swimming hats during lessons.
- Swimming pool equipment is not to be misused or used for any purpose other than that for which it was designed.
- The Lifesaver should not be in the pool.
- No diving is to take place at the shallow end; diving is only permitted from the deep end of the pool and not from the sides of the pool.
- Ducking is not permitted.
- Running within the pool complex is not permitted.
- Outdoor shoes may not be worn on the pool surrounds.
- No eating or drinking is permitted within the pool area.
- The pool is to be securely locked after use by the authorised person.
- Any pool defects must be reported to School Reception, Caretakers or Events Manager.

SWIMMING POOL USERS SAFETY CODE

- Spot the dangers.
- Take care, swimming pools can be hazardous.
- Always swim within your ability.
- Never swim after a heavy meal or after alcohol. Avoid holding your breath and swimming long distances under water. Be especially careful if you have a medical condition such as epilepsy, asthma, diabetes or a heart condition.
- Take safety advice.
- Follow advice provided for your and others' safety. Avoid unruly behaviour which can be dangerous. Always do as the Lifeguard say, and remember that a moment of foolish behaviour can cost a life.
- Look out for yourself and other swimmers.
- Keep an eye open for others, particularly young children and non-swimmers.
- Learn how to help.
- If you see somebody in difficulty, get help immediately. In an emergency, keep calm and do exactly as you are told.

POOL LIFEGUARD REQUIREMENTS

Training, qualifications and physical requirements are important aspects of determining who should be lifeguards. For each lifeguard the following is necessary:

- To have been properly trained by a qualified and competent person and independently assessed following completion of a recognised course that includes standard of swimming, fitness assessment, understanding of pool safety operation procedures (PSOP), water safety, accident prevention, including all aspects of drowning, secondary drowning and dry drowning, use of rescue equipment, CPR, first aid and spinal injury management and observation skills.
- To attend regular refresher training and be reassessed at least once in every 2 years.
- To be competent regarding the specific aspects of the Woldingham pool and all its facilities and equipment.
- To be fully aware of the health and safety arrangements for the pool and its facilities.
- To be fit, healthy and vigilant.

Each lifeguard is to be capable of swimming 100 metres non-stop on front and back, be able to swim 50 metres in under 60 seconds and be able to dive at least 1.9 metres below the surface (the pool is 1.9m in depth)

The following organisations provide lifeguard training:

- The Swimming Teachers' Association;
- The Royal Life Saving Society;
- The Amateur Swimming Association.

All lifeguards should carry a whistle for attracting attention and wear distinctive clothing for easy and obvious recognition by swimmers and others. (The internationally accepted dress colours are yellow top and red shorts.) Clothing should be made of material that will not hamper them during an in-water rescue.

LIFEGUARD DUTIES. The key functions of the Lifeguard are to:

- Keep a close watch over the pool and the pool users, exercising the appropriate level of control.
- Communicate effectively with pool users, and colleagues.
- Anticipate problems and prevent accidents.
- Intervene to prevent behaviour which is unsafe.
- Identify emergencies quickly and take appropriate action.
- Carry out a rescue from the water.
- Give immediate first aid to any casualty.
- Be able to supervise;

LIFEGUARDS - FIRST AID. Lifeguards must be able to perform cardiopulmonary resuscitation (CPR) correctly. For all but the smallest pools, lifeguarding should be divided into zones. This will allow particular areas to be scanned/observed by different lifeguards. It is internationally recognised that any zone should be scanned within 10 seconds and the Lifeguard be no further away than will allow him/her to reach an incident within 20 seconds.

TEACHERS AND SWIMMING LESSONS. For routine school swimming lessons, ie: those where the activities are conducted in a controlled, structured manner, the lifeguarding function could, in principle, be conducted by the teacher or instructor of the class. In these situations, the teacher or instructor would need to have attended a recognised course of training, for example those offered by the Swimming Teachers Association and regularly update their lifeguarding skills to the standards detailed in this section.

In these circumstances, teacher/pupil ratios must be given careful consideration with a higher level of supervision given to non-swimmers and novices. It is recommended that there are always at least two teachers/supervisors present, so that in an emergency one member of staff can deal with the casualty whilst the other takes control of the rest of the class.

DIVING. Diving is a potentially hazardous activity and will require risk assessment whether from poolside, springboard, low or high boards. All diving activity must be strictly controlled and supervised to avoid injury to divers and those in the water. It should only take place during supervised sessions. Diving is particularly hazardous in unprogrammed sessions.

All aspects of pool design, shape, and depth of water together with style of dives must be considered, whether from poolside or boards. The minimum water depth for 'shallow' diving should be 1.5 metres and a forward clearance of 7.6 metres based on a poolside to water level of no more than 0.38 metres.

POOL ADMISSION NUMBERS. The control of pool admission is vital to safety. The risk assessment process will determine the maximum numbers relative to the activities to be performed and the ability of the water treatment plant to maintain a safe water quality.

Consideration of age and ability will affect admission numbers and whether or not people with disability are in attendance as pool users. Children under 8 should never be left unsupervised, regardless of swimming ability.

All reasonable means must be taken to prevent unauthorised access to swimming pools.

EMERGENCY ARRANGEMENTS. The following must be considered as part of any emergency procedure or accident prevention measures:

- Poolside emergency alarms/procedures must be obvious and unambiguous; and should include written procedures of how to activate/summon assistance; large 'bullet point' notices in prominent positions are advised.
- Clear and obvious depth signage at various points.
- No diving in less than 1.5m water.
- Safety rescue equipment on poolside (poles, throwing ropes, etc).
- Safety signage (pool rules).
- Member of staff 'on call'.

TERMS & CONDITIONS

(last updated 12th December 2014)

Natural Elements reserve the right to change and add to these terms and conditions at anytime. This will be in writing to the attending or lead attending student/guest via e-mail or hard copy (post).

CHILD PROTECTION

1. When in the presence of young people all adults must move to an appropriate room or changing area so as to change into kit and clothing away from minors. Preferably all students should be in training clothes before entering the practise areas.
2. All Adults must be aware that not at any time whatsoever throughout the duration of the residential, should they be alone with a student that is by law, a minor, unless they are the guardian or parent of the young person; or are fully DBS checked (formally CRB).
3. It is Natural Elements policy to investigate any incident or allegation of concern, or assist any proper enquiries about a child in our care and to refer the matter to an appropriate external organization should we consider it appropriate.

YOUNG PEOPLE GENERAL CONDUCT

4. All young people not under parental or guardian supervision will be looked on as adults and as such should act as adults in their conduct. Young people must take responsibility for keeping good personal cleanliness during the duration of the retreat, have good time keeping and show a grown up attitude toward their sleeping habits.

5. For their own safety young people must not leave the grounds of Woldingham at anytime of their own accord; and must inform an instructor or member of the Natural Elements team if they are going to walk or use any facilities near the boundaries of the School grounds.

6. If a young person has any grievances or issues with any part of their stay including the conduct of other retreat participants or staff they can inform a senior member of staff and Natural Elements will endeavour to sort any problems as quickly as possible. If the young person does not feel safe enough to do this or at anytime feels vulnerable at the retreat they may call their parents or guardians immediately so that they may be picked up as soon as possible.

7. Child protection and safety of vulnerable adults is of utmost importance to Natural Elements and all cases such as the type mentioned above (amongst others) will be dealt with swiftly and with the child's safety in mind. Parents and guardians will be informed immediately of any such occurrences and be liaised with on the next appropriate action to take.

GENERAL CONDUCT & ETIQUETTE

8. For the duration of the retreat all Tai Chi teachers should be referred to as "Shifu" meaning master, as is culturally correct for their position as teacher to the students.

9. Natural Elements Summer Chen Tai Chi & Zen Retreat is a place of enrichment and learning, and all persons present are expected to conduct themselves in a disciplined, respectful manner. As far as possible, our instructors will deal with any problems discreetly,

tactfully and in a non-confrontational manor. In the case of persistent or gross misconduct, Natural Elements reserves the right to ask students, whether adult, young person or staff, to leave without refund/payment. (suitable arrangements would be made with young persons parents or guardians for collection)

10. For the entire duration of the summer retreat each student and staff member is responsible for their own care and safety, unless a minor, in which case the attending parent or guardian will take full responsibility for them. Natural Elements will however endeavour to help students that attain any injury during their stay with either basic first aid or through contacting an emergency service, whichever may be appropriate in any given situation.

11. Please note that Woldingham School has a No Smoking, No Alcohol Policy. There is one designated smoking area on site by the Sports Centre and we ask that you stick to this area as they are very strong on this policy. Alcohol will not be tolerated during the Summer Retreat at any point and we humbly ask that you adhere to this rule.

12. We undertake to provide high quality teaching by experienced/expert teachers. Whilst each teacher has been booked to teach at certain days and hours Natural Elements can not be held responsible for teacher non-attendance due to illness or circumstances out of their control, however we will endeavor to cover all such sessions with an appropriate substitute teacher or fill the session with a suitable teacher and/of another subject.

TRAINING

13. It is important that all attendees of the Natural Elements Summer Chen Tai Chi & Zen Meditation Retreat understand that the week

is about practice. Please be aware that it is not a holiday and that all students should do their best in the class situation and no direct disruption should be caused by any internal struggles that may occur; however Natural Elements will endeavor to inspire, support and encourage students to press back their boundaries and push themselves to a greater skill level and emotional balance, for all levels - beginners to advanced.

14. It is the full responsibility of all students and staff to make sure they bring appropriate clothes, foot wear and training gear to practice in. It is also their responsibility to bring the correct weapons if asked to do so by Natural Elements.
15. Natural Elements reserve the right to make any changes to the training schedule/timetable content at any time. We will however make changes known at the earliest moment throughout the week.

WOLDINGHAM SPECIFIC CONDUCT, PREFERENCES & RULES

16. For all Woldingham specific rules, preferences and conduct please read and make yourself aware of the Information pack that these terms & conditions came in; in particular the sections on using the swimming pool, fire safety and house keeping etc. By accepting these terms and conditions you are also accepting the conditions in the entire Information pack.

ROOM ALLOCATION & PROPERTY AWARENESS

17. Rooms, bathrooms and toilets are on a shared basis, small dormitory style spaces with up to 8 beds. Every effort will be made to allocate beds in rooms to like minded people and those we feel will get on. It is Natural Elements wish to make every body as comfortable and happy as possible during their stay with us but

we cannot guarantee any particular type of allocation of room (i.e.- single room space to one particular person) or that the correct personal balance of people will take place in said allocation. Unless otherwise agreed in writing before the beginning of the summer camp week.

18. We ask that students keep any part of Woldingham School that they may come in to contact with or use including but not exclusive to all furniture, fixtures, fittings and effects in or on those said areas in the same state of repair as at the commencement of the summer camp, and shall leave said areas in the same state of cleanliness and general order in which they were found. Students must report and pay to Natural Elements the cost of repair and replacement any damage or breakages made during their occupancy. This will then be forwarded to Woldingham School, who will have set initial costs of repair, with no profit made. Following students' departure an inspection will be carried out and additional charges may be made if the property does not meet the standards outlined above.

19. Your personal belongings are your responsibility during your stay at the summer retreat with us. We accept no liability for any accident, loss or damage to your personal property unless such loss, damage or accident is due to our negligence, however we will offer reasonable help to assist you in tracing lost items.

TRAVEL

20. It is the student's responsibility to get themselves to and from Woldingham. We have put website links and address information in the welcome letter of the pack that these terms & conditions are part of to help with the process of your journey planning, but can take no responsibility for timings or correct route information.

(For our full time members you can go to our forum via the members area of the website where you can contact other

students attending the retreat to perhaps arrange a car share. Look for the Summer Retreat 2015 Topic under the general section)

21. You may park your car in the Millennium Centre Car Park for the duration of your stay but at your own risk. Neither Natural Elements nor the management at Woldingham School can take responsibility for any loss of contents or damage to your vehicle.

LIMITATION OF LIABILITY

22. Natural Elements is not liable for any injuries that may occur during a students stay. Please see main disclaimer form for main liability waiver/disclaimer. We will however do our best to provide support and resources should an injury occur.

23. Please note that attendees of Natural Elements Summer Retreat should be aware of the dangers of Martial Arts and that we advise that each member of your party look into Personal Martial arts cover for the time you are with us.

RELEASE OF RIGHTS

24. Any photos, videos, statements, and any other form of media taken of guests by Natural Elements representatives becomes the explicit property of Natural Elements, and its affiliates and shall be used for any reasonable purpose without guest consent. Exception to this will be for vulnerable adults and young people that have not given permission. (i.e. declined to sign the disclaimer accompanying these Terms & Conditions for that reason)

PAYMENTS & REFUNDS

25. *Payments Terms:*

- 10% deposit required on booking
- 50% of total balance by 15th June 2014
- 100% of total balance – ***cleared funds*** - by 15th July 2014

26. Natural Elements does not accept responsibility for any natural disasters or unusual circumstances (including but not limited to fire, flood, drought, earthquake, storm etc.), problems with power/telephone supply in the local area, war or any other occurrences which are completely outside of our control; and therefore would not refund in such events.

27. In the event that a student fails to attend the training for which they have paid in advance, no refunds will be issued.

28. In the event that a student is expelled from the Summer Retreat for disciplinary reasons or leaves of their own accord (therefore not completing the camp) no refund will be issued.

29. ***Cancellation Terms:*** 10% deposit of the total amount is non-refundable under any circumstances when the student cancels. Any time up to the 14th June 2014 any payment received less the 10% deposit will be refunded. Should a cancellation occur on or after 15th June 2014 and up to and including the 14th July any payment received less the 50% balance payment will be refunded. Should a cancellation occur on or after 15th July then no refund will be issued. Concessions to these arrangements, under proved exceptional circumstances and at Natural Elements discretion, may be allowed but should be sought in writing to Natural Elements business address at the end of these terms & conditions. Even after this Natural Elements reserves the right whether to do so or not.

30. Should Natural Elements, for any reason whatsoever, need to cancel the Summer Retreat a full refund will be made to the student/attendee including 10% Deposit. Except under circumstances expressed in these terms and conditions - No. 25 "...natural disasters or unusual circumstances...." in which case no refund will be made.
31. If payment of either the 50% of total balance or 100% of the balance is not received by the due date Natural Elements reserves the right to cancel the reservation and retain the deposit.
32. Summer Retreat price includes all main meals, mid morning snacks and drinks, mid afternoon snacks and drinks, accommodation & training only.

COMPLAINTS & DISPUTES

33. We try our best to run our school in a happy, friendly way so that disputes do not arise. However, in the case that they do students and attendees of the Summer Retreat must immediately bring it to the attention of one of Natural Elements Head Instructors, obtaining written confirmation from them of the complaint so that Natural Elements shall have the opportunity to correct the matter during the Summer Retreat week. If the student fails to do so it deprives Natural Elements of the opportunity to investigate the complaint and to do their best to rectify it. If Natural Elements are unable to resolve matters whilst the student is on Retreat and they remain dissatisfied then they must write to Natural Elements within 28 days of their return with full details of the complaint. Natural Elements will do their best to investigate and reply to the student within 28 days of receipt of the letter. Please quote your full name on all correspondence.

34. The student must accept that minor differences between text / photograph / illustrations in the marketing materials and on the website and the features of the actual property may arise. Natural Elements cannot accept responsibility should the property not conform to the students standards. If a facility is particularly important to you, please check with us prior to the confirmation of your booking.

35. Your principal agreement is with Natural Elements, 70 Stewart Road, Charminster, Bournemouth, Dorset BH8 8NU. You must ensure that you/ you and members of your group are all aware of the Terms and Conditions.

36. These Terms and Conditions of booking supersede all previous editions.

SODEXO FOOD ALLERGY REQUEST FORM

This form should be completed by the parent or guardian of customers under the age of 18.

Sodexo understands that allergies present a serious problem for some people. This form is designed to collect information about Sodexo consumers who have a food allergy.

Sodexo customer details	
Child / Young person's name:	
Special requirement / dietary information	
Please provide details of the child / young person's food allergy:-	
Has this food allergy been medically diagnosed?	
Yes <input type="checkbox"/> No <input type="checkbox"/>	
If yes please return a copy of the medical diagnosis with this form (this can be a doctor's or a dietician's diagnosis letter). <u>Note: Without this document Sodexo may not be able to feed the child/young person.</u>	
Person completing this form	
Parent / Guardian name:	
Parent / Guardian signature:	
Date:	
Relationship with child / young person:	

Note: While Sodexo can make arrangements to provide foods in which allergens are not included as an ingredient, we cannot guarantee that traces of nominated food allergens, can remain completely absent from dishes as these foods may be handled and stored in the same areas as nominated allergens.

Data protection: Sodexo adheres to the data protection principles when processing information in relation to special dietary requirements. All information is held confidentially, and we take the appropriate technical and organisational measures required to ensure that only those who need access to the information, to ensure a meal can be provided in the safest way possible, actually have access. Sodexo will provide you with a copy of any information held about you or your child in accordance with the Data Protection Act upon request. Information will only be used to determine if it is possible for a suitable meal to be provided and, once a determination has been made, to provide a meal. The Information shall not be used for any other purpose.

To be completed by a Sodexo manager:

Sodexo unit information	
Segment:	
Unit/contract name:	
Contract manager's name:	
Contract manager's telephone number:	

To be completed by a Sodexo dietitian:

This form has been assessed by:	
Name:	
Position:	
Approved <input type="checkbox"/> Rejected <input type="checkbox"/>	
Reason for rejection and recommendation:	
Date:	



Health, Allergy & Disclaimer Form

Please fill out all sections of this form clearly & completely for each participant attending. Read and check that you are happy with the terms & conditions of the retreat and then sign and date. We hope you enjoy the retreat and please remember if you have any questions feel free to contact us and we will be glad to help.

(BLOCK CAPITALS please – Details are kept safe, NOTHING will be passed on to 3rd parties)

Forename - Mr/Mrs/Ms.....
 Surname.....Date of Birth...../...../.....
 Address.....
 Town..... Postcode.....
 Home tel.....Mob tel.....

Emergency Contact In the event of an emergency this person will be contacted:

.....

Food Requirements: (tick as appropriate)

Vegetarian Vegan Other

Details:.....

Allergies: Please state any allergies that you / your child may have including any relevant medication.

Food:.....

Other:.....

Please note that for all children under the age of 18 years old a SODEXO allergy form **must also** be filled in, as this is a requirement of the catering company at Woldingham School. The form is included in the Natural Elements Summer Retreat Information Pack.

Do you have any health issues that we should be aware of? Y/N

If yes please state the condition and any medication that you need.
(eg. Asthma – Ventolin Inhaler etc.)

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.....

Are you aware of the demands Martial Arts training puts on you? Y/N

Do you have a criminal record? Y/N

As a safeguarding procedure to ensure the safety of children & vulnerable adults attending the retreat, we offer the opportunity to answer the above question with any relevant information added below.

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Disclaimer

It is understood and agreed that Natural Elements and its staff shall not be liable for any damages arising from personal injuries sustained by the student in, or about the premises, resulting from or arising out of the use or intended use of facilities or/ and equipment of the school or participation in retreat week activities. It is hereby warranted that the student has no known infirmity or disability that will prevent him/her from participating in the activities and functions of the school or retreat week activities in which he/she is enrolled. If the student is in any doubt as to their fitness then they should check with a/their GP before commencing any training week activities. It is the student's responsibility to inform Natural Elements of any such infirmity or disability before the retreat week and his/her instructor of any such infirmity or disability should they occur in the future. By signing this disclaimer you are agreeing to the terms and conditions here in.

I have answered the above questions fully and completely.

I have filled out the extra SODEXO allergy form (Under 18's Only) for my child and also understand that as a young person attending the retreat on their own will be treated as an adult regarding their conduct. (subject to terms and conditions 1 through 7)

I have read, understood and agree to the above disclaimer and to the terms & conditions set out in the Natural Elements Summer Retreat Information Pack.

Signed:..... Date:...../...../.....

(A parent or guardian must sign for any participants under the age of 18)