

Important On-Site Information – Please Read

Arrival and signing in

- For those with limited mobility, disabled parking is available to the left of the driveway, close to the pavilion.
- Ring the large bell on the left of the gate (next to the pavilion) and a member of staff will come and let you in.
- The member of staff will ask you to sign-in at reception and show you around the site. Entry payments are made on arrival of your visit by Cash or Card if you have not pre-paid online prior to your booking.
- You can leave your bags or lunch for the day in the lockers as you enter the pavilion. (If you would like a lock for these ask at reception).
- Please remember to sign out when leaving Thomley.

Medication

- If you or those you are with require medication, please keep it attached to a carer's body at all times so that other children cannot access it. Please advise the office upon arrival if you are carrying specific medication.
- Medication can be surrendered to the office & details provided on a Medication Disclosure Form. The medication will be placed in a lockable cabinet (or fridge if required) and will be available when requested.

Lunch and eating

- For refreshments please use the café in the pavilion, where there is a variety of hot and cold food to choose from. (Menu on the wall or on one of the tables)
- Please be aware that **supervision is essential** when children are in the pavilion
- Food & drink may be consumed in the pavilion or outside on the provided picnic benches.
- Cutlery, crockery and cups are available, as is a microwave for heating food.
- Please don't reserve tables for the whole day.
- Please be aware that other visitors may have allergies and tidy up any food after yourselves.
- If you have any dietary requirements or allergies please notify the kitchen staff prior to ordering your food.

Health and safety

- Parents and carers are fully responsible for the health, safety and behaviour of their children **at all times**. Although we encourage children to freely explore Thomley, the site is very large and children can become easily spread out. For this reason, you may need to consider higher adult: child ratios than you would need at home or school. Thomley cannot be held liable for incidences caused by lack of supervision.
Please make sure your child is supervised throughout the whole day.
- It is Thomley's policy not to intervene in volatile situations due to a non-restraint policy in place. However, Thomley staff can always advise in volatile situations, and can support parents/ carers with the surrounding environment.
- Copies of Thomley's Health and Safety Statement, Fire Procedure, plan of the buildings and site, (which detail the emergency exits and routes) are available on request.
- Should you or the children in your care need first aid whilst on site, some Thomley staff are first aid trained and may administer basic first aid, with your consent.
- In the event of a fire, all rooms must be evacuated as quickly as possible. The designated meeting point is outside by the park area.

- In case of emergency, please store all bags, coats and buggies in a place that does not block access routes.
- Thomley operates a restricted Smoking Policy. If you wish to smoke, please do so only behind the bike shed by the soft tarmac.
- Please make us aware if bodily fluid is spilt so that the appropriate cleaning regime can be implemented.
- To avoid injury, we request that visitors do not jump into the ball pool as it is shallow and other people may be buried under the balls. Please also remove all items from your pockets before you enter the ball pool.
- Please note that the wooden decking is slippery in wet and icy conditions. We minimise this risk by gritting the decking and have yellow anti-slip panels attached. However to avoid injury do not run on the decking as the anti-slip panels can hurt if fallen on. Please wear flat and grippy shoes.
- Please ensure all children and young adults keep their footwear on whilst walking across the decking.
- Please be aware that Thomley is situated within the countryside and there may be stinging nettles or poisonous plants within the wild hedgerows. The staff at Thomley will endeavor to check and remove any harmful plants.
- Thomley Hall Centre Ltd has Public Liability Insurance to the value of £10,000,000. Thomley makes every effort to ensure a safe and secure environment; however, children and parents/carers act at their own risk.

Weather conditions

- In hot weather conditions please ensure you bring suntan lotion.
- If there is a lot of flooding or icy conditions, please check Facebook before you set off for your visit to check Thomley is still open, and for an update of the local roads.

Helmets

- Thomley wishes to remind parents and carers to encourage children to wear helmets when riding bikes.
- We also recommend that helmets should be used when skateboarding.
- It is the parents and carers responsibility to ensure children wear the provided helmets, those that don't do so at their own risk.

Other rooms

- The teenage facility is for children aged 13 and over. Children under 13 will not be allowed to use the facility at any time, this includes the gym areas and the teenage den.
- The games room is for all ages, but aimed at children aged 12 and under.

The Trampolines and Sensory Rooms

- The Trampolines and sensory rooms must be booked at reception
- You must supervise your child whilst on the trampoline or in the sensory room. You must sign that you consent to adhere to the health and safety guidelines for the trampoline at reception.
- Session times may vary.

Animals

- If you come across any deceased animals please tell a member of staff.