



HAVEN BANKS
OUTDOOR EDUCATION CENTRE

Haven Banks

Outdoor Education Centre.

School Holiday Activities

Joining Instructions



Pre-Course Information

- All pre-course information such as clothing list, information for parents etc are available to download from Haven Banks [Website](#). Please [contact](#) us if you are unable to locate this information.
- Please note other than receiving your booking confirmation via email, you will not be sent any further reminder about your booked course.

Before You Attend

- Please make us aware of any new medical details or important information we should be made aware of which could have changed since making your online booking. Please also update your Childs account on Wisepay.
- Having booked on to a course you will receive a Booking Confirmation receipt for your purchase via email at the time of booking.
- Ensure you have packed the appropriate and sufficient [clothing and equipment](#) for the course.
- Day 1 of Multi-Weeks are likely to include a water and land-based activity, therefore please ensure clothing for each activity is packed.
- A timetable of activities will be provided on the first day of Multi-Activity Weeks. This will hopefully help with planning for each day.
- Please be aware that Sailing Improver (SI) and Sailing Day (SD) courses meet at Starcross Yacht Club. Directions can be found on [Starcross Yacht Clubs Website](#)
- Plan to arrive on time but no earlier than 15 minutes before the course/session start time.
- If you need to drop your child at the Centre earlier than the meeting time or collect them later than the collection time please book on to our [Early and Late Club](#) details can be found in the Shop section of the Online Booking page.
- Please be aware parking is limited on Haven Road. Details of parking and [directions](#) can be found on our [website](#). Bicycle hoops are available to secure cycles if you or your child wishes to cycle to the Centre.
- If your child is making their own way to the Centre or from the Centre after activities, please send or email a letter of consent. A consent can also be completed at sign-In/Sign-Out by a parent.

Upon Arrival

- The main entrance to Haven Banks Outdoor Education Centre is on the canal side of the main building. There is an accessible entrance on both the canal and riverside for wheelchair users. Vehicles are not permitted on to the Piazza and access can only be made on foot, by wheelchair or bicycle.
- **Signing-In.** Sign-In takes place at the south side of the building to the right-hand side of the main reception (looking at Haven Banks from the canalside). Please follow the signs.
- **Sign-In opens at 9.20am.** Upon arrival you will be met by the Duty Instructor who will assist you to sign your child in. This is required on each and every morning and for the duration of the course.
- Once signed in your child/children are welcomed into the centre and are in our care and parents/guardians are free to leave. However, we are aware some children can be a little apprehensive on their first day and parents are welcome to stay in reception until activities start and children are settled in.
- **Due to our safeguarding requirements, parents are not permitted beyond the reception area of the Centre.**
- First thing on Monday morning is usually quite busy with instructors meeting and greeting the children and sorting them into their specific activity groups. This settles down for the rest of the week and children soon get in to the routine of Centre life.
- Once sorted into groups a senior member of staff will give children a welcome brief and provide useful information. Children will then be allocated their Instructors.

During The Day

- Some courses include off-site activities. With the exception of: (SD) and (SI) courses, transport is provided. The Centre has its own 17 seat minibuses, and these are driven by Centre staff who hold a minimum D1 category driving licence.
- The morning activity sessions take place from 9.30am – 12.30pm and afternoon activities from 1.30pm – 4.30pm. Children on full day courses including the Multi-Activity weeks are supervised throughout the lunch time period. There are extensive indoor and outdoor areas for lunch. The Centre has chilled fresh water drinks fountains to fill water bottles and there are drink and confectionary vending machines located in the main building.
- Afternoon activities take place from 1.30pm – 4.30pm.

The End of the Day

- Following afternoon activity sessions children change and collect their belongings and ready to be collected from 4.30pm. Please ensure children are collected promptly unless you have booked on to the [Early & Late Club](#). Booking the Early and Late Club can be done at any point during the booking process or at any time during the days/weeks activity.
- Please be aware traffic on Exe Bridges can be congested at this time of the day and please allow appropriate travel time for this. Fridays seem particularly busy.
- Collection is at the same location as drop off, this being at the southside of the building. Please follow the signs.
- Upon arrival at the Centre, please complete a collection slip indicating who you are collecting, which course they are on and who you are. This can then be handed to a member of staff who will locate your child and bring them to you.
- Please ensure your child/children are signed out at the end of every day.
- The Duty Instructor will be present to assist with any questions, queries or concerns you may have. Additionally, a senior member of staff is always available on-site.

Accreditation, Certificates and Publications

- Some courses follow National Governing Body schemes of work and work towards accreditation, awards and certification. The majority of cost for awards are included in the course fee and this is indicated in the online course description. However, unless indicated some optional certification requires a small additional fee to be paid. If required, this can be paid at reception. The centre carries a stock of publications such as National Governing Body Logbooks and Handbooks. These can be purchased [online](#) and collected from reception or you can purchase them directly from reception.

Following the Activity Course

- We obviously hope your child/children had the best possible time whilst on a course at Haven Banks. Customer feedback is essential and really important to us to. Customer and children's feedback forms are available from reception and we can also send them through via email. We also welcome suggestions which you feel would improve the activity sessions, courses and service we offer. Where requested, feedback will be treated in the strictest confidence.
- Activity Courses and sessions are available throughout the October, February and May Half-Terms as well as the two week Easter Holidays and six week Summer Holidays. Details can be found on the [School Holiday Activities](#) section of our website.
- Progression – Haven Banks offers a variety of progression routes to improve children's skills and confidence. **Improver courses** are available on all school holiday programmes and we plan to include **advanced courses in the near future**. We also run [Beginner and Improver Clubs](#) during the spring and autumn months. Visit www.haven-banks.co.uk for more information.
- Finally, [Adult](#) taster sessions and courses are also available in the full range of activities the Centre provides. Additionally we offer individual 1:1 tuition, [family](#) and [group](#) activities as well as [birthday parties](#) and [corporate](#) away days.

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