
School Holiday Activities Joining Instructions

Pre-Course 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 check your Child's account on Wisepay to ensure their medical details and emergency contact details are up to date.
- Ensure you have packed the appropriate and sufficient [clothing and equipment](#) for the course.
- 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 side of the building to the right-hand side of the main reception. Please follow the signs.
- **Sign-In opens at 9.15am.** 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 into 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.
- Collection is at the same location as drop off. Please follow the signs.
- Upon arrival at the Centre, please complete a collection slip indicating who you are collecting 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 directly from reception.

Following the Activity Course

- We hope your child/children had the best possible time whilst on a course at Haven Banks. Customer feedback is essential and we'll aim to send out a link via email after your course finishes. 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 – Keep an eye out on our booking system, our social media (@HavenBanksOEC) or sign up to our newsletter via our home page for progressive courses.
- Finally, we offer individual 1:1 tuition, [group](#) activities, and [birthday parties](#).