



# INFORMATION PACK

YOUR COMPLETE GUIDE TO YOUR SCHOOL TRIP

# OUT OF THE CLASSROOM AND INTO THE CANOPY

Thank you for choosing Go Ape for your school trip. Its sure to be a day you and your tribe will not forget.

Please read this information carefully before your visit and don't forget to share with your group to ensure a stress-free forest adventure.



## PRE-VISIT

### BOOKING AND SECURING YOUR SCHOOL TRIP

Simply contact our events team to check availability and to book your adventure. To do this you can either request a quote online at [www.goape.co.uk/groups/schools](http://www.goape.co.uk/groups/schools) or call the team direct on 01284 852229.

When you book with us, you will receive a personal events coordinator who will help you plan the perfect adventure for you and your tribe.

To secure your place, we require a 25% deposit and full payment 10 working days before your event.

If your event is within 10 working days of booking, then full payment will be required.

### MAKING CHANGES TO YOUR EVENT

We are happy to accommodate up to three changes to your event up to 10 working days before your event once your booking has been secured.

Please note changes to numbers may affect the activity you are able to participate in.

### OUR CANCELLATION POLICY

In the event you wish to cancel the booking, you must confirm in writing to the Go Ape education team via [schools@goape.co.uk](mailto:schools@goape.co.uk)

Unfortunately, verbal cancellations will not be accepted.

The following cancellation charges apply:

28 days + **25%** (the deposit)

14-28 days **50%**

1-14 days **100%**

### RISK ASSESSMENT

You can find our Risk Assessment forms online at <https://goape.co.uk/about/terms>.

We recommend you look at these immediately after you book your adventure and send them to your required team.

You can check to see if the site you are visiting is LOtC accredited via the below websites.

<http://lotcqualitybadge.org.uk/search>

<http://kaddi.com/>

### LEARNING OUTSIDE THE CLASSROOM (LOtC)– CERTIFICATES

LOtC accreditation represents the approval of the Council of Learning Outside The Classroom.

To find out more about this accreditation visit <http://lotcqualitybadge.org.uk/>

This is currently awarded on 15 Treetop Adventure sites with ongoing assessments within the 2018/2019 period being made for our remaining sites.

Accredited sites currently include; Alexandra Palace, Alice Holt, Battersea Park, Bedgebury, Bracknell, Chessington World of Adventures, Coventry, Crawley, Dalby Forest, Delamere, Forest of Dean, Leeds Castle, Normanby Hall, Temple Newsam and Thetford.

We recommend you look at these immediately after you book your adventure and send them to your required team.

You can check to see if the site you are visiting is LOtC accredited via the below websites.

<http://lotcqualitybadge.org.uk/search>

<http://kaddi.com/>

### WHEN DO SCHOOL RATES APPLY?

School rates apply Monday – Friday term time only.

### DO YOU HAVE HOME SCHOOLING RATES?

Yes, our Home Schooling rates are the same as the Schools rate and apply Monday – Friday within term time.

Some of our sites support Home Education only days. Please ask our Education team for more information.

# PRE-VISIT

## DO YOU OFFER ANY LEARNING RESOURCES?

We have a range of classroom resources that support KS1 and KS2 National Curriculum. These are available to download for free.

Simply visit [www.goape.co.uk/learningresources](http://www.goape.co.uk/learningresources) to see our range of Maths, Science and English documents created with the help of practising teachers.

We recommend you look at these after your book your trip and select and print the resources you would like your class to complete on the day.

Please note we are unable to print your learning resources on the day therefore please do this prior to your arrival.

## ARRIVING ON TIME AND FINDING US

We're a pretty relaxed bunch at Go Ape, but it's really important you arrive on time for the start of your session or you could miss your slot in the trees. We recommend arriving at least 15 minutes prior to your allotted start time.

Please check your route before you head out so there's no chance of being late and missing your slot. Do note if you are late, we can't guarantee we will have space for you to take part in your activity that day.

If you are running late for your session, please try to call us as soon as possible on 01284 852229. Alternatively, you can contact your event's organiser directly.

Arriving early gives you and your tribe enough time to book in at the Cabin and learn the ropes before your adventure begins without any stress or disappointment.

Please note that woodlands don't stick to postcode boundaries so please don't rely on your SatNav to get you to us. 'Old-fashioned' maps and our directions (available via our website <https://goape.co.uk/days-out>) will bring you right to our door, if followed correctly.

Upon arrival, please head to the cabin where you

will be greeted by a member of the team who will book you in accordingly.

## PARKING

Parking charges are implemented by the forest owners and not by Go Ape, therefore parking charges may apply. Charges will vary depending on which location you visit, so please make sure you have plenty of change.

You can arrange your parking in advance with your events coordinator. If pre-paid parking is detailed in your quote, then your parking vouchers will be sent separately. Each site is different. Your events coordinator will help advise.

Parking is available at all locations, except Battersea Park.

Some sites may have restricted access for coaches due to their location, please speak to your coordinator for more information.

Some sites, such as Alexandra Palace, Battersea Palace and Cockfosters can be accessed by public transport. Please speak to your coordinator for more information.

## BEHAVIOUR

Whilst we encourage fun, please note that if students are misbehaving then our site staff have the right to remove participants from the activity.

## WHAT TO WEAR

Go Ape is an outdoor activity, so we suggest you wear something you don't mind getting grubby, and of course, dress for the weather!

No open-toed or slip-on footwear is permitted on the courses. Please wear secure closed-toe footwear with a good grip. We recommend ankle-supporting shoes such as trainers.

Some people like to wear gloves, especially if it's cold. You can buy these in advance with your event coordinator or if you forget they are available on the day in the cabin for £3.50.



Long hair has to be tied back, waists covered, and body piercings removed or taped over as the participants will be wearing harnesses.

Please note there are no changing facilities at any of our Go Ape Forest adventures.

If you are attending Nets Adventure, please be aware if it is raining you may need a spare set of clothing.

## VALUABLES

We do not recommend that you bring valuables with you, such as laptops, as leaving these in your vehicles will be at your own risk. We are however able to store small personal items, such as watches, phones, wallets and keys in our onsite cabin. The cabin is attended at all times by a Go Ape member of staff.

Please note that valuables are still left at your own risk and there are limited spaces in the cabin.

## DURING YOUR VISIT



1. A member of the Go Ape Tribe will greet you when you arrive.
2. Head to the Cabin and fill in the paperwork and book into your activity for the day.
3. Your event host will set out your day and let you know your schedule.
4. Enjoy your day's activity and have fun.
5. Take a group photo and collect your group certificate.
6. Head home full of adventure.

**FOR YOUR SAFETY AND ENJOYMENT PLEASE ENSURE YOU ARRIVE ON TIME FOR YOUR ADVENTURE.**



## POST-VISIT

How to utilize your school trip.

### CLASS PHOTO

We like to celebrate success, so if our team took a photo of your class on the day, we will share this with you post-visit.

We suggest displaying it in your classroom alongside your class certificate.

### POST-TRIP ACTIVITIES

We encourage learning pupil engagement both before and after a trip to Go Ape. This helps to encourage development within the class and increase the value of the trip.

You can do this in many ways, however here are a few suggestions:

- If you used our free learning resources during the trip, compile and share the findings.
- Ask your class to describe what the experience meant to them. This could be anything from how they overcame a fear to what it felt like taking part in the activities as a team on the day.
- Discuss the trip in your school newsletters, it's a great way to showcase learning experiences.

At Go Ape, we welcome all feedback from your trip and would love to hear from you. You can share your experience with your events coordinator or with us and the rest of our digital jungle via Facebook, Twitter, Instagram and LinkedIn.

Simply tag us with @GoApeTribe #GoApeTribe

### BOOK YOUR NEXT VISIT

Whilst your adventure is fresh in your memory, why not call your events coordinator and book your next trip with us. We are able to book dates up to a year in advance and your coordinator is on hand to discuss options with you. Simply call them direct or via 01284 852229 to discuss.

Dates are subject to availability, book now to avoid disappointment.

### REFERRAL

If you loved your visit to Go Ape, share your experience with a friend, co-worker or a member of your family.

# FAQS

## CAN I BRING A CAMERA/PHONE?

Phones and cameras are permitted at most sites, as long as they always stay attached to the participant. Lanyards are available to buy from the cabin, subject to availability. Battersea Park operates a no camera policy on the course.

## WHAT HAPPENS IN BAD WEATHER?

Go Ape is an excellent wet weather activity – and rain only adds to the fun!

The course remains open in all weathers, except when it is icy, very windy, stormy or during lightning.

Sometimes, unfortunately, we might need to close the course for reasons beyond our control, if this happens you will be contacted.

## WHERE ARE THE TOILETS?

The toilets are located just a few minutes' walk from the course at all our locations.

## CAN WE BRING OUR OWN LUNCH?

Absolutely – there are picnic benches around the forest at most locations.

Alternatively, if you have a large group you can book our forest shelter to dine under or depending on location, a conference room. Please note conference rooms are not available at all locations. Additional charges will apply for both forest shelter and conference rooms.

Please speak to your events coordinator directly for more information, as they can arrange this for you.

## ARE THERE WATER STATIONS ON SITE?

We have water stations available at certain points on the Treetop Challenge course and in the Nets Adventure area.

Please speak to a member of staff at your location for more information on water stations as locations vary depending on site.

## HOW LONG WILL IT TAKE TO COMPLETE?

Please allow the following times to complete the different activities:

TREETOP ADVENTURE	1 HOUR
TREETOP ADVENTURE- TREE TOP CHALLENGE	1 HOUR
FOREST SEGWAY	2.5-3 HOURS
NETS ADVENTURE	1 HOUR
TEAM GAMES	2 HOURS
GORILLA GAMES	1-2 HOURS

Please note length of activity depends on group size, your events co-ordinator can help identify course length with your group.

## DO I NEED TO BRING ANYTHING WITH ME?

We'll provide all the equipment necessary for you to take part. All you need to do is ensure you're wearing suitable clothing and footwear to take part. Please see 'what to wear' for more information.

We also recommend a pair of gloves for comfort whilst holding onto the ropes. You can buy these in advance with your event coordinator or if you forget they are available on the day in the cabin for £3.50.

## DO YOU PROVIDE GIFT BAGS?

Yes, please speak to your events coordinator to buy your gift bags in advance. Gift bags are £5 each and can include a yo-yo, pencil, colouring pencils, monkey mask and a medal.

Alternatively, you can speak to your events coordinator and buy additional individual items in advance. Such as keyrings for £1 or gloves for £3.50.

## DO YOU HAVE A GIFT SHOP?

Whilst we don't have a 'gift shop' you can purchase a selection Go Ape merchandise from the cabin after your adventure. Your tribe can choose from t-shirts, jumpers, gloves, lanyards and keyrings.

Prices range from £1 for a keyring to £35 for an adult jumper.

Simply visit the cabin on site for more information or you can buy these in advance with your events coordinator.

## DO YOU OFFER ANY LEARNING RESOURCES?

We have a range of classroom resources that support KS1 and KS2 National Curriculum. These are available to download for free. Simply visit [goape.co.uk/learning-resources](https://goape.co.uk/learning-resources) to see our range of Maths, Science and English documents created with the help of practising teachers.

We recommend you look at these after your book your trip and select and print the resources you would like your tribe to complete on the day.

Please note we are unable to print your learning resources on the day therefore please do this prior to your arrival.

## WHERE CAN I FIND YOUR RISK ASSESSMENT FORMS?

You can find our Risk Assessment forms online at <https://goape.co.uk/about/terms>.

We recommend you look at these immediately after you book your adventure and send them to your required team.

## WHAT SIZE OF GROUPS CAN YOU ACCOMMODATE?

We can accommodate group sizes from 10-250 people. Multi activities apply to larger groups to maximise time at site.

Speak to your events coordinator for more information.

## DO YOU HAVE SET PACKAGE OPTIONS?

We don't have set package options as we tailor the day to you and your needs.

Speak to your events coordinator for more information.

## FURTHER INFORMATION

If you have any additional questions, please call your events coordinator directly. Alternatively, please visit [goape.co.uk](https://goape.co.uk) for more information.



# SUPERVISION AND RESTRICTION RATIOS

Our Instructors are like life guards, they will oversee the fun, but adults are responsible for supervising their own group.

Don't worry though, required supervising adults can join in on the fun absolutely free!

Supervision ratios may vary depending on child height. We require 1 adult to every 8 children aged 6-25 years old and you can supervise from the

ground. Additional supervising adults are charged the same as the children.

Our team would have discussed the supervision rates for your trip with you when you booked your adventure, however please see our supervision chart for reference.

For more information, please visit [www.goape.co.uk/groups/schools](http://www.goape.co.uk/groups/schools).

## TREETOP CHALLENGE

### RESTRICTIONS

Minimum age: **10**  
Minimum height: **1.4m (4ft 7")**  
Maximum weight: **20.5 stone (130kg)**

### SUPERVISION RATIOS

Adults must supervise children under the age of 15



**1:2**  
10-15 year olds.  
Adult must be 18+ and participate in the activity. (Self-belay courses).



**1:4**  
10-12 year olds.  
Adult must be 18+ and have to supervise from the course.



**1:8**  
13-15 year olds.  
Adult must be 18+ and can supervise from the course or from the ground.

## TREETOP ADVENTURE +

### RESTRICTIONS

Minimum age: **6 years**  
Minimum height: **1.2m (3ft 9")**  
Maximum weight: **20.5 stone (130kg)**

### SUPERVISION RATIOS

Adults must supervise children under the age of 15



**1:8**  
6-15 year olds.  
Adult must be 18+ and can supervise from the course or from the ground.

## TREETOP ADVENTURE

### RESTRICTIONS

Minimum age: **ALL AGES**  
Minimum height: **1m (3ft 3")**  
Maximum weight: **20.5 stone (130kg)**

### SUPERVISION RATIOS

Adults must supervise children under the age of 15



**1:2**  
Under 6 years.  
Adult must be 18+ and participate in the activity.



**1:8**  
6-15 year olds.  
Adult must be 18+ and can supervise from the course or from the ground.



## NETS ADVENTURE

### RESTRICTIONS

Minimum age: **1 year**  
Maximum weight: **20.5 stone (130kg)**

### SUPERVISION RATIOS

Adults must supervise children under the age of 15



**1:2**  
Under 6 years.  
Adult must be 18+ and participate in the activity.



**1:8**  
6-15 year olds.  
Adult must be 18+ and can supervise from the course or from the ground.



## CONTACT US FOR ANY QUERIES

Call the education team on **01284 852229** or email **[schools@goape.co.uk](mailto:schools@goape.co.uk)**



Search **goapetribe**  
**#GoApeTribe**



Please note LOTC accreditation represents the approval of the council of Learning Outside the Classroom. This is currently awarded on Treetop Adventure activities at 15 sites. Alexandra Palace, Alice Holt, Battersea Park, Bedebury, Bracknell, Chessington World of Adventures, Coventry Crawley, Dalby Forest, Delamere, Forest of Dean, Leeds Castle, Normanby Hall, Temple Newsam and Thetford.