



Plas Nantglyn  
Nantglyn  
Denbigh  
North Wales  
LL16 5PW

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### **Frequently Asked Questions & Handy Hints for Staff**

**(We suggest party leaders read through this document with their colleagues before the visit.)**

#### **When will we arrive at Plas Nantglyn?**

Parties are expected to arrive no earlier than the time agreed. If you do not have a record of this please get in touch a.s.a.p. Please advise us by phone (01745 550326) if you are going to be very late.

#### **Your Responsibility**

The ultimate responsibility for your pupils' safety and welfare rests with the party leader. If at any time you are concerned about safety or welfare the please discuss the matter with us.

#### **Which areas are 'Out of Bounds'?**

We will take your party on a tour of the property upon your arrival. A map in the dining room shows our boundaries and where children are allowed to go.

#### **Should there be a member of staff present when children are playing in the grounds?**

Yes, we strongly advise leaders to make sure that someone is outside, 'on duty', when children are playing.

#### **What are the rope swing safety rules?**

**An adult must be present.** At first children must start low down on the far side of the stream from the field. When an adult believes a child is capable of setting off from higher up then the child can be allowed to do this. With due care, the rope swing is great fun!

#### **What happens when children get soaked playing in the stream?**

When children play or undertake set tasks in our stream (probably the activities they most enjoy) they often get soaked through. Attempts to stop this often fail! However, if they emerge dripping wet (as opposed to merely damp) we do not allow them into their dormitories until they have taken off their soaking outer garments. It's either a case of a quick dash in wearing underclothes or putting on swimming costumes under outer garments before starting the activity. We have a spin dryer and clothes line to dry off wet clothes.

#### **Are the roads around the centre busy?**

No, the lanes near Plas Nantglyn are not very busy but still represent a risk. Please take any steps necessary to ensure your children's safety.

#### **How should I group the children?**

Children should be split into their dormitory groupings **before** arrival – other groupings for meal times and activities etc can be organised before or on arrival. On the 'Useful Documents' section of the website there is another document explaining dormitory arrangements and layouts.

#### **What are your fire & general safety measures?**

We will explain fire safety routes and other safety points to your group on your first day with us. An adult must be present when a lit fire is in use and adults rather than children should turn on and off the dormitory heaters.

**Do you have a First Aid kit?**

Yes, our first aid kit and manual is kept in the utility room and is available for your use 24 hours a day. Please ask if you need help and let us know if stocks are running low.

**What security does the building have?**

If you wish us to look after any valuables please let us know. External doors are fitted with coded locks and staff will be told the code.

**What are usual meal times?**

These times are organised around you and for your convenience. We normally serve breakfast at 8:15 am and the evening meal at about 5.15 pm. Food is served from the kitchen by the children, who then help with the washing up.

**Is tea & coffee available for staff?**

Yes, it is available at all times in the utility room. Let us know if stocks run low.

**Where do children put their boots, coats & rucksacks?**

These should be kept in the boot room and should not be brought into the house or dormitories.

**Do children need to bring indoor footwear?**

Yes, this is very important as children should wear separate indoor footwear.

**What happens if a child's clothes get soaking wet?**

This is not a problem - we have a rotary clothes line, a spin dryer and a tumble dryer.

**Do you have enough hot water for a big group?**

We have a good supply of hot water – however, if too many showers are run in quick succession the supply of hot water will temporarily cease.

**What would you advise on the amount of pocket money that children should bring with them?**

We advise staff to be bankers for the duration of the trip. We suggest £2 to £3 per day as a maximum. We have no tuck shop – we sell postcards (20p) and stamps and bookmarks (£1).

**Do the children need to bring sleeping bags (or a duvet with a bottom sheet) and pillow cases?**

Yes, this is vitally important!! Please ensure that all children are aware they need to bring their own bedding. With pillow cases, children often claim not to have got one but usually they are hiding in their case. Staff beds are fully made up.

**Is there time for children to send letters home?**

Yes, if you want the children to write letters home then we suggest doing this on the first evening. Either bring a stamped addressed postcard or alternatively they can be bought here.

**What time do you suggest that children should be in bed?**

We suggest a normal bedtime of no later than 9:30pm. Too many late nights can wreck a school journey! Normally, no-one should be up more than 30 minutes before breakfast. Children must be organised between their wake up call and breakfast time.

**Care of bedrooms**

Daily, formal room inspections are strongly advised! To avoid sticky messes and spillages, we suggest that children do not keep or consume food, sweets or drink (other than water) in their bedrooms.

**How often are your bathrooms cleaned?**

Bathrooms are cleaned on a daily basis but please encourage the obvious good habits.

### **What size luggage should the children bring?**

Please make sure children are told to bring sensible sized suitcases. Cases are stored under beds and the maximum height available is 11 inches or 28cms. The children need to be able to carry the case themselves and so it should not be too big or heavy.

### **Can the children bring mobile phones to the centre?**

We **strongly suggest** that children should not be allowed to bring mobile phones. Staff may wish to know that reception is often impossible in the house and poor outside. Our phone is available for staff use. Please restrict calls to 10 minutes as other callers may be waiting.

### **Do you have Internet Access?**

Free wi-fi is available to staff in certain parts of the accommodation.

### **What should we do if one of our group breaks or damages something?**

Please let us know if something is broken, damaged (by accident or misbehaviour) or simply fails to work.

### **Taking Care of Plas Nantglyn**

Large groups of children inevitably cause wear and tear. Anything you can do to minimise this will be greatly appreciated by us.

### **Who pays the fees when coaches are parked at a venue other than the centre?**

Any parking fees payable on visits must be met by the school.

### **What usually happens after the evening meal?**

After the evening meal the furniture in the dining room is stacked to one side and a fire is lit. This provides a pleasant and cosy atmosphere where the children can gather round the fire for a bedtime story (if you would like one). When the children have gone to bed chairs are put around the fire and any plans for the next day's activities can be discussed and finalised. It is also a time where you can look at the blog and check you are happy with its contents before we post it on our website.

### **Getting to 'Education Away' at Plas Nantglyn.**

We have had a number of horror stories of coach drivers using satnav to reach us and getting lost. **If you have booked your own transport it is essential that you pass on the information in box below.**

*'Education Away' at Plas Nantglyn is at LL16 5PW. There is a map on our website [www.educationaway.co.uk](http://www.educationaway.co.uk).*

**Do Not Use SatNav !!!**

*There are 2 main routes:*

- 1. From Denbigh turn left after Morrisons, signed 'Nantglyn 5 B4501' and follow the signs. 500 m after the 'S' bends turn right, signed 'Nantglyn 3'. When you reach the village go over the little bridge and straight over the crossroads at the top of the village, signed 'Soar ½'. Fork right after 600 m, signed 'Llyn Brenig 3'. After 200 m **drive forwards** up our drive.*
- 2. From the A5 turn off at Cerrigydrudion on to the B4501. After about 6 miles you take a right, signed 'Nantglyn 7'. After another 1½ miles you take a left, signed 'Nantglyn 4'. After about 2.5 miles of narrow road you will find us! **DRIVE forwards** up our drive.*

**COACHES MUST DRIVE FORWARDS RATHER THAN REVERSE UP OUR DRIVE.**

***This long list of suggestions may seem rather daunting but it's 99% common sense!***

***We are looking forward to welcoming you and your party and will do our best to see that you all have an enjoyable and rewarding visit.***

**February 2020**