

This document includes important information for leaders and has been updated to reflect our new operating procedure as of the 2023 season!

Arrival – A member of the Watersports Team will meet you at the village green (<https://maps.app.goo.gl/sAXyja2QFnPiNoax9>) at the start of your session and escort you to the site. When we arrive, we ask that the section leader/leader in charge makes themselves known to the instructor and inform them if anything has changed since the pre-session email. All leaders and parents/guardians should park by the school and walk to the meeting location where they will be met by a member of the Watersports Team. Entrance to the site is strictly only when accompanied by a team member and applies to leaders, participants and parents/guardians. Please note that due to the nature of our location if parents/guardians wish to stay to watch their young person they must stay for the full session. This is because movement around the farm can only be done with a member of the Watersports Team present.

Behaviour – Responsibility for participants behaviour remains with the section leaders. Please remind young people before attending about this. Whilst on dry land, duty of care remains with section leaders and an appropriate number must be present in order to maintain the ratios specified in POR. Cleveland Scouts Watersports responsibility begins and ends at the meeting location.

Clothing – Participants should wear clothes they don't mind getting wet and should come ready to go on the water. Jeans get heavy when wet and crocs/ flip flops tend to float away so should be avoided. Participants should bring a full change of clothes, including shoes and a towel. Sturdy footwear is recommended for walking through the farm and can be changed upon reaching the site.

Departure – Participants are to be collected from the village green. Same rules apply as "Arrival".

Equipment – Participants don't need to bring anything except what is detailed above in "clothing". All specialist equipment will be provided. They should not bring their own equipment (e.g. SUP) and nor can anyone not involved in the session use our jetty

Facilities – We operate out of two converted shipping containers and offer gender specific changing spaces (please discuss with us if anything more inclusive is required). There are no toilets so please encourage your young people to go to the toilet before they arrive!

Get in Touch – Contact us by email at clevelandscoutswatersport@gmail.com if you require more information. Be sure to like our Facebook page (Cleveland Scouts Watersport) to stay up to date with what's going on.

Help Us Help You – At the end of a session instructors generally stay on the water until all participants are on dry land. We need everyone on the bank to stay out of the way of boats being taken out off the water. Please be proactive in organising your young people in carrying things up to where they got them from. Not only will it get done quicker, but they'll stay warmer if they're wet.

Investiture – We can invest new members on the water if you would like. We generally ask them to stand up in their boat and repeat the promise led by their section leaders. If you have something specific in mind, please discuss this at the time of booking and we'll do our best to accommodate.

Just Ask – There's no such thing as a silly question! Encourage your young people to ask us how to do something if they're struggling.

Keep in Touch - If plans or numbers change, please let us know at the earliest opportunity. We will usually contact you three days prior to your session to confirm numbers and see if there's any additional needs/medical conditions we should be aware of.

Listening - We want to give young people the best experience possible. Participants can help us to do this by listening, answering questions and following instructions. Please talk to your young people in advance about this and ask them to always answer a question or respond verbally to a request when their name is called.

Money - The full balance for the number of spaces you book is due either by bank transfer or cheque. If paying by bank transfer you will be given a unique reference and asked to send us a screenshot as proof you've paid. The full amount must be paid within 14 days of booking (payment information will be provided once a booking has been made). Failure to do this will result in your chosen date(s) being opened again. Should you need to cancel your booking for any reason the following cancellation policy applies.

- If a cancellation is made 3 weeks before your session you will be refunded the full amount paid.
- If a cancellation is made within 3 weeks you may be refunded, if we can find another group to take your session. If we can't then you will not be refunded.
- If the Watersports Team cancels either due to the weather or instructor availability your session will
 - a) Rearranged for September
 - b) Refunded if we are unable to rearrange

Please note if the number of participants on the day is less than originally booked, refunds will only be given where adequate notice is provided as per the cancellation policy above.

Numbers - We have set the maximum capacity of weekend sessions to 20 and evening sessions to 10 therefore if your group is particularly large, you may need to book more than one session. That being said if you have slightly more than the maximum number we can accommodate this, with prior arrangement. Smaller groups may be put together.

Out of our Control - Sometimes it may be necessary to cancel your session at short notice due to the weather/river conditions. For Saturday/Sunday morning sessions we will let you know by 20:00 the day before, Saturday/Sunday afternoon sessions we will let you know by 09:00 on the day and for evening sessions by 20:00 the evening before.

Photographs - We may take photos of groups on the water and share them on our Facebook page (if you haven't already liked it then please take a look) it's important on the day of your session that you let us know if there is anybody who cannot have their photo taken. During the session feel free to walk along the footpath at the bottom of the fields but remember that it's a public right of way and that there may be animals or crops in the fields.

Qualifications - Are you interested in becoming a permitted leader? No experience is necessary as we support you to learn all the skills you need to be confident on the water. Speak to one of the team to find out more.

Risk Assessment - Our risk assessment begins at the point we take control of the group at the meeting point on the village green. You will be provided with a copy of our risk assessment at the point of your booking being confirmed as well as a document on 'How to Find Us' and 'Suggested Kit'.

Supporting those with Additional Needs - We want to support everyone to have a fun and engaging time, as well as keeping everyone safe. As such, it's hugely important that we know about any additional needs/medical conditions in advance. When you get to our site we ask that you make us aware of anything which has changed since the pre-session email. All our helmets are numbered which allows us to easily identify anyone who may need more support whilst on the water.

Types of Session - At present, we offer kayaking, canoeing, Stand Up Paddleboarding and rafting. Canoes and rafts are suitable for Beavers upwards, kayaks for Cubs upwards and paddleboards for Scouts and Explorers.

Urine - We know it's not a pleasant subject but unfortunately kids tend to wee in boats. Please stress to your young people that if they need to go, they should tell an instructor so we can get them to the bank.

Venue - We are located on a farm in Egglescliffe village. There will be a short walk from the meeting point to our site through a working farm.

Water's Edge - All participants will be required to wear a buoyancy aid and helmet. Anyone not wearing a buoyancy aid and helmet will not be allowed onto the jetty, this includes leaders and parents/guardians.

Xtras – As a team we hope that we offer a fun and enjoyable experience but if there is something you would like which we don't currently offer please get in touch and we'll see what we can do.

Young Leaders and Leaders – We do not charge if leaders/young leaders want to go on the water. They will be expected to follow the same rules as the other people on the water. The only thing we ask is that at least one leader stays on the bank in case of an emergency. If any leaders/young leaders plan to go on the water we need to know this in advance so we take the correct number of boats down to the river.

Zero Tolerance – We can't stress enough how important it is for participants to listen to us. If participants aren't listening or are behaving inappropriately, they will be taken off the water (after being given the appropriate warnings).