

# DERWENT HILL CAMPSITE

**Thank you for booking the Derwent Hill Campsite. We hope you enjoy your stay.**

**This document includes information about the following:**

- General Information
- The Role of Visit Organisers
- Emergency Telephone Numbers
- Fire Procedures
- Map of Derwent Hill

Please contact us if you would like this information in a different format such as large print, electronic, in Braille or in another language.

## **GENERAL INFORMATION**

### **Arrival and Departure**

The campsite will be available from 4.00pm on your day of arrival and you should vacate the site by 10.30am on the day of departure. Vehicles may not be left parked at Derwent Hill outside these times. If you wish to arrive earlier or depart later please contact us to see if this is possible.

### **Parking**

Please park in the designated campsite parking area under the trees at the end of the Training Centre car park or in the overspill car park (behind the workshop and greenhouse). Please note, the campsite is a 5 minute (400 metres) walk from the nearest parking place and there is no lighting on the route.

### **Boundaries**

Please do not go beyond the boundary of the campsite except to use the footpaths to the car park or alongside the river. The remainder of the Derwent Hill grounds, including the old tennis court below the campsite and the field adjoining the campsite, are out of bounds.

### **Accessibility & Facilities**

There is a wheelchair accessible route to the campsite; however, the route is rough and involves negotiating gravel paths and tree roots. The campsite has an amenity building that comprises of 4 non gender bathrooms, one of which is accessible and access to a separate kitchen with worktops and cupboard storage, a free standing cooker, under counter fridge and freezer, kettle and microwave.

### **Keys**

The keys for the camping pods are kept in key safes outside the main entrance door of the Training Centre. You will be given the code when you book. Please leave the keys in the key safe before you leave on your day of departure. Feel free to store the key in the key safe during your stay if you prefer not to take it out with you. Keys are not required for the toilet/shower block; it will be unlocked before your arrival.

### **Dogs**

Dogs are permitted on the campsite, but not in the camping pods. Dogs should be kept on a lead at all times. Owners must have public liability insurance and dispose of any dog fouling appropriately.

### **Noise**

In consideration to our neighbours, other guests and resident staff, please keep noise to a minimum, especially after 9:30pm.

### **Office**

The office is open from 8:30am to 5:00pm Monday to Friday, except Bank Holidays. See emergency telephone numbers for assistance at other times.

## **Security**

Derwent Hill is unable to take responsibility for your possessions during your stay. We advise you to not leave any valuables unattended.

## **Barbeque**

You are welcome to use portable barbeques but we would ask you to extinguish them after use. Please place cold coals in the rubbish bins. Camp fires, fire pits and disposable barbeques are not permitted.

## **Smoking**

Derwent Hill is a non-smoking venue. Campsite guests may smoke only at the designated smoking area signposted on the campsite.

## **Visitors**

If you are expecting any visitors, please let us know in advance. Please politely challenge anyone you see in or around the site if you are concerned about whom they are: Derwent Hill staff and any bona-fide visitors should be wearing a badge.

## **Departure**

On departure please ensure that the campsite and its facilities are left clean and tidy. Please remove all rubbish to the refuse bin and recycling unit in the main car park. We reserve the right to levy a charge if we feel the campsite or camping pods have been left in an unacceptable state.

## **Behaviour and Damage**

You are responsible for maintaining acceptable levels of behaviour by members of your group. If the group or any members of it are asked to leave due to unacceptable behaviour, no refund will be due. You will be asked to pay for any damage caused by malicious or careless behaviour.

Please be aware and considerate that the Keswick campsite is over the river and Derwent Hill has two other facilities on the same site. The Education Centre is normally occupied by a school or youth group. The Training Centre is normally occupied by an adult group.

## **Electricity**

The camping pods have a small fridge and microwave provided. There are no hook-up facilities available on the campsite.

## **Shops**

The nearest place to get supplies is Keswick, where there are many outdoor shops as well as supermarkets, chemists, etc.

# THE ROLE OF VISIT ORGANISERS

## Supervision

During your stay at Derwent Hill you will take full responsibility for your group, including overnight. You and your colleagues are totally responsible for supervision and for responding to emergencies such as medical and fire. This means you must be capable of the following duties:

- Assuring the safety and welfare of all in your group, including adults and children
- Safeguarding the campsite and its contents
- Maintaining appropriate conduct
- Responding in an effective way to any incidents, accidents, fire or other emergencies.

You should refrain from any activity, such as drinking alcohol or taking illegal substances, which might compromise your ability to carry out your responsibilities.

Where a group is accompanied by more than one organiser or staff member, one of these should act as co-ordinator to ensure that all members of the group are aware of their roles and responsibilities.

## Safety

Most accidents occur during unsupervised time. You can contribute to minimising the risks by exercising close supervision and control of the children and young people in your care.

The following behaviours and hazards are worthy of note:

- Use of stoves, barbeques and sharp utensils
- Unauthorised absence from the campsite
- Unauthorised use of equipment (e.g. cleaning equipment, fire extinguishers)
- Unauthorised use of Derwent Hill's ropes course
- Smoking, alcohol and drugs
- Vandalism
- Noise and commotion at night, causing fatigue and loss of control
- Slipping e.g. outdoors during wet weather; on wet shower room floors
- Litter
- There is a river near the campsite which can be deep and fast-flowing

## Emergencies

The telephone numbers of Derwent Hill's Senior Staff are included in this file. You should use these to contact them if you need support or in the event of an emergency or problem with the campsite equipment or services.

## Emergency Telephone Numbers

Contact	Telephone Number
Derwent Hill Office (8.30 – 17.00 weekdays)	017687 72005
Matthew Ellis – Centre Director	07747731615
Nick Lumb – Operations Manager	07841370632
Jill Nixon – Venue Manager	07917063679
Barbara Barrett – Business Manager	07714293681
Kevin Browne – Site Supervisor	07795461849
Police (Non Emergency Number)	101
Doctor (Castlehead Medical Centre)	017687 72025
Out of hours medical assistance	111
Hospital (The Keswick Community Hospital)	01768 245678
Dentist (Dental Direct)	01228 603900

## Fire Procedure

If you discover a fire, and it is small and you are trained to do so, put out the fire with the appropriate equipment (fire extinguisher / fire blanket). Otherwise proceed as below:

- Using a mobile phone call 999 for the Fire Service. State: “Fire at the campsite at Derwent Hill Outdoor Education Centre, Portinscale, Keswick, Cumbria CA12 5RD. There is no road access to the campsite, but it is accessible to 4-wheel drive vehicles via a track and across a field.”
- Take charge and ensure everyone calmly leaves the camping pods, amenity building and tents. Do not stop to collect personal belongings.
- Direct everybody to the signed Fire Assembly Point and make a roll call.
- If the Fire Service is called, send a responsible adult to the main entrance to meet and direct them. When they arrive, inform them of the location of the fire and of any missing people. A map is included with this information to show the location of the campsite and to give access directions.
- If the Fire Service is called, ensure a member of Derwent Hill staff is informed using the emergency telephone numbers listed above.

# Derwent Hill Centre

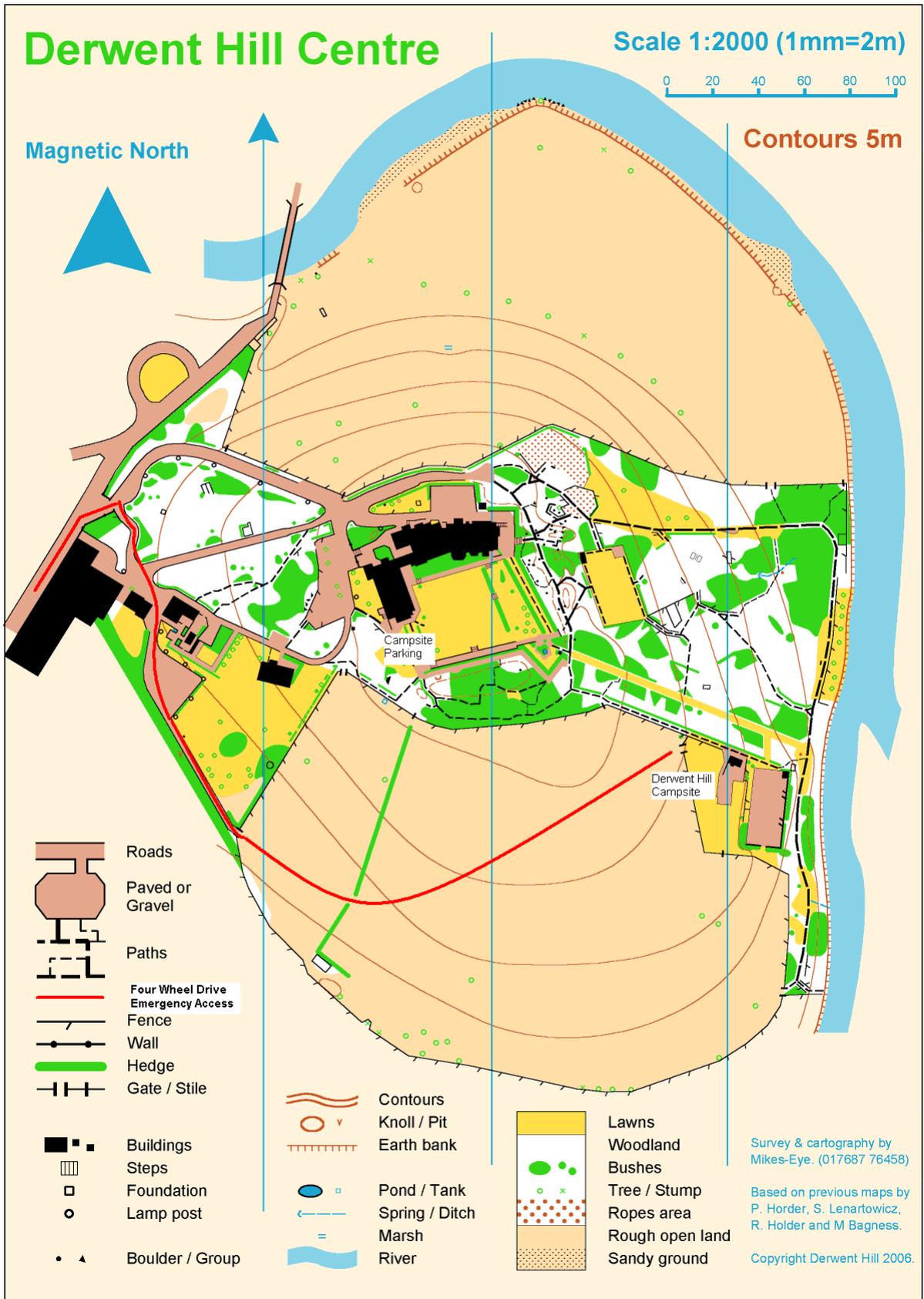
Scale 1:2000 (1mm=2m)



Magnetic North



Contours 5m



- Roads
- Paved or Gravel
- Paths
- Four Wheel Drive Emergency Access
- Fence
- Wall
- Hedge
- Gate / Stile
- Buildings
- Steps
- Foundation
- Lamp post
- Boulder / Group

- Contours
- Knoll / Pit
- Earth bank
- Pond / Tank
- Spring / Ditch
- Marsh
- River

- Lawns
- Woodland
- Bushes
- Tree / Stump
- Ropes area
- Rough open land
- Sandy ground

Survey & cartography by  
Mikes-Eye. (017687 76458)

Based on previous maps by  
P. Horder, S. Lenartowicz,  
R. Holder and M Bagness.

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