



INFORMATION

TO HELP MAKE YOUR STAY A SUCCESS

**Please pass on a copy of this leaflet to
all members of your organising team**

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Planning Your Event

Many groups book our facilities a year to 18 months ahead, not just because **Letton Hall** is a popular venue, but because it takes time to plan a group residential retreat.

The key to a successful residential retreat is planning and promoting your event early. Here are 10 top tips:

- 1 **IT'S A MARATHON, NOT A SPRINT** - Keep going and don't get discouraged. A good start would be to plan a visit to your chosen venue.
- 2 **HAVE CLEAR AIMS FOR THE EVENT** - Consider your priorities - what you want to achieve will affect what you do.
- 3 **PLAN WELL AHEAD** - It will take months to plan your event. List what you need to do, delegate areas of responsibility and meet regularly with your helpers. **You can't start too early but you can start too late!**
- 4 **BUDGET CAREFULLY** - Draw up a detailed budget and pay on time. The sums of money involved and the liability to your venue can be significant.
- 5 **PROMOTE THE EVENT EARLY** - Don't assume people will come. Get people to sign up and pay a deposit - even your friends!
- 6 **TAKE OUT INSURANCE** - This can cover damage or personal injury sustained during your event and what could be expensive financial liabilities if you have to cancel.
- 7 **PROGRAMME** - Don't overfill your programme. People need time to move around a venue and go to the toilet. Good programmes allow space.
- 8 **READ THE INFORMATION PROVIDED BY YOUR VENUE** - Small print can seem boring but it is often vital and very helpful. Complete any forms and submit them on time.
- 9 **GET SOME RESOURCES TO HELP YOU** - Resources covering subjects like programme ideas, activities, menus, safety and much more are available from **CCI - leading the way in getting away** www.cci.org.uk
- 10 **EVALUATE** - Get feedback from your delegates and give feedback to your venue. Did you achieve the aims you set out to achieve? Do you want to do it again? If so, you may need to book a venue and start planning again soon!

Arrival and Departure Times

Weekend Groups

The usual arrival time is from 4pm for guests and from 2pm for a small advance party to receive grocery orders and set-up the venue. Departure time is Sunday afternoon and the site should be vacated by 5pm at the latest .

Longer Stays and Mid-Week Groups

The usual arrival time is from 4pm for guests and from 2pm for a small advance party to receive grocery orders and set-up the venue. Departure time is in the morning after breakfast and the site should be vacated by 10.30am, except by special arrangement.

Same Day Changeover

On many occasions we have to prepare one or more of our venues for the arrival of a another group on the same day that a groups leaves. Please note that you may be asked to vacate bedrooms after breakfast (even if you are not leaving the site until later in the day) to enable our team to start preparing rooms.

Any changes to the above times are subject to availability, must be agreed in advance and may incur additional fees.

Self - Catered Groups

Supermarket Deliveries

Please make sure that supermarket deliveries are scheduled for a time when someone from your group will be at Letton Hall to receive them.

Management of the Kitchen

The kitchen must be kept clean, tidy and clear of rubbish. Please appoint someone responsible for managing the kitchen, preferably someone with an up-to-date Level 2 Food Safety & Hygiene Certificate or higher qualification.

Cleaning Materials

All cleaning materials, washing-up liquid, tea towels & rubbish bags are supplied.

NB We cannot use BLACK SACKS —please do not bring any.

Cleaning

Self-Catered groups are expected to clean the whole venue at the end of their stay. Please plan how you are going to do this and allow enough time in your programme.

You can ask us to clean for you for an additional fee - please enquire.

Catered Groups

Catering Provision

The following is included for all catered groups:

Breakfast, Lunch, Evening Meal (2 courses) and

Morning, Afternoon & Evening refreshments.

Sunday Lunch is also a 2 course meal.

A cooked breakfast is available on request for an extra charge but must be booked in advance for the whole group.

Special Diets

We cater for vegetarians and for those with medically essential diets and food allergies.

Nearer the time of your stay you will be sent a Catering Form which should be returned, detailing any dietary requirements, at least 2 weeks before your visit.

The menu will also be displayed giving relevant allergen advice.

Meal Times

Usual mealtimes are:

Breakfast 8.30am, Lunch 1pm & Evening Meal 6pm

Mealtimes can be flexible to suit your needs but must be agreed in advance.

Activities

Karting

Karting is available on site for anyone 10 years of age or over, Mon - Sat between 9am & 1pm ONLY.

On Saturdays, usually up to 2 hours per group (up to 20 people per hour), either 9 am - 11am or 11am - 1pm.

See our current tariff for prices and book in advance - sessions available on a first come first served basis !

Pedal Karts

Pedal Karts can be hired for younger children for use when the kart track is available, usually during the afternoon.

See our current tariff for prices and book in advance.

Archery and Air Rifles

Archery and/or Air Rifles can be arranged through an outside provider subject to availability. Both are suitable for anyone over 7 years of age but parental consent is required for air rifles for anyone under 18 years of age.

(Minimum 2 hour sessions for up to 20 people per hour).

See our current tariff for prices and book in advance.

Games Room & Equipment

Both venues have pool & table tennis tables. Bats, cues and balls are available on site for a £10 returnable deposit.

Activities

Campfires

Campfires are permitted at our designated site but our insurers stipulate **groups must have public liability insurance (minimum £5 million) and provide a copy of their insurance certificate.** Brushwood is usually available for you to build your own fire and you are responsible for lighting, safety & damping down. (An emergency fire extinguisher is available under the archway of The Stables.) **Please book the campfire site in advance and speak to the Duty Manager during office hours if you are planning a campfire.** (NB The ability to have a campfire is dependent on the weather and condition of the wood.)

Self - Led Activities

Self-led activities must be risk assessed and we strongly advise public liability insurance as above. Instructors or external activity providers must have a current qualification and insurance. (We will ask to see evidence of both.)

Shop

We have a shop on site selling confectionery, toiletries, gifts & books. Usually open Saturday 10.30-11.30pm & 2.30-3.30pm. We ask groups not to bring their own items to sell.

Equipment

Bed Linen and Towels

Bed linen is provided (sheet, duvet & duvet cover, pillow & pillowcase) but guests must bring their own towel(s).

Cots & High Chairs

A limited number of high chairs & travel cots are available (bring your own cot bedding). **Please book in advance.**

Wi Fi

WiFi, suitable for light use, is now available in all main meeting rooms but is not guaranteed in the bedrooms.

BBQs

Charcoal bbqs available on request - bring your own charcoal and lighters. **Please book in advance.**

Other Equipment

Also available are: plasma screens, portable digital projectors & screens, DVD players, TVs, acoustic pianos & flip charts stands - bring your own pads & pens or purchase from us. Please note, we do not supply any PA equipment.

Electrical

Any electrical equipment brought on site must have a current PAT test and is used at the Managers' discretion.