



## Just made a booking?

*... information to help you plan your stay*

Please pass on a copy of this leaflet to  
other members of your 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** - covering subjects like programme ideas, activities, menus, health & safety etc
- 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

If, following the departure of your group, we have to prepare one or more of our venues for the arrival of another group on the same day, you may be asked to vacate bedrooms after breakfast, even if you are not leaving the site until later in the day.

**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

Washing - up liquid, tea towels, cleaning materials and bin bags are supplied by Letton Hall.

## 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.

Alternatively, 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 menu options will be sent for your meal selection.

## Special Diets

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

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 8.30 am, Lunch 1.00 pm & Evening Meal 6.00 pm

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, Monday - Saturday 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 –brushwood is usually available for you to build your own fire - you are responsible for lighting, safety & damping down. An **emergency** fire extinguisher will be provided on a trolley for you to take to the site.

**Please book the campfire site in advance and speak to the Duty Staff 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 should be risk assessed and we strongly advise public liability insurance as above. It is up to you to check if the instructors have the correct insurance and qualifications with the exception of Archery/Air Rifles booked through us.

## Shop

Our on-site shop, selling confectionery, toiletries, gifts & books, can be opened on request Monday -Saturday. If you ask us to open, please advertise times on your programme. Times are dependent on availability of staff.

We ask groups not to bring their own items to sell.

# Equipment

## Bedding, Bed Linen and Towels

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

## Cots & High Chairs

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

## Wi Fi

Wi Fi, suitable for light use, is now available in all main meeting rooms. *We would advise any presentations you wish to show during your stay please download prior to arrival as we only have standard Wifi connection.*

## BBQs

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

## Other Equipment

Also available : 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 discretion of Duty Staff.