



# Information for visiting staff

**Portland Outdoor Centre**  
*Real Experiences - Real Environments*  
Est 2017

Associated centres



## Booking Process

Programme and cost discussed, agreed and then booking confirmed by email

- Deposit invoice of 25% to be paid on booking
- 6 weeks prior to visit:  
Final numbers confirmed and balance invoice to be paid  
Health and dietary information request forms and group kit list sent

• 4 weeks prior to visit:  
Health and dietary information returned to Portland, Bedding plan sent

## Accommodation and Facilities

Portland Outdoor Centre offers clean, comfortable and spacious dorm style accommodation in our newly renovated Victorian building. With its exposed beams and ornate features throughout this centre has a lovely traditional charm. The centre is able to accommodate up to 73 people. The centre also has communal areas which can be used for teaching or indoor activities. With all facilities located within one building it makes for a safe and friendly environment to bring groups to.

## Portland Outdoor Staff

Portland Outdoor staff are highly trained and experienced and hold all relevant National Governing Body awards necessary to run our activities. We also run our own staff training with ongoing monitoring in place to ensure the quality and safety of our activities. All staff hold current first aid certificates and have undergone safeguarding training and DBS checks.

## Catering

We operate the Dorset Adventure Café and are proud of the standards of catering and hospitality we deliver.

Courses are fully catered with wholesome food appropriate for your group and we can cater for any dietary requirements. Please give details of any requests on your booking forms. A typical day's food would comprise a hearty breakfast, a packed lunch and a two-course evening meal complimented by a hot chocolate before bed. \*See sample menu

## Customer Care

There is 24-hour customer care at Portland; during normal working hours there are staff in the office to help with any enquiries and out of hours there is a duty instructor on site to deal with any problems.

Group leaders are responsible for the pastoral care of under 18-year olds and are responsible for getting their groups to meeting points at set times and to the dining room for the meals.

## **Transport**

Here at Portland Outdoor Centre we promote walking to and from the activities where possible; it is possible to have a five day programme without setting foot in a vehicle. we do have some venues where vehicles may be useful and options are available to meet these needs. A public bus may be utilised for your programme. This information should be included in your proposal.

## **Location**

Portland Outdoor Centre is located in Castletown, Portland, opposite the D-day centre (lookout for the Big Green Tank). Access is through Weymouth and across to the island along the A354. Once on the island we are the first exit off of the third roundabout (signposted for Castletown). follow the road around until you can see the big green army tank on the left-hand side, we are opposite.

## **Pre visit site tours**

Staff who wish to come to the centre prior to your visit to see the site and talk through your programme are more than welcome. Please call the office to book a convenient time.

## **Insurance**

Activate Outdoor Ltd holds public liability insurance of £10 million

## **Health and Safety**

All activities are run in accordance with our Centre safety policies and risk assessments. We are happy to send you copies of these and to talk through the way the Centre operates to help you write your own visit risk assessment.

We operate in accordance to AALA and our license is updated yearly.

## **Evening activities**

Evening activities ranging from team games, hot chocolate on chesil beach, sunset watching and movie nights. All are offered throughout the week. This information should be included in your programme.

## **Feedback**

We welcome any feedback and actively encourage clients to let us know of any problems during your visit. This gives us the opportunity to resolve things quickly so that you can get the most out of your stay with us.