

## BOOKING CONDITIONS & CANCELLATION POLICY 2017/18

Before making your booking we would ask you to note the following points

- Bookings will be confirmed in writing following receipt of your completed booking form and deposit. If a completed booking form (and deposit if requested by Warning Zone) is not received within 10 days of you making a provisional booking, your date(s) will be cancelled and may be offered to other interested parties.
- The children will experience various scenarios including: Fire Risk in the Home, Building Sites and Electricity, Alcohol and Under-age Drinking, Personal Safety, Risk on the Road, Arson and Criminal Damage, Risk around Water and Railways. In the Internet Safety Zones, topics covered include: Grooming, Phishing, Cyber-Bullying, Sharing Images and Gaming. If you are aware that any child has personally experienced and traumatic event link to any of these scenarios or topics, or any other event that you think we should know about, please inform us prior to your visit.
- The school will receive a phone call approximately two weeks prior to your visit to confirm your numbers. Our maximum number of pupils per session is 48. The minimum number of pupils per session is 10. Visits of fewer than 10 pupils will be charged at £100.00 per session regardless of the number of pupils attending.
- On arrival at the venue, the children will be taken to a briefing room and split into teams. If more than 48 pupils are attending, they will be split into two equal groups (one will do E-Safety while the other completes Zones 1-8 before swapping after lunch) before being put into teams of around six. From then on the action is non-stop with the teams moving from scenario-to-scenario (or topic-to-topic in E-Safety) where they will participate in exercises designed to heighten their awareness of risk, consequences, and personal and social responsibility both in the 'real' world and online.
- For Zones 1 – 8, at least one member of staff will be asked to remain in the briefing room / teacher coffee area at all times. This will allow our guides to easily find someone if required. For our E-Safety Zone, we ask that one member of staff remain in the room at all times although a 'Visit Manger' will also be present. Tea and coffee is available for teachers, however we do ask that anyone using this facility must use the seating area provided.
- **Timings are tight all day so please ensure that you arrive on time. The morning session starts promptly at 09.45am and the afternoon session starts at 12.30. Please ensure you leave enough time in your travel arrangements to be here for the required start time. Once the session commences, it is based on an electronic timing system. Therefore, if you are late arriving or request an earlier finish than specified the children may miss experiencing at least one scenario. The approximate finishing time for the full day is 2.30pm.**
- Because we now offer full-day trips only, we accommodate groups both in the morning and the afternoon. There are no breaks during the day other than a lunch lasting 30-45 minutes. It is suggested that you make arrangements for pupils to bring their own drinks, however for health & safety reasons, pupils will not be able to walk around the Zones with them.
- On departure, Warning Zone workbooks will be handed to teaching staff to allow for follow-up classroom work. We would encourage teachers to view the scenarios in action in order that the issues covered can be considered in lesson planning.
- There is a health & safety policy in place which includes risk assessments for each scenario. Health & safety will be covered in the initial briefing on your arrival. All of our staff are enhanced DBS checks. (The Health & Safety Policy, Risk Assessment and Child Protection Policy are available for viewing on your arrival if requested).

## CANCELLATION POLICY 2016/17

All cancellations should be made in writing to Warning Zone. Cancellations received in 30 days before the session date will be fully refunded. Cancellations received less than 30 days prior to your session will still be charged at £100.00 per session.

Cancellation charges apply to all visits regardless of how the visit is funded. If a school's visit is 'fully funded', the school is liable to pay the £100.00 charge.