AFFINITY WATER ENVIRONMENT & EDUCATION CENTRE
Terms and conditions relating to visits

1. TRAVEL ARRANGEMENTS

You are responsible for making your own travel arrangements.

TRAVELLING BY COACH
Please refer to the location map and pass this on to the coach company. Please phone the Education Centre on 0208 420 5864 upon arrival as a member of staff will need to unlock the gates. Failure to approach our entrance from the correct side may result in an increased journey time of 15-20 minutes.

TRAVELLING BY PUBLIC TRANSPORT AND/OR BY FOOT
Please see attached location map for information. Please congregate at the Wooden Gate opposite Windmill Street and phone the Education Centre on 0208 420 5864 upon arrival - a member of staff will need to unlock the gates. Once your group has been let in, the gates will be relocked for your safety and in compliance with Company guidelines. It will be difficult for late arrivals to gain access as all Education Centre staff will be busy with visitors.

TRAVELLING IN PRIVATE CARS
Please note that private cars are NOT permitted on site, except for extenuating circumstances. If you are coming in private cars, please park these in Windmill Lane (marked on attached location map where the Education Centre is located), and congregate at the Wooden Gate opposite Windmill Street. Please phone the education centre on 0208 420 5864 upon arrival as a member of staff will need to unlock the gates.

- It is important that you let us know if you are coming in private cars – as your group must be met at the wooden gate in Windmill Lane.
- Once your group has been let in, the gates will be relocked for your safety and in compliance with Company guidelines. It will be difficult for late arrivals to gain access as all Education Centre staff will be busy with visitors.

PRE-VISIT TOURS
We welcome all pre-visit tours of the site, in order to assess the journey time and route, and/or the centre’s facilities. A pre-visit tour is highly recommended for groups travelling by public transport and/or by foot. All pre-visit tours must be booked in advance as there is not always a member of staff available to accommodate a site tour.

2. HEALTH AND SAFETY

SMOKING
Affinity Water operates a strict no smoking policy across all of its sites and premises.

FIRE REGULATIONS
In order to comply with our Fire Regulations, please provide 2 copies of the register provided by the Education Centre of all visiting adults and children to be used by our Education Centre Staff during your visit. Any information that we receive from you, will be only used for the purpose of the visit. The information will be accessed only by authorised personnel and, will be stored in a secure place in line with the requirements of ‘The Data protection Act’. The exception would be in the event of an incident during the visit, when it may be necessary to disclose the information to a third party, e.g. Affinity Water’s fire marshal or the Fire Brigade.
FIRST AID
The site and activities have been risk assessed. On all visits, decisions on First Aid provision will remain with the school's dedicated First Aider. Please ensure that at least one of the visiting adults is a First Aider and that our staff are aware who this person is on arrival. The Education Centre Staff will take a supporting role with First Aid. All accidents, however minor, must be reported and recorded.

SUPERVISION
During arranged activities, Education Centre Staff will direct pupils and adults. Any problems concerning pupil behaviour will be referred to accompanying school staff. The parts of the site open to visitors will be made clear during the Introductory Talk.

At all other times, the pupils remain the responsibility of the accompanying school staff. Some accompanying adults/staff must stay with the pupils in the picnic area and/or classroom during the lunch and/or break periods.

CLOTHING
Most of the activities will be based outside. Please inform all visitors to wear sensible closed flat shoes and bring a hat (in summer and winter), spare sweatshirt/jumper, a waterproof and a change of shoes in wet weather.

DBS CHECKS
All the Education Centre staff have undergone enhanced DBS checks (formerly CRB) and are issued with DBS clearance numbers. These details are held by our Education Team and our Human Resources Department based at our Head Office in Hatfield. If you require confirmation prior to our staff teaching your pupils, please contact the Education department in the first instance on 02084205864 or the HR Team on 01707 268111. All staff carry Company Photo Identification.

RISK ASSESSMENT
A comprehensive risk assessment has been undertaken of the Centre and the activities. Copies of the relevant Risk Assessments for your booked activities are attached to your confirmation email/letter.

Pond Dipping
There is a small risk of exposure to Leptospirosis (Weil's Disease) when pond dipping, which we reduce further using appropriate control measures. We advise all visitors with cuts and broken skin to cover these with waterproof plasters or another appropriate waterproof dressing. Nitrile gloves will be provided at the Education Centre if required, but we are unable to provide plasters / dressings.
Leptospirosis is a bacterial infection, and further information can be found on the NHS Choices website: http://www.nhs.uk/Conditions/Leptospirosis/Pages/Introduction.aspx
Medical advice should be sought if severe flu-like symptoms are experienced 3-28 days after a visit.

3. PAYMENT

PRICES
Prices for visits to the education centre are as follows:

- £7.00 + VAT per pupil for a full day, i.e. 3 hours of activities (10:00 to 14:30 with 45 minutes for lunch).
- £5.50 + VAT per pupil for half a day, i.e. 2 hours of activities (9:30 to 11:30 or 12:30 to 14:30).
Minimum charge
There is a minimum charge of £150 + VAT per group.

Accompanying adults
Adult helpers are free of charge up to a ratio of 1:5 for Key Stage 1 and 1:10 for Key Stage 2 and above. Above this ratio, helpers will be charged at the relevant pupil rate. Adult carers are free of charge.

Charges
- Should there be any additional children or adults who arrive on the day, these individuals will be charged accordingly, unless specialist arrangements have been made at least 1 week in advance of the visit.
- If your visiting group will be smaller than originally booked, please inform us 1 week in advance so that you can be invoiced accordingly; otherwise, you will be charged for the number of children booked.
- Photocopying charges will be added to your invoice if applicable (see ‘equipment/resources’ section below).

INVOICING
The Education Centre will invoice your organisation at the beginning of the month after your visit. Please do not bring any payment on the day.

Please note: The Education Centre is heavily subsidised by Affinity Water Limited and is non-profit making.

CANCELLATION
Unless two weeks clear notice of cancellation is received, the full cost of the visit will be payable.

4. THE VISIT TO THE EDUCATION CENTRE

MOBILE PHONES
We kindly request that all adults and pupils’ mobile phones be switched off during activities, and only switched on during break and lunch times.

PHOTOS AND VIDEOS
Although we allow photos to be taken during the visit (*but not at the Water Treatment works*) videoing is strictly prohibited.

FOOD AND DRINK
There are no cafeteria/vending facilities at the Centre although tea and coffee are provided for adults accompanying school groups. If you are visiting for a whole day, you will need to bring a packed lunch. There are cloakroom facilities where pack lunches can be left throughout the day. (Please see the lunchbox challenge document on advice about sustainable pack lunches). It is advisable that all groups bring a drink no matter how short the visit. Water bottles can be topped up on site if necessary.

EQUIPMENT / RESOURCES
Unless other arrangements have been made, all equipment is provided.

AGE OF VISITORS
Please note, the Affinity Water Education Centre is only suitable for children in Key Stage 1 and above.
VOLUNTARY CONTRIBUTIONS TO WATER AID
Affinity Water has been an active supporter of WaterAid over the years. We invite all of our visitors (adults and children) to each make a voluntary contribution to WaterAid, between 1p and £1. WaterAid is an international non-governmental organisation that transforms lives by improving access to safe water, hygiene and sanitation in the world's poorest communities. Please see the WaterAid voluntary contribution document for further information.

5. VISITS TO THE WATER TREATMENT WORKS (WTWs)

Not all visits include a visit to the Water Treatment Works. If a WTWs tour is included in your visit, it will be made clear in your accompanying confirmation letter. Please disregard this section if it is not applicable to your visit.

SECURITY

Photo ID for adult visitors:
All adult visitors must present an in-date, valid photo ID (i.e., passport or photo driving licence) to an Education Centre representative before being allowed to accompany the group around the WTWs.

Child and adult register:
A register (using the Affinity Water template provided) of all children and adults who will be touring the WTWs must be printed and given an Education Centre representative before being allowed to tour the WTWs.

Cameras, mobile phones and all recording equipment:
You will be asked to store your mobile phones, cameras and any other recording equipment in the Education Centre Office before your tour of the WTWs. Taking photographs or recordings of any kind at the WTWs is strictly prohibited.

Availability of WTWs tours:
Please note, the Water Treatment Works tours are only available for school, college and university groups.

HEALTH AND SAFETY AT THE WTWs

Access
Due to the industrial nature of the WTWs site:
- Visitors must be over the age of seven years to tour the WTWs
- Only one group of visitors (max 18 children and 3 adults) will be allowed inside the WTWs at any time
- Alternative arrangements may be made for visitors with physical impairments (where applicable – this will be at the discretion of Affinity Water staff members). Please let us know if this is applicable to any of the visitors in your group.
- The WTWs is not accessible to wheelchair users and alternative activities/arrangements will be made for these individuals. Please let us know if this is applicable to any of the visitors in your group.

Respiratory ailments
The process of water purification may cause irritation to anyone suffering from respiratory ailments (such as Asthma). Please ask all visitors who use an inhaler to bring this with them.

Information for visitors who are, or may be, pregnant
We have been made aware that ozone poses a small risk to pregnancy. For your information, the ozone generator room is behind a glass screen and the tour does not enter this room. The filter beds are also separated by a glass screen. The atmosphere in both areas is constantly
monitored and a green light signifies all is safe. In the event of ozone being detected, we do not tour the Water Treatment Works. If a tour is in progress during which ozone is detected, we would follow procedures and evacuate immediately. The ozone generator will shut down automatically and the building vented. There is therefore very little risk of coming into contact with ozone. We felt it necessary to inform you of the risk, however small. If a visitor does not wish to tour the Water Treatment Works they are welcome to stay in the centre until the group returns.

**WTWs tour cancellations**
As the Water Treatment Works is an operational industrial site, there may be occasions when visits have to be cancelled at the last minute. Unfortunately this is out of our control. An alternative activity will be offered if this is the case.

6. **LEGAL BIT**
Affinity Water Limited cannot accept any liability for possessions brought to or left at the centre. Vehicles are parked entirely at the owner’s risk. The children attending the centre are the responsibility of the school staff supervising the trip. As the centre is located on an operational site please, be aware that areas outside of the centre are potentially hazardous and you must comply with reasonable request of any operational staff. Trip leaders must ensure that their school’s insurance policy covers visits of this nature and the trip is authorised by the head teacher.