

FAQ FOR SCHOOLS AND GROUPS

Can we visit White Hall before our course?

You are very welcome to come and visit White Hall before your visit or even before you have booked. You will be able to have a look around the centre and see the facilities we have, and this gives you the chance to ask questions.

We can discuss the activities that we offer and perhaps start to put a programme together for your visit.

For some people with additional needs a visit beforehand can be very reassuring.

Please contact us and we will be able to arrange a visit that suits you.

Are your staff first aid trained?

All our instructors complete a two day first aid course every three years.

Do you cater for special diets?

Our in-house catering team is able to cater for all diets. Please note, Halal diets will be offered the vegetarian option.

We ask parents to let us know on the consent form if their child has any allergies or special diets so we can prepare properly for their visit. If a child has serious allergies or special diets one of the catering team will contact their parents to discuss their needs.

Do we have to pay for teachers to come?

Each school is allocated a free teacher place per activity group. (e.g. If you bring 40 children, there would be 4 activity groups so 4 free places for teachers/adults.) If you need to bring additional staff because of children with SEN the place will also be free.

Do you lend out any equipment?

Every child and staff member is given a set of waterproofs and walking boots for their stay at White Hall which we ask them to look after during their course. If children already have their own, they are welcome to bring them, but they don't need to buy them especially for their stay.

We have a limited number of wellington boots which we can lend out if children are unable to bring them.

All specialist and safety equipment for the activities is provided as part of the course.

Do you change activities in bad weather?

We provide everyone with good quality waterproofs and wrap up warmly so we generally run the planned activities regardless of the rain. If there are safety implications for an activity because of the weather we may need to change what we do or move it to another day.

Will I be able to make phone calls whilst at White Hall?

There is a phone in the staff room and staff are welcome to use their mobile phones. We can usually find a signal for a network somewhere!

Do you have internet access?

We have Wi-Fi in the lounge and staffroom for visitors to use.

Are you only available for people in Derbyshire?

White Hall is mainly booked by Derbyshire schools but it is available for everyone.

Do we have to be part of a group to come to White Hall?

Most of our visitors come here as part of a school or community group, but we are often asked if we run courses for individuals or other groups.

We run courses in the school holidays for children – either booking as an individual or coming with siblings or groups of friends, courses for families and adults.

We are often able to organise an activity day or course for groups of adults.

Do any of your staff stay overnight?

For all of our residential courses we have a member of White Hall staff on duty, who sleep at White Hall and are on call in the case of emergency.

How secure is White Hall?

Our external doors either have door codes on them or they cannot be opened from the outside.

All visitors report to reception and are issued with name badges. We have CCTV security cameras around the property.

Do you have public liability insurance?

Yes. As part of Derbyshire County Council White Hall has public liability insurance.

Schools and individuals wishing to insure against personal injury, cancellation, loss or damage and ill health are advised to take out appropriate insurance.

Do you have a license for activities?

We are required by law to be inspected and assessed by the Adventure Activities Licensing Service (AALS) on the safety and quality of our provision. [LINK TO AALS website](#)

Our license number is L10582

All of our instructors hold the appropriate national governing body or local accreditation awards for the activities they are instructing.