Welcome Pack - Day visitors

We welcome you to our wonderful 67 acre site and hope that you have an enjoyable day and your visit is memorable with lots of fun and adventure!

In order to ensure you get the most out of your visit, please take a few minutes to read the following information and familiarise yourself with the facilities at Hill End. We also have the answers to frequently asked questions at: http://hill-end.org/faq/

Please tag us and share your photos and experience on social media!

HillEndOEC Hill_End hill_end_centre

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Contact Information

The Hill End Outdoor Education Centre, Eynsham Road, Farmoor, Oxford, OX2 9NJ

Tel:	01865 863510
Email:	admin@hill-end.org
Website:	www.hill-end.org
Reception open hours:	Monday to Friday 8:00am – 4:00pm

The Hill End Outdoor Education Centre is an independent charitable trust
(registered charity number 1173987)

Out of Hours

We are hope your stay will be a stress free experience, if however, our office is locked, or you experience an emergency please call:

07598 720934

Alternatively, please call:

Site and Operations Manager – David Millin:	07584 174670
Centre Director - Lucy Crittenden:	07928 810889

Wifi

WiFi password: HillEndGuest!

Support Hill End

Hill End is an incredible resource run by the Hill End Charitable Trust, who are committed to securing its long-term future. If you would like to volunteer with us, or help with fundraising, we would love to hear from you!

Getting here

By Car/Coach

The easiest way to reach Hill end is by driving. If you are using satnav it is fine to use the postcode OX2 9NJ to find us. If you are coming via West Oxfordshire be aware that there is a toll bridge on the B4044 near Eynsham (5p for a car) that can be very congested at peak times.
There is ample free parking on site, but please note that on event days special arrangements are put in place. If you will be bringing a coach or other large vehicle, please check arrangements in advance as we prefer coaches not to stay on site.

We do not have charging points on site for electric cars.

Public Transport

From Oxford to the East, or Eynsham & Witney to the West, it is only possible to get most of the way to Hill End via bus. The stagecoach operated S1 bus runs approximately every 15 minutes and the nearest stop is for Farmoor/Oaken Holt House. From this stop there is no footpath for the last 400m to Hill End along the B4044, which is a fast and sometimes busy road so we do not recommend walking it. Arrangements should be made with your group leader in advance for pick-ups from the bus stop or another suitable location.

Cycling

It is also possible to cycle to Hill End, however caution should be taken on the B4044 as it is a fast narrow road and currently has no cycle lane.

Before you arrive

Catering

Hill End does not have on-site catering facilities, and there are no shops within walking distance. It is therefore important to arrange food and drinks for your visit prior to your arrival as Hill End does not provide these. There is free access to drinking water at many places around the site.

If you would like catering for your visit, please ask us and we can direct you to a variety of local catering suppliers. You are also welcome to arrange a supermarket delivery to Hill End. A member of your group will need to meet the driver in the inner car park to receive this (or the outer car park gate out of hours to open this using the access code).

What to Bring

If you are a **self-catering group using the North Dormitory**, this building has a limited selection of crockery, cutlery and cooking equipment in a domestic-sized kitchen.

If you are a self-catering group using any other building with a kitchen you will need to bring all crockery, cups and glasses, cooking utensils, water jugs, any smaller pots and pans with you as these are not provided. We do have a selection of large cooking pots and trays suitable for larger groups. (Hint: Our groups often ask each member of their party to bring one personal plate, bowl, cup and their own cutlery. For young people, taking responsibility for their equipment and for keeping it clean can be a useful part of a trip away).

Our kitchens do have large fridges, freezers, toasters etc. Check the 'details' pages of our website for more information or contact us.

We provide limited amounts of cleaning equipment and washing-up liquid. We also provide toilet paper. We do not provide or hire outdoor clothing, towels, tea-towels, dishcloths, extra binliners, fire-lighters or matches.

You can buy wood from us at a reasonable price (see below).

It is very dark on site at night, so bring torches if you will be on site late, especially if visiting in autumn and winter.

What to Wear

All individuals will need to be wear appropriate clothing and footwear for their planned activity. Outdoors this might mean suncream and hats in the summer, extra warm layers in winter.

If you are unsure on what to wear, please view the FAQs on our website.

Being in Britain, groups without booked buildings or doing outdoor activities will often need to come prepared with clothing suitable for wet weather as our outdoor spaces are exposed to the elements, so if unprepared you may get wet! Please check the local weather forecast before arrival.

On arrival

Please report to reception on arrival, you may also need to collect keys and any resources you have booked.

Normal hours of hire are from 9.30am-5pm but if you are planning on arriving earlier please let us know so that we can make special arrangements if necessary.

The office is open Monday - Friday, 8.00am – 4.00pm so we would normally ask weekend visitors to collect keys in advance during these hours so that we can check that you have everything you need. We do appreciate that this is not always possible, so if you are planning to arrive during the weekend please contact us to arrange a check in time.

Gate Code: The barrier on the driveway closes after office hours. Please ask a member of staff for the code. No code is required to exit the site.

Please note that Hill End does not have electric vehicle charging points on site and we do not allow running leads from plugs inside our buildings.

During your visit

At Hill End we want everyone to have a special and memorable visit in a beautiful, safe and secure environment. We are a charity with limited resources, and we therefore ask all of our visitors to respect both the site and our visitors.

Building Hire

If you have hired a building please check that you are happy with this straight away. If you have any concerns or queries, please contact us immediately so we can rectify any issues.
There are instructions on kitchen wall on how to light the industrial ovens, or please ask the office.

Cleaning Expectations

If you have any concerns regarding the cleanliness of the facilities, please speak to a member of staff. Visitors are expected to leave the facilities in a clean and acceptable condition.

Please leave the site cleaner than you found it!

Catering

Hill End does not have on-site catering facilities, and there are no shops within walking distance. There is free access to drinking water at many places around the site.

If you have arranged a supermarket delivery to Hill End. A member of your group will need to meet the driver in the inner car park to receive this.

Food hygiene

It is the sole responsibility of users to ensure that facilities such as cookers, sinks, wash hand basins, preparation areas and fridges are used safely.

In particular users must ensure that they follow good practice with regards to prevent cross contamination, cooking, chilling, cleaning, temperature control and stock rotation.

Alcohol and Smoking

Hill End has a strict no smoking/vaping and no alcohol policy.

Dogs

We regret that dogs are not permitted on site, with the exception of guide and assistance dogs, and we may request to see supporting documentation.

Waste and Recycling

Please ensure that you use the waste and recycling bins with bin liners, and dispose of these afterwards into the main Grundon bins in the inner carpark. A list of what can and can be recycled or disposed of on site is displayed in the buildings, and also in this pack.

We do not collect food waste separately, for health and safety reasons, so please dispose of all food waste with your general rubbish.

Take Care of our site

- Please leave all plants and flowers where they are growing
- Do not disturb animal and insect homes, they are sensitive habitats
- Do not disturb the farm animals grazing on the site

Weather

The majority of visitors will be spend their time outdoors - during wet or particularly hot days we have various outdoor shelters/areas you can use, but bear in mind these facilities are shared by all groups on site. Please speak to the office about the best areas to use.

Boundaries

Please do not to enter buildings not hired by you.
The agricultural and woodland surrounding Hill End is private.
If you require access to Wytham Woods you will need to apply for individual (permit) or group access (permission). https://www.wythamwoods.ox.ac.uk

Before you leave

Cleaning Expectations

If you have any concerns regarding the cleanliness of the facilities, please speak to a member of staff. Visitors are expected to leave the facilities in a clean and acceptable condition, for example:

- Please clean and disinfect all food preparation areas before and after use
- Please remove all food from the fridges and freezers and wipe out
- Clean the top of the cooker, take out all oven trays to clean and replace
- Sweep and mop the floors
- Remove rubbish and put in the large bins in the inner car park
- Please wipe and stack tables and chairs as they were found on arrival

Please leave the site as clean as you found it!

Heating and Lighting

Please ensure you have checked that all heating and lights have been turned off, if you have hired a building, before you leave.

Keys and Folder

Please return to the office on departure. If the office is closed please leave the folder in the black box outside reception, and post the keys in the letterbox on the outbuilding next to the green field gate.

Feedback

Please click here to tell us about your visit, your feedback and comments are very important to us.

In an Emergency

Familiarise yourselves with the Fire Information for each building. Please remember there is NO SMOKING anywhere on site.

- If an alarm sounds and you ***know*** what has caused it, EVACUATE and contact centre staff.

- If an alarm sounds and you ***do not know*** what has caused it, EVACUATE and call the fire brigade, meet them in the car park and escort them to your building. Please then call the centre staff.

Please give the emergency services our address:

The Hill End Centre, Eynsham Road, Farmoor, Oxford, OX2 9NJ

Hill End 'out of hours' contact number - 07598 720934

A responsible adult should go to the field gate next to the inner car park to meet the emergency services. If access into the field is needed in an emergency, there is a spare gate key in a red smash box behind the large welcome sign in the car park.

Please ensure that people within your group with additional needs have an assigned helper to direct them during an emergency situation. Anyone with PEEPs (Personal Emergency Evacuation Plan) should follow their plan as intended.

Emergency Contact Numbers

Ambulance	Emergency	999
	Non-emergency	111
Police	Emergency	999
	Non-emergency	101
Fire	Emergency	999

Health and Safety

Safeguarding

Safeguarding is our primary aim. Please remember you are responsible for the children in your care. Please ensure they are supervised at all times including break times. We ask that adults are identifiable to their specific group. If any additional adults join your group, they need to be met at the entrance by the group leader.
Hill End Safeguarding posters are displayed in each building.

First Aid

First aid is the responsibility of the group leader. You will need to bring a first aid kit with you and arrange for a qualified first aider during your visit.

Medicines

The group leader has the responsibility for the visitors in their care. Hill End staff will not assist with the administering of any medication.

Defibrillator

An AED defibrillator is situated on the outbuilding next to the green field gate (corner of car park)

Infection control and notification

If any of your party suffer from any of following symptoms during their visit you must notify a member of staff immediately:

Diarrhoea; Vomiting; Stomach cramps or pain; Nausea; Fever.

Those responsible for such an individual must ensure that they seek medical treatment from a doctor or GP as soon as possible. Anyone suffering from such symptoms must leave the site as soon as reasonably practicable. Ideally they should have as little contact with others as possible and have their movement restricted while on site.

Unfortunately, if any of your party are suffering from those symptoms before arrival on site we will not be able to accept them.

Electrical safety

All of the Portable Electrical Equipment at the centre is PAT tested annually. If you wish to bring electrical equipment onto the site this must have a current PAT test certificate. This will normally be supplied if you hire in equipment, but it is the group leader's responsibility to ensure that personal electrical equipment, such as mobile phone chargers, are compliant.

Group Insurance Requirements

Groups visiting Hill End are required to check or arrange their own Public Liability Insurance; we have the right to request and retain a copy of this if required.

Risk Assessments

Hill End has in place all risk assessments for the site and activities it leads and is subject to an independent annual Health and Safety inspection. In accordance with the Outdoor Education Advisers Panels' National Guidance for Educational Visits, Hill End does not send out its risk assessments but assures users that they are in place, and staff are happy to discuss any aspect of the site and activities to assist visitors with producing their own risk assessments.

Traffic Control

Vehicles must be left in the car park, unless an arrangement has been agreed with us in writing prior to your visit. Any vehicle allowed by us onto the site must drive at 5mph and with hazards on and return to the car-park immediately after access. Children must not play in the car par or driveway. Groups are advised not to walk along the Eynsham Road, this is forbidden to Oxfordshire County Council groups by order of the authority.

Security

Please ensure any buildings hired are locked when not in use and any valuables are carried with you.

Campfire Guidance

We welcome campfires at Hill End as part of group activities. We ask that they are restricted to specific areas with firepits on site.

We have sacks of firewood for sale or you can bring your own – we ask visitors not to forage for firewood on site as it damages our woodland habitats.

Campfires self-led by groups should be fully risk assessed and the competency of staff leading it should be agreed by the management of the setting / organisers in advance.

Hill End can offer advice if requested but we are not able to oversee or be responsible for your campfire unless a member of our staff is booked specifically. Groups are responsible for supplying their own kit and safety equipment for campfires.

Have you risk assessed for your group and activity?

Choose a designated fire site – advise Hill End staff that you will be having a fire.

Ensure you have your safety kit to hand – water, fire blanket, PPE, first aid kit etc.

Is the weather right for a fire? Not too windy, not too dry.

Check the fire site, is it clear of trip hazards and overhanging branches?

Preparation! Ensure you have all your resources ready before you light your fire.

Once the fire is lit, ensure a competent adult remains with it at all times.

The fire must be fully extinguished. Please ensure this is done before leaving the area.

Site Map

Far Marsh
Middle Marsh
Top Field
To Higging's Copse
N
Willow Marsh
Cowleaze Copse
Bean Wood
The Medieval Field
Legend
A Office & reception
B Car park
C Toilet block
Dormitories:
E Blue dragon
F Green dragon
G North Dormitory
H Middle dormitory
I High dormitory
J The barn and cookhouse
K Doyle's dome
L Hobbit Huts
M Staff block
N Bushcraft area
O Early years garden & sun dial
P Outdoor cooking area
Q Sensory garden
S World war II garden
T Viewpoint
U Metal mushroom
V pond
W - Junior Challenge Zone
X - Woodland Challenge Zone
Y The Willows
Z Shower block
To Camoor Copse
Long Meadow
Metres
0 25 50 100
Lower field
To Eynsham
To Oxford
Hill End Centre
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GRUNDON

www.grundon.com

WHAT CAN GO IN YOUR RECYCLING BIN?

YES PLEASE		NO THANK YOU	
PAPER	NEWSPAPERS	**PAPER**	ALL BLUE ROLL
	MAGAZINES		HAND TOWELS
	CATALOGUES		
	CARDBOARD		
	PAPER		
METAL	RINSED ALUMINIUM CANS	**METAL**	FOIL
	RINSED STEEL CANS		
PET PLASTICS	COLOURED/CLEAR DRINK BOTTLES		
(ALL EMPTY	CLEAR/BLUE MINERAL WATER BOTTLES	**PLASTIC**	LIDS
AND CLEAN)	CORDIAL BOTTLES		CLING FILM
	OIL BOTTLES		YOGHURT/CREAM POTS
	WHITE/CLEAR BIN BAGS		ICE CREAM CARTONS
			BLACK BAGS
HDPE PLASTICS	COLOURED/CLEAR DETERGENT BOTTLES		
	FABRIC CONDITIONER BOTTLES	**GENERAL**	WOOD
	BLEACH/CLEANING FLUID BOTTLES		POLYSTYRENE
	HAIR CARE/BATH/SHOWER BOTTLES		FOOD WASTE
			TEXTILES

PLEASE PUT GLASS IN THE SPECIAL GLASS WHEELIE BIN NOT THE RECYCLING BIN – THANK YOU!

WHAT CAN GO IN YOUR GENERAL WASTE BIN?

YES PLEASE		NO THANK YOU
PAPER	ALL BLUE ROLL	PLASTERBOARD
	HAND TOWELS	
		LIQUIDS
METAL	FOIL	
		PAINTPOTS (EMPTY OR FULL)
PLASTIC	LIDS	TYRES
	CLING FILM	
	YOGHURT/CREAM POTS/ICE CREAM CARTONS	FLOURESCENT TUBES
	FOOD CONTAINERS	
	BLACK BAGS	ELECTRICAL ITEMS (MONITORS/KEYBOARDS/KETTLES ETC)
GENERAL	**GLASS – IF THE GLASS WHEELIE BIN IS FULL**	CLINICAL WASTE
	POLYSTYRENE	
	FOOD WASTE	SAWDUST OR POWDER
	TEXTILES	
PLASTIC	LIDS	
	CLING FILM	
	YOGHURT/CREAM POTS	
	ICE CREAM CARTONS	