

A to Z of helpful information

A

Accidents	If you have an accident which involves equipment / materials belonging to Radcliffe please notify us with the details.
Agnes	On the Veranda is Agnes the Giraffe, named after the first founder of Girlguiding. She was the Fairfield Division entry to the Croydon Giraffe Trail in 2023. Please do not climb on her.
Animals	Wild animals can be seen on site, (badgers, foxes and deer). Animal faeces may be found on site, please check the site before allowing children outside. Please advise parents to check their daughters for ticks after your visit. A tick removal tool is on the Main Notice board.
Activity boxes	We have a selection of activity boxes – full details can be found on our website. These are free to use but we kindly ask that you check all contents before returning them. If any item is missing or needs replacing please let us know so that we can keep the boxes ready for the next group

B

Batteries	All batteries must be charged using the correct charger for the specific item. Charging of Lithium batteries, such as those used in e-bikes and scooters is not permitted .
BBQ	There is a purpose built BBQ area. BBQ tools are stored in the kitchen.
Bell	There is a door bell on the pedestrian gate which sounds in the main hall.
Bird Feeders	There are multiple bird feeders in the Sanctuary Garden. Seed is provided to refill as necessary. Please use Communication

	Book if store needs refilling.
Boiler Cupboard	This is situated in the kitchen and contains the water and heater switches. The fuse boards and main stop cock. Keys, payment slips and a stepladder.
Break-glass fire points	These are located by each exit. Instructions and the key to reset them, in case of an accidental activation, are by the alarm panel in the entrance lobby.
Bunk beds	The bunk beds are designed for use by one person per bed only. Please ensure young members do not jump up and down on the beds. If you have a wet bed, please ensure it is well cleaned and dried. Do not move the beds from their positions. See also Spare Beds.

C

Camp Fires	If possible, please allow your campfire to die down naturally and rake embers apart. When embers are cold, please sweep area and place in ash dustbin. Water should only be used if fire becomes out of control or winds pick up.
Camping	Hirers with the appropriate qualifications are welcome to camp and make use the indoor facilities. Please ensure all tent pegs are removed and accounted for at the end of your stay, as they can cause significant damage to our machinery. For safety and preservation reasons, please do not attach guy lines to the trees.
Cars	On-site parking is available for seven vehicles. All others must park or drop off on the adjacent roads. There is no parking or drop offs on Harding Close as this causes disruption to our neighbours.
Car-charging	The nearest car charging points are Chepstow Rise or Outram Road.
Cleaning	It is the responsibility of all hirers to ensure the building is cleaned before leaving. A full cleaning schedule is posted on the fridge – please follow it carefully.
Cleaning Cupboard	Off the main hall, this contains the Spare Beds, large brooms,

	vacuum cleaners and drying rack. The key is kept in the Boiler Cupboard.
Coaches	There is no access for coaches on Harding Close or on site.
Communication Book	For minor needs, problems, or suggestion during your visit, please use the Communication Book, which is kept in the kitchen.
Curtains	On departure please close all curtains and blinds.

D

Defibrillator	This is not a practice model. If you do need to make use of it please inform Kim Nicolls 0798 6052364 regarding the circumstances.
Dentist	Contact III for advice
Disabled access	There is level access into the building through the group dormitory which can be unlocked from the inside.
Doctor	Contact III for advice
Doors	On arrival, please check each of the push bar release doors open without issue. To lock, the turn-lock below the bar needs to be rotated. Doors will open from inside when locked. On departure, please walk around the outside of the building and check each door is locked. On the internal doors to the kitchen, hall and main dormitory are 'Dorguards' which are designed to close to prevent the spread of fire. Do not wedge these doors open.
Door alarms	The group dormitory has door alarms. The plug-in sounder is in the hall near the Kitchen Hatch.
Drying	A drying rack is provided in the Cleaning Cupboard. Outside is a rotary washing line with pegs stored in the Entrance Porch.

E

Electricity	The fuse board can be found in the boiler cupboard. Along the edge of the field and on the Veranda are electrical plug points that can be used for outside activities.
Emergency Contact	If you have any urgent issues during your stay, please contact Kim Nicolls 07986 052364
Emergency Phone	In the hallway is a phone that will make emergency calls only.

Entrance Porch	Main entrance and boot room. Contains, Fire Alarm Panel, meter cupboards, washing line peg box, A-sign for traffic.
Extractor Fans	In the group bathroom, for noise control, the extractor can be turned off at the switch overnight. Please ensure extractor fans are used when showers are in use.

F

Fire	In event of evacuation the initial muster point is halfway down the field, by the fence on your right. Once all visitors are accounted for, the group can move to the campfire area at the end of the field. <i>This two-staged procedure is based on our fire risk assessment, as it is a long distance to the campfire area if someone is found to be missing.</i> A responsible adult should proceed to the front gate and direct the emergency services.
Fire Alarm	The alarm panel is found in the Entrance Porch. If alarm sounds, please evacuate building initially before investigating if there is a fire on premises. Instructions on how to reset the alarm are next to the alarm panel.
Fireworks	Fireworks other than sparklers are not permitted without discussion with the Management Committee.
First Aid	Each hirer is responsible for providing their own first aid kit. If you do make use of items from the centre first aid kit, please make note in the Communication Book.
Flag Pole	The flag pole is situated in the Sanctuary at the front of the building. The flag is stored in a drawer in the main hall.

G

Games store	The games store is accessed from the car park. An inventory can be found on our website. Some activity boxes will also be found in here. Please ensure it is left clean and tidy.
Geocaching	There is a trail onsite that requires devices capable of accessing GPS signals or Apps such as Geocaching.com or What//three//words.

H

Heaters	Main Hall: Night time storage heaters. These store heat overnight and release it during the day. They can be turned off in hot weather or the dial on the side controls the release of heat. If you need additional heat during the day, each heater also contains a convector heater which can be boosted by an override button on the left hand side. They work in 30 minute increments. Dormitories: These are convector heaters which are operated by on/off switches and temperature dials. Kitchen: The floor heaters are turned on in the Boiler Cupboard. They work on 30 minute increments.
Hospital	A and E can be found at Croydon University Hospital, 530 London Rd, Thornton Heath CR7 7YE. For non-emergency contact 111 for advice.
Hot water	The hot water tank heats up overnight, when electricity is cheaper. The night switch is in the boiler cupboard. If you run out of hot water during the day an override day switch is in the Boiler Cupboard. 30 minutes gives a good amount of hot water. Please do not leave on continuously.

I

Insects	Due to the environment, we recommend you bring your own insect repellent.
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K

Keys	Keys for use during your stay are kept in the Boiler Cupboard.
Key safe	Keys for accessing the site are stored in Key Safes. The codes will be provided as part of your booking process. After use please return the keys to the Key Safes and ensure they are locked securely.

Kitchen Hatch	To unlock: turn the key and completely pull out the lock on both sides. To lock: Insert the lock, turn the key to the unlock position and push until it clicks into place. Please ensure the Kitchen Hatch is closed overnight or whenever the building is unoccupied.
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L

Lighting	Automatic external lights- these are on a sensor and will come on when light fades. Veranda Lights can be turned on by a switch behind the French door curtains. Dimmable hall wall lights – the controls for these are in the kitchen corridor.
LPG gas cylinders	If you are camping on site and using LPG cylinders please ensure they are used well away from the building.

M

Main Hall	Contains: tables in a rack, indoor chairs, projector screen, Defibrillator, 1st Aid Kit, cupboards storing, Activity Boxes, craft materials such as scissors, tape and felt tips and site flag. There are spare notice boards for hirers own use.
Main Notice board	This is situated in the Main Hall adjacent to the Kitchen Hatch.
Maintenance	If you come across any faults or maintenance issues, please make note in the Communication Book. If it is of an urgent nature, please notify Kim Nicolls on 07986 052364
Management Committee	The site is run by volunteers who arrange all bookings, website maintenance, site maintenance and respond to items raised in the Communication Book.
Mobile phones	There are sockets in the leaders' bedroom which take USB leads, please ensure leads are in good condition and are not left on charge continuously.

N

Nature	The site is designated as a nature corridor and designated areas are out of bounds to preserve the natural habitats.
Noise	There should be no noise externally after 10pm. Guests leaving later are reminded that we do have neighbours.

O

Ovens	The two ovens are normal domestic kitchen type so please plan your menu accordingly. Please note when in use the oven doors and hobs are hot and remain so for some time after turned off. The clock must be set for the ovens to work.
Outdoor Cooking	There are solid concrete bases to work on along the right-hand boundary of the field. Under, and adjacent to the barbeque area you will find two purpose built cooking grills and other materials to build your own altar fires. Behind the wood store, in our outside cooking store, we have now provided 4 patrol cooking boxes, a sharps box (Knives and potato peelers) and buckets and bowls to make outdoor cooking possible without using equipment from the kitchen. There is also a box of fire lighting materials if you forget to bring your own. Please make a note in the Communication Book if this needs replenishing. If the weather has been particularly dry we advise watering around the concrete cooking area. Each cooking area should have a fire bucket before starting your activity.

P

Parking	The A-sign should be placed at the end of Harding Close during drop off and pick up times to advise that access is restricted. Free parking on Radcliffe Road is available on Sundays and after 5pm. At other times chargeable bays are in operation.
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	Behind Radcliffe, free parking bays are available on the surrounding roads.
Payment	All payments should be made on leaving the site or within 24 hours if by bank transfer. Any failure to pay will be followed up initially with the hirer and then via the units County Commissioner.
Personal Emergency Evacuation Plan (PEEP)	This can be found on the Girlguiding website and should be completed for all visitors who may need assistance getting out of the building in an emergency.
Portable equipment	All equipment bought on site e.g. projectors, laminators, speakers should be in good condition and preferably electrically tested beforehand.
Post-box	Situated by pedestrian gate, the key is situated in the Boiler Cupboard.

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Rubbish	Although we have provided separate bins to help you to sort your rubbish, it is the responsibility of all hirers to remove all rubbish from site at the end of their visit.
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S

Sanctuary	There is a small quiet garden to the front of the building with bench seating.
Sanitary	There are individual bins in each cubicle. These should be emptied and replacement bin liners installed at the end of your visit. There are also emergency sanitary supplies in the dormitory and Leaders' bathrooms.
Security	At time of booking, you will be given the Key Safe codes to gain access to the building, please do not share. Once all your visitors are on site, we recommend closing the external gates.

Showers	There are three showers. Please bring your own shower mats for safety.
Spare beds	You will find 10 additional fold up beds in the Cleaning Cupboard that can be used in the hall area. Maintain access to emergency exits at all times.
Smoking	Any hirer who needs to smoke or vape are asked to leave the grounds. Any waste should be responsibly disposed of.
Supermarkets / delivery	There are several supermarkets within easy reach and many of the main ones deliver to site. Please try and arrange your delivery slot near to your arrival time.

T

Tables and Chairs- for outside use	If you wish to use tables and chairs outside , please use those found in the green storage containers at the forest end of the building.
Tap	There is an outdoor tap at the rear of the building with a store of water buckets.
Ticks	A tick removal tool is on the Main Notice Board.
Trees	We carry out weekly checks of the trees on site. However, if you arrive after a period of high winds or if strong winds occur during your stay, please conduct a walkthrough of the grounds before allowing young members to play outside.

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V

Veranda	This covered area has an outdoor table and benches. The light switch is in the Main Hall. There is also a mop drying area, power point, outdoor broom store, large clock and Agnes.
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W

Water	The stop cock can be found in the Boiler Cupboard. This will turn off all the water in the building except for the kitchen sinks which have individual on/ off switches in the cupboards below.
Wi-Fi	We offer free Wi-Fi – the code can be found on the leaders notice board in Leader bedroom 2.
Wood	There is a supply of wood in the wood store next to the

	campfire circle. Dry, dead wood can also be collected from the forest floor.
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