



GUEST CODE OF CONDUCT

At JCA we wish to ensure that all guests have a positive experience whilst at our centres and as part of our booking procedures, Party Leaders are responsible for the discipline and supervision of their party. The following points form part of our conduct agreement for visiting guests, and it is the Party Leader's responsibility to ensure that all members of the party comply.

It is the responsibility of the Party Leader and senior staff with the group to ensure that all accompanying adults have had sufficient safeguarding checks carried out prior to arriving onsite.

General behaviour

- Please behave with consideration towards other groups, the activity equipment, and the centre facilities.
- Guests will be taken on a site tour and made fully aware of any restricted or out of bounds areas. We kindly request that these areas are kept away from for your group's safety - this includes playing on activity bases without the supervision of a JCA instructor.
- Help to keep the JCA centre tidy - please dispose of any rubbish in the litter bins located around the centre.
- Party leaders should not allow any possession or consumption of alcohol on centre by any guests under the age of 18.
- The Orangery Bar is strictly for over 18s only.
- We kindly request that all guests reduce their noise from 9pm.
- Smoking is only permitted in the allocated areas.
- Anti-social behaviour displayed by any guest will not be tolerated.
- The Party Leader is the main contact for your group and as such is responsible for all party members.
- We request to be notified if any of your group leave the centre for any reason.

Accommodation behaviour

- Guests should only enter the rooms or accommodation block allocated to them.
- We request that all accommodation rooms are kept as tidy as possible, and any litter or rubbish is disposed of in the bins provided.



ROLES & RESPONSIBILITIES

To ensure that students and adults alike have the best possible experience and the most fun at JCA, the Party Leader should ensure that all accompanying staff are aware of their roles and responsibilities prior to your group's journey.

Party Leader/Assistants Roles and Responsibilities:

- While our instructors are responsible for the safe delivery of the activity sessions, the Party Leader and accompanying staff are 'in loco parentis' and are therefore responsible for the students' welfare and behaviour.
- Party Leaders and accompanying staff are asked to accompany each group during an activity session to deal with any behavioural issues that may arise. This ensures the JCA instructor can stay focused on the rest of the group.
- For activities such as climbing, abseiling or archery, Party Leaders and accompanying staff are required to supervise the non-active participants, allowing the instructor to focus on one-to-one coaching.
- During activities, Party Leaders/assistants are to ensure the students have the correct clothing and footwear and that they bring required medication to each activity.
- Party Leaders and accompanying staff have full responsibility for their groups during non-activity times such as mealtimes, free-time and at bedtime.
- During free time, the students must stay away from activity areas or out of bedrooms unless told otherwise by a leader.
- To ensure that issues are efficiently resolved we request that matters of a serious nature be communicated by Party Leaders to a JCA Manager.

JCA Instructors Roles and Responsibilities:

- Follow the JCA Activity Standards and Procedures to ensure that each activity is run safely.
- To ensure that all members of the group can participate in activities safely.
- Work with leaders to re-enforce positive behaviour, but are not able to directly discipline the children.
- While JCA instructors are responsible for the safe delivery of the activity sessions, the Party Leaders/assistants are ultimately responsible for the children's welfare.

For more information, feel free to browse our FAQ page on: <https://www.jca-adventure.co.uk/about-us/faqs>