

Advice for districts and large groups booking Moor House



If you're a large group or district, here's a handy guide to help you make your adventure at Moor House really successful.

The process:

- **As soon as you can** – get in touch with us by emailing bookings@moor-house.org.uk or phoning 0191 584 1703 (option one) with:
 - Your proposed dates (might be best to have a few dates in mind)
 - Your estimated numbers of adults and young people
 - What facilities you need. For example the house, camping, marquees and cabins
 - Any activities you want and whether you need instructors or will be self-leading them. If you're self-leading, we'll provide you with a SOP for the activity
- **Agree the booking with Moor House** – the team will discuss your booking with you and (subject to availability) send you an outline of the booking from our booking system. Please check the information in detail to make sure everything is correct and then reply to confirm the booking.
- **Pay the deposit** – you'll receive an invoice from us for 20% of the total estimated value of the booking, to be paid when confirming the booking.
- **If anything changes** - if your numbers change or you need more or less activities, let our booking team know as soon as you can. The earlier you let us know, the better the chances of us being able to accommodate your changes.
- **60 days before** – we'll send the final invoice based on your booking.
- **Enjoy your day!** Make sure you get in touch to arrange your arrival. Let us know when you are planning to arrive and report to reception to let us know you are here.
- **When you're finished** – you'll receive a feedback questionnaire from us and we'd really appreciate it if you could take some time to complete. Also, let us know when you're leaving as it would be good to wave goodbye.

Some things to consider:

- **Exclusive use** – we have lots of customers using Moor House all of the time and so there will be other customers on-site when you visit. It's therefore really important that you let us know what you need as soon as possible so we can accommodate you. It's really annoying when we can't book what you want.
- **Flexibility** – we understand that it's difficult when you first contact us to predict exactly how many people you'll be bringing or what activities you need but please try to confirm these as soon as you (no later than

60 days out from your event). Also please remember, we book things on a first-come-first-served basis so we may not be able to accommodate you if you leave things too late. On the other side of the coin, please don't overstate your estimated numbers or over book activities – it stops other groups from being able to come and means things go unused.

- **Over 100?** Don't forget to complete an event plan as required by POR.
- **Activity instructors vs. self-leading** – providing they meet the relevant criteria, you're welcome to use your own instructors to provide activities at Moor House. These need to be notified to us in advance and please bear in mind that we'll need to complete an orientation when you arrive, prior to the activity starting.
- **Traffic management and car parking** – we can't open the layby outside Moor House apart from when we have a Traffic Order in place from Durham County Council and the appropriate traffic management. So it's worth you having a think about how you are going to get people on and off site, bearing in mind there may well be other people around. Some options to consider:
 - **Less than 100** – no need to do anything special
 - **Over 100** – use some volunteers to implement a one-way system on the drive (you'll need some two-way radios) to park cars and organise a quick and effective drop off of young people.
 - **Over 250** – Ask us to open the top layby gates and use the layby as a car park. You'll need some volunteers to man this effectively, with cars coming in the top entrance and parking up in the layby.
 - **Over 400** – come and speak to us, as you'll probably need to put some bespoke traffic management in place.

And of course, encourage car sharing and the use of minibuses and coaches as the first preference.

- **Special equipment or staffing requirements?** Moor House is incredibly busy and so if you need anything special such as extra chairs, equipment from buildings/compounds, tractors or power, this all needs to be arranged in advance as there will probably be no one around on the day to help if you haven't told us. Please also tell us all your requirements together in one go.
- **Come and meet us!** It would be worth setting up a meeting with us to run through your event so we're all on the same page. Drop us a line at bookings@moor-house.org.uk to get something arranged.