

Visit information

Visit Bookings

With the exception of SEN tours, all bookings are now taken online as this is the fastest way to collect the information we need to arrange your visit.

Numbers and charges

When making a booking, please be realistic about visit numbers. We will invoice you after the visit for the numbers who actually attend, unless this is below 80% of the numbers booked in which case you will still be charged for 80% attendance.

If you let us know about any changes in expected numbers within 14 days of the visit we will be happy to adjust the charge to match your revised numbers, although the 80% rule on the day will still apply.

Booking Cancellation

Cancellations made within 1 month of the visit will be liable for 50% the initial booking fee. If visits are cancelled with less than 24 hours notice, the full booking fee will apply.

Organisation

All tours start with an introduction for everyone, after which visitors are split into small groups who are led around the scenarios by a trained guide/presenter. After each tour, groups come back together for a plenary session. Depending on the programme this can take the format of an interactive quiz, an evaluation or simply a discussion about what has been learnt, along with the opportunity to ask questions.

Drinks

A water filter is available if needed, however visitors need to bring their own bottles. Free tea and coffee facilities are provided for use of accompanying staff.

Toilets

As the tour is tightly timed, toilet visits during the tour, although possible, mean that parts of the tour are missed. We therefore ask all visitors to use toilets on arrival.

Lunch

We can provide you with space in which visitors can eat packed lunches. Please indicate this when you book.

Personal belongings

Visitors are discouraged from taking bags and coats around the scenarios. These can be left in the conference or presentation rooms, which can be locked. Safeside can however take no responsibility for valuables. Lockers are provided for adult visitors.

Mobile phones

Mobile phones must be on silent at all times. All visitors, including accompanying staff, are asked not to answer calls during tours except for genuine emergencies, as this is very disruptive.

Groupings

For school bookings we ask that teachers do not group children before the visit. Our experience is that it is more effective for us to group children at random on arrival. Teachers are often surprised at how well children work together in this very different environment. However, after grouping, the Lead Guide/Presenter will ask the visit organiser if there are any groupings which need small adjustments.

For youth groups and adult visits we can arrange groups more informally on arrival with the visit organiser.

Labels

Visitors are provided with a Safeside label on which they write their first names to aid discussion on the tour.

Special Needs and Medical Conditions

Please inform us on booking of any special requirements such as mobility or sensory impairment and we will do our best to adapt for this.

Special circumstances

If you are aware of any personal issues relating to the programme coverage, please let us know. For example, it would be helpful to know if a visitor has recently experienced a house fire or a road casualty bereavement. The same messages will be communicated, but knowing in advance can help our guides/presenters to adapt the tour and be prepared.

Accompanying staff

For most tours, teachers and other staff will be assigned to one of their visitor groups. Organisers are free to ensure that all groups are accompanied by their own staff, but this is not a Safeside requirement for mainstream visitors. For some SEN or other groups we may request that staff supervise each tour in addition to our guides/presenters. All guides/presenters can contact the office for assistance during a tour if there are any problems.

If going on the tour, we ask that staff remain with a single group and do not move around the scenarios independently. This means that they see a full tour and do not cause disruption. The only exception would be if you wish to take photographs of different groups. Please check with Reception and if a second school is in ensure you take photos only of your own children.

On mainstream visits, if your staff have already been to Safeside before and do not wish to do the tour again, they are free to use our staffroom and the tea and coffee facilities for the duration of the tour. All accompanying staff are requested however to attend the introduction and plenary sessions. For classroom sessions a member of staff must be present at all times.

Questions?

For Eastside programmes please phone 0121 380 6429 or email safeside@wmfs.net

For Handsworth programmes please phone 0121 380 7566 or email safeside.handsworth@wmfs.net

Book online now at www.safeside.org.uk