



## frequently asked questions

### **How will I find you?**

With your confirmation, we will send you directions including a post code for SatNav. Signs will lead you in over the final mile. The access track and car park can accommodate mini coaches of up to 16 seat capacity.

### **How young can you be?**

For 4x4 and Quads, you need to be at least 16years old. Children of 12yrs – 15yrs can take part in other activities with parental consent. A form can be provided in advance or on the day for completion.

### **What do I need to wear?**

Dress for the Scottish weather and presume the worst and hope for the best! Stout outdoor shoes or trainers are best. If you are taking part in quads, we will provide wet proof jackets and trousers and jackets to keep your own clothes clean. We have boy / girl changing rooms so you change on site. Sorry, no showers!

### **Are you insured?**

Yes, we carry £5m of public liability.

### **Is it safe?**

For any adventurous outdoor activity there is an element of risk but we do all we can to minimise this. Using well maintained equipment with qualified instruction and supervision together with risk assessments and safety procedures all contribute to a safe experience. But we also rely on you the participant to do as instructed and behave sensibly!

### **What happens when we arrive?**

You will be welcomed by your Activities Manager over a cup of coffee or tea and asked to complete a H&S / Disclaimer form. You will then be briefed on the format, provided with safety instructions and issued with any safety gear you need. For groups you will be organised into teams and led out to your first activity. For groups, from arrival to starting your first activity, allow 30 minutes.

### **Are the instructors qualified?**

Yes. All instructors will be trained, qualified and experienced in their respective activities using nationally recognised qualifications.

### **Is there first aid cover?**

Yes. At least one instructor will be St Andrews HSE First Aid Qualified with a full first aid kit at the Hub.

### **Can I get lunch?**

Lunch for groups of ten or more can be organised at a cost of £10pp. Smaller groups can be catered for with a small supplementary charge. Lunch should be pre ordered at least 48 hours in advance and you need to let us know of any special dietary requirements at the time of ordering. The cost of lunch should be pre paid.

### **Do you serve snacks?**

Yes. Coffee and tea are complimentary with a selection of snacks on sale.

### **Is it competitive?**

For group bookings, we will run the activities competitively and provide winners medals for best performances.

### **What's included in the price?**

Qualified instruction, all activity equipment, safety wear for that activity, protective clothing for quads, coffee, tea, first aid, insurance, winners medals (for groups).

