



Little Crosthwaite, Keswick, Cumbria, CA12 4QD.
General Enquiries (017687) 72255 E-mail: bookings@calvertlakes.org.uk

GROUP ORGANISER'S INFORMATION

Our prices include full board meals, accommodation, use of equipment, transport during your stay, and instruction in all Centre activities. The Lake District Calvert Trust does not offer respite care. Groups should be independent in terms of care and supervision. A member of the instructional staff is on duty at all times, including overnight.

GROUP SIZE POLICY -The minimum group size is 12 including staff/supervision (for smaller groups please call our bookings team to discuss Families and Individuals rates) with prices then changing in increments of 6 i.e, 18, 24, 30 etc.

CONFIRMED BOOKINGS - Provisional bookings can only be held for one calendar month.

To confirm your booking please forward a non-refundable deposit of £50 for each person attending accompanied by your booking form for the group. A request for the balance will be issued 12 weeks before your course, and this is payable 8 weeks prior to your course commencing.

CANCELLATIONS - On receipt of confirmation of your booking, you will be liable for the following charges, if the booking is subsequently cancelled. Cancellations received in writing:

-more than 12 weeks prior to course commencing	Deposit only
-between 12 and 8 weeks prior to course commencing	50% of fees due
-between 8 and 4 week prior to course commencing	80% of fees due
-less than 4 week prior to course commencing	Full Payment

INSURANCE - Cancellation insurance is strongly recommended. The Lake District Calvert Trust holds Public Liability Insurance with an indemnity of up to £5,000,000 for any one incident, but this is only relevant where the Calvert Trust is negligent. It does not include the personal accident/effects cover that is included in most personal insurance agreements.

TRAVEL - Visitors may be collected by our staff at Penrith train or coach stations, but a charge of £44 per trip per vehicle will be required. Pick-ups from Keswick are free. Please call 017687 72255 to book.

ARRIVAL AND DEPARTURE - Please aim to arrive around **4pm on your day of arrival and depart by 10am on your final day. For weekend courses finishing on the Sunday we would request you leave the site by 4.30pm after the last activity.** Different arrangements can be catered for, but please telephone in advance to discuss. Bear in mind parking on site is very restricted as is the turning space for large vehicles.

MEDICAL DECLARATION - As many of our outdoor activities can be demanding, we must be informed before your visit of all medical and physical conditions that may require special consideration, especially notifiable health problems. A medical information form will be provided, and **MUST** be returned a minimum of 2 weeks prior to arrival by all participants.

AIDS AND MEDICATION - The Calvert Trust has been specially converted for use by people with disabilities, but ideally please bring your own personal aids with you. Please note any medication you require and its dosage on your medical form, and bring enough for your stay. We can provide a lockable mini-fridge for cold storage of medications in your room, but this must be booked in advance of your visit, and must not be used for any purpose other than storage of medicine.

CATERING - We are able to cater for gluten-intolerance, lactose-intolerance, vegetarian, vegan and other assorted medical diets if notified in advance. We do not have the facilities to provide strict Halal or Kosher food, but suitable vegetarian options can be provided.

BEDROOMS - All bedrooms have en-suite facilities. Duvets, pillows, sheets and waterproof mattress covers are provided. Hoists, cot sides and raisable beds are available if needed, but please let us know what you require in advance. There are free laundry facilities on site. Please note that towels, soap and detergent are not provided.

VALUABLES – Bedrooms are all lockable, and you will be issued a key on your arrival upon request. Bedroom storage units are not lockable. Should you require safe storage of personal items/monies, we do have a lockable floor safe in reception and a wall-mounted lockable storage facility for visitors' possessions. You will be asked to sign each time you access these facilities. For administration purposes, you are requested to restrict your access to these facilities to reception open times (9-5, 7 days a week).

COMMUNICATIONS – Mail can be addressed to you directly c/o Lake District Calvert Trust, Little Crosthwaite, Keswick, Cumbria, CA12 4QD. The residential rooms do not have telephones or televisions. There are televisions in our sitting room and games room. There is a payphone for visitors' incoming and outgoing calls, situated adjacent to the sitting room. The telephone number is 017687 72254. There is mobile phone reception at the centre but this is unreliable. Alternatively, incoming calls and messages during the day can be passed on to you through our reception office, 017687 72255, which is open 9am – 5pm, 7 days a week. Please note that the bookings office is only open during office hours Monday – Friday. A Wi-Fi internet service is available to those visitors who wish to bring their devices. See the receptionist for username & password information so that you can log on.

DAILY ROUTINE (approximate & subject to change)

8.30 am	Cooked English breakfast
9.30 am	Activities commence (bearing in mind the special needs of some groups)
Lunch	Packed Lunch (on or off-site)
5.00 pm	Return to Centre
6.00 pm	3-course evening meal
7.30 pm	Evening activities (when programmed)

Hot drinks (including tea and coffee), toast and cereals are available at all times, free of charge.

FACILITIES – We have a large games room (pool, darts, table tennis etc), television room, tuck-shop, library/quiet room, indoor swimming/hydrotherapy pool, sauna and sports hall situated on our main site. The swimming pool is used by non-residential swimmers, but residential visitors are free to use the pool between 4.30pm – 5.45pm, and from 6.45pm onwards, 7 days a week. This can be arranged with your group instructor.

KIT LIST - Waterproof clothing, walking boots and rucksacks are provided if needed, but you are welcome to bring your own. Please bring your own toiletries and towels. A full list of suggested kit is on our 'Visitor Information Sheet'.

HOW TO FIND US

Exit Junction 40 off the M6 onto the A66.

Take the A66 from Penrith towards Keswick (sign-posted Cockermouth, Whitehaven & Workington).

Remain on the A66 until you reach the Crosthwaite roundabout that joins the A591.

Turn right at this roundabout, heading towards Carlisle on the A591 – you will see historic house signs for Mirehouse, which is about ½ mile beyond the Calvert Trust.

The Centre is situated 3 miles up the A591 on the right-hand side of the road. You will see the signs.

Please be aware that the turning onto the Calvert Trust site is partially hidden and is sudden.

MAPS - Relevant maps are the Ordnance Survey Landranger Series 1:50,000 sheet No. 90 and Outdoor Leisure Map 4 1:25,000 NW Lakes or Lake District Tourist Map 1:63360. The Centre is at Grid Ref.: NY234276.