



Stubbers  
Adult & Corporate



**ADVENTURE  
ACTIVITIES FOR...**

**ADULT &  
CORPORATE**

FOR MORE INFORMATION  
CHECK OUT THE WEBSITE;  
**[WWW.STUBBERS.CO.UK](http://WWW.STUBBERS.CO.UK)**

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# WELCOME TO **STUBBERS TRAINING LIMITED**

The **Adult & Corporate Division**  
of Stubbers Adventure Centre

You are in the right place for:

- Corporate Days Out
- Team Reward Events
- Client Entertainment
- Training Day Breakout Sessions
- Adult Parties, Stags and Hens
- Adult Groups and Friends
- National Governing Body Courses

For **Children and Family Events**  
please see:



For **Schools and Youth Groups**  
please see:





**“TEAMS THAT  
PLAY TOGETHER,  
WORK TOGETHER”**



ABOUT STUBBERS TRAINING LIMITED

## ADVENTURE AWAITS...

We have been providing adventurous activities to a wide range of clients for over 20 years, and pride ourselves on delivering the highest possible standards of entertainment, safety and learning outcomes. We would like to invite you to join us here at Stubbers and share in the excitement.

Based just outside Upminster in Essex and only 20 mins train ride from the City, we are in a prime location for those looking to enjoy the full outdoor experience without the need to travel to remote areas of the country.

All profits made from your booking are donated to the work of our not-for-profit charity Stubbers Adventure Centre, bringing outdoor adventure to youth organisations, schools, and special needs groups.

Our team is here to give you a fantastic experience, and with over 30 activities to choose from, there is truly something for everyone. So don't delay, contact us today see how we can make your adventure a reality.

### TEAM BUILDING THAT ACTUALLY BUILDS TEAMS

Effective teamwork is a corporate culture that should exist on a daily basis, at every level. Team building is not a dirty word, it should have tangible, long lasting benefits, and certainly shouldn't be something that only happens once a year. If you can identify the needs of your team, we can do the rest!

- Are there conflicts between certain people that are creating divisions within the team?
- Do team members need to get to know one another?
- Does poor communication slow the group's progress?
- Do people need to learn how to work together, instead of individually?
- Are some members resistant to change?
- Does the team need a morale boost?

### PRINCIPLES OF TEAM BUILDING

We reckon we've got a pretty good understanding of team dynamics, and thrive on seeing our clients reach their full potential. Our approach is based on some simple principles:

- Above all, Fun!
- No team member left behind - Teams that play together, work together.
- Challenging - to everyone's level.
- Engages the whole team at the same time.
- Everyone contributes, and all contributions are valued.
- Success is recognised and rewarded.
- Our trainers endeavour to help you identify needs and realise your strengths.



**“WE LIAISE CLOSELY  
WITH YOU BEFORE THE  
EVENT TO MAKE SURE  
WE FULLY UNDERSTAND  
YOUR TEAM’S NEEDS”**



## YOUR ADVENTURE OPTIONS...

We have worked with some fantastic teams over the years who have helped us discover the recipe for great team build events and away days, allowing us to develop some highly innovative, valuable and enjoyable programmes to suit everyone.

Whether your aim is simply to have a little fun away from the office, or to focus on key performances and outcomes, Stubbers is the right place for you. We will liaise closely with you before the event to make sure we fully understand your team's needs, and we can develop the programme accordingly.

After a warm welcome on the day, tea and coffee in The Summit Room, and a motivating chat from your event manager, we'll deliver a fantastic team adventure that will make for some truly memorable moments.

**TEAM  
ADVENTURE  
DAYS**



**THE  
GREAT  
ESCAPE**



**OPERATION  
LIVEWIRE**



**VIP  
RESCUE**



FIND OUT MORE...  
**SEE PAGES 8-15**

“EVERYONE HAS THEIR OWN  
**COMFORT ZONE**, BUT WE ALSO  
UNDERSTAND THAT **GREAT**  
**THINGS CAN HAPPEN** WHEN  
YOU STEP OUT OF THEM”







# TEAM ADVENTURE DAYS

## BECAUSE YOU'RE WORTH IT!

We reckon there is an adventurer in all of us bursting to get out, no matter how deep it may be hidden!

We've got the equipment, the instructors and the passion to see people surprise themselves with what they can achieve. We want your team to have a fantastic shared experience that you can draw upon back in the workplace.

Immerse yourselves in adventure with a selection from over 30 great activities. How about an intense skirmish on the Lasertag battlefield, a race to victory on an improvised raft, or some fiendish problem-solving on our Team Challenge arena?

We appreciate everyone has their own comfort zone, but we also understand that great things can happen when you step out of them. Our experienced staff will take care of the safety so you can focus on simply enjoying yourselves.



### WORTH KNOWING:

- Each activity lasts 90 minutes, including safety briefings and equipment fitting.
- Groups of up to 10 participants per Instructor.
- Depending on the team size, if you want all groups to do the same activity at the same time, please contact us for details.

Example Programme:

TEAM CHALLENGE	ARCHERY	LASERTAG	RAFT BUILD
09:15 - 10:45	11:00 - 12:30	13:15 - 14:45	15:00 - 16:30
<b>FULL DAY</b>			
<b>HALF DAY A.M.</b>		<b>HALF DAY P.M.</b>	

For prices and activity choices, please see page **20-23**

“A FAST PACED AND FUN  
TEAM BUILDING DAY”





# THE GREAT ESCAPE

## ESCAPE THE OFFICE!

We were given the task of creating a physically active team day where everyone works towards a common goal, and making sure each member is appropriately challenged.

It was a tough brief, but it resulted in the creation of our most popular and longest running team event.

Ideal for groups of around 20-40 participants, this is a fast paced and fun team building day that focuses on the skills each member contributes in a pressurised situation, testing effective team communication, coordination and cooperation.

The programme involves a good deal of grit and determination, but of course we will look after you throughout the day and no one will be put in a position that they cannot cope with or enjoy.



### WORTH KNOWING:

- The Great Escape involves water, obstacles and elements that some may find strenuous. Our staff can advise on how best to participate on a level that is comfortable for each individual.
- The full programme is most effective with a minimum of 20 participants. Smaller teams will benefit from a slightly different version.

Typical Programme:

<b>09:00 +</b>	<b>ARRIVAL TEA/COFFEE AND INTRODUCTION</b>
<b>09:30 - 10:00</b>	<b>WARM UP EXERCISE (ACCLIMATISATION PHASE)</b>
<b>10:00 - 10:45</b>	<b>TEAM CHALLENGE ACTIVITIES (TRAINING PHASE)</b>
<b>10:45 - 12:00</b>	<b>GREAT ESCAPE (PREPARATION PHASE)</b>
<b>12:00 - 12:30</b>	<b>ASSAULT COURSE (FITNESS TEST)</b>
<b>12:30 - 13:15</b>	<b>LUNCH</b>
<b>13:15 - 15:30</b>	<b>"THE GREAT ESCAPE"</b>
<b>15:30 - 16:00</b>	<b>DEBRIEF</b>

For prices and activity choices, please see page **20-23**



“FOCUSES ON A TEAM’S  
ABILITY TO **COMMUNICATE**  
**EFFECTIVELY IN HIGH-**  
**PRESSURE SITUATIONS”**



# OPERATION LIVEWIRE

## LET YOUR BUSINESS BOOM!

So, this incredible, highly sophisticated programme came about with a request for an event that really focuses on a team's ability to communicate effectively in high-pressure situations.

We answered the call, and Operation Livewire was born.

Ideally suited to teams of 12-20 participants looking to develop and fine tune their systems of communication to increase efficiency in the workplace, particularly for teams that work remotely. The programme has all of the excitement of our other events, with a little less physicality, making it a great option for those who enjoy a more cerebral challenge.

You will face a fiendish plot to destroy the world's infrastructure and a number of devices to disable. Gather your team, Stubbers need

**?** **WORTH KNOWING:**

- Minimum 10 participants.
- A version of Operation Livewire can be brought to a location of your choice. Please see Stubbers Mobile on page **17** for details.

your help to save the modern world from being sent back to the dark ages. And of course have a ridiculous amount of fun at the same time.

Typical Programme:

09:00 - 09:30	ARRIVAL TEA/COFFEE AND INTRODUCTION
09:30 - 10:00	WARM UP EXERCISE (APTITUDE TEST)
10:00 - 13:00	M15 RECRUITMENT (TRAINING PHASE)
13:00 - 13:30	LUNCH
13:30 - 13:45	OPERATION LIVE WIRE - MISSION BRIEF
14:15 - 16:30	OPERATION LIVE WIRE - MISSION LIVE
16:30 - 17:00	DEBRIEF

For prices and activity choices, please see page **20-23**



“4X4’S, GUN’S AND  
A VIP TO PROTECT.  
THIS PHYSICAL  
AND ANALYTICAL  
CHALLENGE HAS IT ALL”





**NEW FOR 2017...**

## VIP RESCUE SECURING SUCCESS!

We had a ridiculous amount of fun playing with VIP Rescue, receiving training in close protection techniques by professionals from the private security sector, which allowed us to develop a truly immersive programme for teams looking to enhance their decision-making, effective planning and leadership skills.

You'll be excused for getting caught up in the moment, but rest assured we'll make sure you not only have a fantastic day, but also have some solid outcomes to take back to work with you.

VIP Rescue has plenty of variety, challenges, and opportunities for taking on different team roles. A deceptively simple programme that will keep you engaged throughout, with a great mix of physical and analytical challenge to cater for all tastes.

Typical Programme:

09:00 - 09:30	ARRIVAL AND WELCOME
09:30 - 09:45	BRIEFING
09:45 - 11:15	CLOSE PROTECTION FOOT DRILLS
11:15 - 12:30	ARMED TRAINING
12:30 - 13:15	LUNCH
13:15 - 14:30	CLOSE PROTECTION VEHICLE DRILLS
14:30 - 14:45	BREAK
14:45 - 16:15	VIP RESCUE
16:15 - 16:30	DEBRIEF
16:30	DEPART



### WORTH KNOWING:

- Minimum 10 participants.
- Drivers must bring a full driving license with them on the day.

For prices and activity choices, please see page **20-23**



“A TRULY **VALUABLE TEAM BUILD SESSION** IS LESS ABOUT THE WHAT AND MORE ABOUT THE HOW”





# STUBBERS MOBILE COMING TO AN OFFICE NEAR YOU!

Over the years, we have collected some incredible team build resources, and thoroughly enjoy the opportunity to test them out on our own team. We would love to share our experience with you.

Our games are based on simple concepts, allowing you to really focus on the task and produce some fantastic learning outcomes. We believe the secret of a truly valuable team build session is less about the 'what' and more about the 'how'.

One of our senior trainers will come to your chosen location and facilitate a highly productive and enjoyable event which will have instant impact on your team and your work processes.

- Ice Breakers
- Energisers
- Break Out Sessions
- Promoting Mission Statements

## CHALLENGES TO SUIT ALL OUTCOMES:

- Time Management
- Effective Communication
- Budgeting
- Planning and Strategy

Your facilitators will choose the most appropriate challenges to ensure your desired outcomes are achieved:

- Webmaster
- Nuclear Reactor
- Mexican Railway
- Flying the Flag
- Colourblind
- Minefield
- Key Punch
- Helium Stick
- Images of Customer Service
- Images of Teamwork



## WORTH KNOWING:

- Mobile options can also be included in any of our on-site team build events. Please contact us to discuss details.
- Prices depend on number of candidates and selection of activities. We are happy to provide a no-obligation quote.

Example Programme:

09:00 - 10:00	ICE BREAKERS/INTRO TO THEME OF THE DAY
10:00 - 12:30	TEAM CHALLENGES
12:30 - 13:15	LUNCH
13:15 - 14:30	THE MAIN EVENT
14:45 - 16:15	DEBRIEF

“TEST YOUR **NERVE**, **SKILL** OR  
SIMPLY ENGAGE IN A LITTLE  
**FRIENDLY COMPETITION**”





# ACTIVITY DAYS, PARTIES, STAGS AND HENS

## RELEASE YOUR INNER CHILD!

We pride ourselves on being big kids here at Stubbers, and want you all to come and share in the fun. We'll provide the adventure, you just need to bring yourselves.

Choose from a wide range of exhilarating activities to test your nerve, skill or simply to engage in a little friendly competition. Make a day of it and enjoy a buffet lunch on us, catered by our wonderful Source Coffee Shop.

Our team of friendly instructors will make sure you get the most from your visit and go home with a huge grin on your face. Just browse the list of activities to tantalise your taste for adventure.



### WORTH KNOWING:

- Full Day Adventure Experiences include a buffet lunch.
- Each activity lasts 90 minutes, including safety briefings and equipment fitting.
- Groups of up to 10 participants per Instructor.
- Depending on the team size, if you want all groups to do the same activity at the same time, please contact us for details.

Experience Options:

Choose from full or half days, or book a single experience session.

1	2	3	4
09.15 - 10.45	11.00 - 12.30	13.15 - 14.45	15.00 - 16.30
<b>FULL DAY</b>			
<b>HALF DAY A.M.</b>		<b>HALF DAY P.M.</b>	

For prices and activity choices, please see page **20-23**



## POPULAR ACTIVITIES



### TEAM CHALLENGE

Can your team complete challenges like Area 51, Jungle Rescue, Plumbers Nightmare and Walk the Plank? Your facilitator will be on hand to offer guidance and tips.



### LASER TAG

The most realistic combat game with tense action, great sound effects and plenty of ammo. Teams are challenged by various game scenarios in this fast paced session.



### ARCHERY

Shoot for gold on our outdoor range. Games and competitions make this a great fun activity for all abilities, which is easy to get the hang of and improve your skills.



### RAFT BUILDING

Build it, paddle it, try to stay on it! Our instructors are on hand to advise you on building an improvised raft to take you on a journey around the lake. A popular event, often chosen as the finale to a great day that brings everyone together.



### QUICK JUMP NEW FOR 2017!

Experience the feeling of free fall with our free fall simulator. All you have to do is step off the platform and enjoy the fall!

## LAND BASED ACTIVITIES



### ALL TERRAIN BOARDING

An experience similar to Snowboarding, but on wheels down a grass slope. You will learn how to manoeuvre the board and bring it to a controlled stop. The adventurous nature of this activity does carry with it certain risks, but do not be deterred, we start you off at low level both skill-wise and height-wise, and will only progress you when you are ready.



### RIFLE SHOOTING

Sharp shooting with 0.177 calibre air rifles. It sounds very simple but this is a remarkably absorbing activity that requires self-discipline and patience to do well. You also get to keep your target as a trophy!

## HIGH ALTITUDE ACTIVITIES



### CLIMBING

Providing challenges and fun for all skill levels. You'll tackle either our 13 meter wooden tower with various climbs to be conquered, or our 11 metre concrete wall for a realistic rock climbing experience.



### ABSEILING

Test your nerve as you descend from the top of the Tower. The instructor controls a safety rope so all you have to worry about is enjoying the experience.



### PAMPER POLE

All you have to do is climb to the top of the pole and jump for the trapeze. Easy? You can make the jump in pairs or on your own. Set your own level of challenge in this great activity.



### ADVENTURE PARK

An aerial walkway requiring a fair bit of nerve and some good balance too. Great for challenging fears and supporting your team mates.



### ZIP WIRE

The next step from Adventure Park, an 80 metre zip down from the top of the hill, fantastic!



## TEAM CHALLENGE ACTIVITIES



### TUNNELS

Yes, it's dark, it's damp and it's a tight fit. But you feel great when you have got through. A truly team bonding experience that you won't forget in a hurry.



### CRATE STACK

A great team game. Build the highest tower possible with 2 people stood on the top until it falls over. A true test of balance, coordination, team work ...and fun!



### PIONEERING

We provide you with wooden poles, a bucket of rope, and a challenge to complete. Let's just hope your knots are good enough.



### VERTICAL ASSAULT COURSE NEW FOR 2017!

An assault course, but up! Challenges include: Jacobs ladder, scramble net and pole climb. Two adventurers at a time scale the course belayed by their team.





## WATER BASED ACTIVITIES (APRIL - OCTOBER)



### KAYAKING

The ever popular water sport that need not end in a good soaking. We have a sheltered lake and kayaks suitable for all sizes and experience levels.



### OPEN CANOEING

Open Canoes are ideal for groups with mixed confidence and ability. With two paddlers to a boat they are easy to get in and out of and are generally more stable than a kayak. The challenge is getting your rhythm together.



### KATA KANU

Each Kata Kanu seats up to 6 people and features a sail for added speed downwind.



### SAILING

Our lake is ideal for safe learning and fun sailing. Speed across the lake in our Pico's, learning the lingo as you go. For those with learning or access difficulties we are pleased to provide specialist 'Access 303's' and a hoist for safe, easy access.



### STAND-UP PADDLE BOARDING (MAY - SEPTEMBER)

An introduction to the latest popular way to get onto the water. Stand-up Paddle Boarding combines balance and paddle skills with ludicrous amounts of fun on the water.

## MOTOR SPORTS



### 4X4 DRIVING

An introduction to the challenges of off road driving using our Land Rover Discoveries. Challenges are progressive and matched to the driver.



### JET SKI RIDES

(APRIL – OCTOBER)

Accompanied by an experienced instructor, you get to sit in the driver's seat and enjoy controlling the water version of a motorbike around a set course!



### BANANA RIDES

(MAY – SEPTEMBER)

Ever wanted to get towed behind a jet ski on a big yellow banana! Now you can! With up to 5 passengers on-board the challenge is to hold tight and enjoy the ride.



Programme Prices:

	SINGLE SESSION		HALF DAY		FULL DAY		
PROGRAMME	1-10 PARTICIPANTS	PER HEAD 11+	1-10 PARTICIPANTS	PER HEAD 11+	1-10 PARTICIPANTS	PER HEAD 11+	DAY HIRE
TEAM ADVENTURE DAYS	-	-	£390	£39	£690*	£69*	-
THE GREAT ESCAPE	-	-	-	-	£1500*	£150*	-
OPERATION LIVEWIRE	-	-	-	-	£1800*	£180*	-
VIP RESCUE	-	-	-	-	£1500*	£150*	-
STUBBERS MOBILE	-	-	£POA	£POA	£POA*	£POA*	-
ADVENTURE EXPERIENCES	£210	£21	£390	£39	£690*	£69*	-
MOTOR SPORT	£150 PER VEHICLE	-	-	-	-	-	-
MEETING ROOM (SEATS 30)	-	-	-	-	-	-	£162
WALLED GARDEN (134 AT TABLES, 150+ STANDING)	-	-	-	-	-	-	£POA

All prices include VAT.

\*Buffet lunch included.



## COURSES & CLUBS

We love seeing that glimmer in people's eyes when they truly find a new passion for adventurous activities. If you are looking to progress your interest in outdoor pursuits, we offer a range of nationally recognised qualifications in various watersports throughout the year.

You will receive expert tuition and coaching from our instructors, who will be happy to answer any questions you have along the way. Each syllabus involves a mixture of practical experience and theory work. Please see the website for current course dates.

- **JET SKI**
- **SAILING**
- **KAYAK AND CANOE**
- **PADDLEBOARDING**

If you are simply looking for an introduction to a sport, or would rather learn on your own timescale, then we offer individual coaching throughout the season too. Then, when you feel you are ready, we can direct you towards the next step. Give us a call on 01708 224753 for a chat.

If sailing is your bag, we have 2 resident clubs who are always more than happy to talk to prospective members.

See [www.haveringsailingclub.org.uk](http://www.haveringsailingclub.org.uk) and [www.sym.org.uk](http://www.sym.org.uk) for details.



## EVERY PERSON AT STUBBERS MATTERS

### COURSES

#### RYA PWPC

This 1 day course gives you a great introduction to Personal Watercraft (jet ski) for those with little or no experience. By the end of the course you will be able to safely helm a Personal Watercraft inland or on the coast. Held on our motor sports lake at Stubbers the course includes low and high speed manoeuvres, coming alongside, weather and tides, rules of the road and legal requirements.

- **Age 18+**
- **6 candidates per course**
- **Price: £185 including ski hire**

#### RYA LEVEL 1 AND 2

##### LEVEL 1

This 2 day course gives a great introduction for those wishing to learn to sail with little or no experience. By the end of the course you will have an understanding of boat handling and basic manoeuvres in light winds. Held on our sailing lake at Stubbers the course includes launching and recovery, rigging and sailing up and down wind.

##### LEVEL 2

This 2 day course builds on the skills and experience gained in Level 1 (Start Sailing) or for those with some sailing experience. By the end of the course you will helm and crew confidently without your instructor on board in light winds. The course includes, coming alongside a moored boat and capsize recovery.

- **Age 14+**
- **3 candidates per course**
- **Price: £165**

#### BRITISH CANOEING 1 STAR

This 1 day course gives a great introduction into Paddlesport for those with little or no experience. By the end of the course you will have paddled different types of craft and will have an understanding of basic manoeuvres and paddling technique. Held on our training lake at Stubbers, the course includes forwards and reverse paddling skills and capsize drill.

- **Age 14+**
- **8 candidates per course**
- **Price: £83**

#### BSUPA READY TO RIDE

The BSUPA Level 1 "Ready to Ride" course is aimed at people who have never stand-up paddled before or people who have had a go but want to learn the basics properly.

During the course you will be given an introduction to how the weather and environment affects you, how to carry the board and paddle, paddling technique, different types of turns, self rescue, how to fall safely as well as how to plan expeditions and the basics of stance in surf.

This half-day course is run on flat water and at the end of it, you will be presented with your BSUPA Level 1 Ready to Ride Certificate.

- **Age 14+**
- **Price £45**
- **6 candidates per course**

# “THE PERFECT BACKDROP FOR A MEMORABLE DAY”

WALLED GARDEN





## OUR VENUES...

Our 130 acre site is not only home some fantastic activities, we also have a great selection of venues and spaces available to enhance your visit to the Centre.

### WALLED GARDEN

[www.walledgardenevents.co.uk](http://www.walledgardenevents.co.uk)

With a history dating back to the 16th Century, The Walled Garden is a fantastic location to hold your special event, with its beautiful layout, secluded setting and tranquil atmosphere, it is the perfect backdrop for a memorable day.

A popular wedding and party venue, the Walled Garden comes equipped with a traditional marquee, outdoor kitchen, and plenty of space for 150+ people.

Upgrading your visit with the Walled Garden will give your event an extra special touch, and is a great idea for company picnics, team barbecues and award ceremonies. Visit the website for prices and inspiration.

### BASE CAMP

A large room at the heart of our site, with space to mingle with your friends and colleagues while enjoying a cup of coffee from our drinks station. Base Camp also has lockers for valuables, and easy access to toilet, shower and changing facilities.

It is also home to our indoor climbing wall, bringing a little adventurous atmosphere to your meeting space.

### THE SUMMIT ROOM

Meeting room with seating for 30 people, complete with projector and screen. Tables are available for smaller meetings.

### THE SOURCE COFFEE SHOP

[www.thesourcecoffeeshop.com](http://www.thesourcecoffeeshop.com)

A wonderful, friendly coffee shop selling a wide range of delicious home-made sandwiches, soups, cakes and other tempting treats to keep you going through the day. Wheat and gluten-free options are available. The Source can also offer catering for any event, from buffets to barbecues. Contact them on **01708 220309** or email [thesourcecoffeeshop@hotmail.com](mailto:thesourcecoffeeshop@hotmail.com)

## HOW TO **BOOK...**

Please call us on **01708 224753** to book or discuss any of our options. Alternatively, you can email us **info@stubbers.co.uk** and we can get back to you.

### **TRAVELLING TO STUBBERS**

#### **BY BUS**

You can catch the 370 bus which drops you off at the Stubbers Adventure Centre bus stop right outside our gates. Please check the TFL website for more detailed information on bus times and routes.

#### **BY TRAIN**

If you are travelling by train the closest station is Upminster. Here you can leave the station and get the 370 Bus to right to our gates. Alternatively there are a number of Taxis outside the station.

#### **BY CAR**

We are close to J29 for the M25 and A127. There is car parking available on site.

See our address below:



**STUBBERS  
ADVENTURE  
CENTRE**  
Ockendon Road  
Upminster  
Essex  
RM14 2TY

# FREQUENTLY ASKED QUESTIONS...



## WHAT SHOULD I WEAR?

You will require long sleeves and trousers for some activities. Footwear is required on all activities and needs to be enclosed (flip flops are not suitable). Bring plenty of clothes and a bag for your wet and muddy clothing. Remember it is always better to have too many layers than too few.

## WHAT SHOULD I DO WITH MY VALUABLES AT STUBBERS?

We advise that you leave your phone and any valuable jewellery at home. If you wish to bring any valuables onto activity, you do so at your own risk.

## WHAT IF I CAN'T SWIM?

In the safe confines of the centre we do not require participants to be able to swim. When near water you will always wear a buoyancy aid or life jacket. This will support you safely should you fall in until an instructor is able to assist you. If you think you will need extra assistance, please let us know.

## WHAT HAPPENS IF THE WEATHER IS BAD?

Most activities are not affected by the weather as long as you are dressed appropriately. If an instructor feels that you are too hot, cold or wet they can shorten or change the activity for another. If you are worried about the weather conditions please call us on 01708 224753.

## WHAT IF I HAVE A MEDICAL CONDITION?

Please ensure that the instructors are aware of any medical conditions and that you have any medication required. If you require extra assistance please advise us in advance.

## CAN I PARTICIPATE IF I HAVE A DISABILITY?

At Stubbers there is something for everyone, all ages and abilities can take part, achieve their goals and enjoy their visit. Most activities can be tailored to all ability levels and some are supported by specialist activity equipment including specialist sailing boats and access hoist. Please make sure that our staff are aware of any special needs that you or a member of your group may have.

## WHAT IF I DON'T WANT TO PARTICIPATE IN A CERTAIN ACTIVITY?

We want to ensure everyone has an enjoyable day and takes something away with them - That is why we believe in challenge by choice. Our staff can advise on how best to participate on a level that is comfortable for you. This way everyone contributes and all contributions are valued.

## DO WE MIX WITH OTHER GROUPS?

In general, no. Each group has their own accommodation or base for their stay and their own activity programme.

## WHAT FACILITIES DO YOU HAVE ON SITE?

We are pleased to provide full changing and shower facilities. The Source Coffee Shop is open every day providing high quality drinks and snacks. The Young Adventurers play park is available for use under the supervision of adults.

## DOES STUBBERS HAVE INSURANCE?

Stubbers Adventure Centre has £10 million public liability insurance. Any claim for compensation will be referred to the underwriters. We strongly recommend that you take out suitable insurance cover against cancellation, accidental injury and loss for damage to personal property whilst visiting the centre.

## HOW DO YOU MAINTAIN SAFETY ON ACTIVITY?

At Stubbers we regularly check and maintain our safety equipment to the highest standards and ensure that it is continually safe and reliable. Following training, staff are regularly monitored to ensure standards are maintained.

## HOW DO YOU RECRUIT YOUR STAFF?

The Stubbers staff have many years' experience both at Stubbers and at other centres. Upon application all staff are required to undertake an enhanced DBS disclosure, provide us with 3 satisfactory references, undertake a training period (the length of which depends on qualifications and experience) and work their first month on probation. All staff are qualified First Aiders.

## WHAT IF I LEAVE BEHIND ANY CLOTHING?

Valuables and small items will be kept for 4 weeks and if not claimed will be disposed of at the Centre's discretion. Clothing is disposed of weekly. Wet or very dirty clothing is disposed of daily.

## HOW DO I GET TO STUBBERS?

Stubbers Adventure Centre is located on the edge of Upminster. Our closest train station is Upminster where you can then get the 370 bus to our centre. We also have a large car park which is free to use. See page 28 for more information.

## WHO DO I CONTACT IN EMERGENCY?

If you need to contact Stubbers call 01708 224 753 between 9am and 5.00pm. If they are staying with us we will provide you with a mobile number to contact us out of hours.

**MAKING A BOOKING**

Group Bookings (e.g. Schools, Youth clubs, Companies) – Your booking is made by completing a Booking Confirmation Form by phone. Please check the details carefully to ensure that what we set out to provide agrees with your expectation. If you have any queries you must contact us immediately.

**CONFIRMATION**

A booking will be considered to be confirmed when the appropriate payment has been received. This payment will be accepted as confirmation of a contractual agreement between Stubbers Adventure Centre and Yourself as per the terms and conditions herein. Any reservation not confirmed within the specified period (usually 14 days) will be automatically cancelled without further reference to you. Deposits may be made by cheque, cash, and card. Invoices will not be issued for deposits. For registered companies and government bodies an arrangement may be made for a Purchase Order to be used as acceptance of the fees and terms.

**PAYMENT OF BALANCE**

Must be paid in full no later than 90 days prior to the first day of programmed visit.

**ADDITIONAL PARTICIPANTS**

A modified invoice or additional invoice will be sent. Payment for short notice additions may be settled on arrival at the centre. When there are less participants – a refund may be requested and will be made in accordance with the cancellation charges (see below). You are responsible for making payment by the date shown on the proforma invoice. Please note that cancellation charges will accrue until you notify us in writing of your intention to cancel all or part of your booking. We reserve the right to treat your booking as cancelled by you and impose cancellation charges (see below) if we do not receive full payment by the required date.

**CHANGES BY YOU**

If you need to alter, amend or add to any aspect of your visit our staff will do their utmost to assist you although we cannot guarantee our ability to help. Changes may be made without additional charges prior to key payment dates as follows: 1. Paying deposit / 2. Full payment date. No credit can be given for changes to the bookings after a key payment date.

**ADMIN CHARGES**

A charge will be made for additional admin as follows: Issue of new invoice: £5.

**CANCELLATION BY YOU OF WHOLE OR PART OF A GROUP BOOKING**

If you need to cancel your visit or any part of your booking you should notify us in writing as early as possible. Emails need to be sent to [info@stubbers.co.uk](mailto:info@stubbers.co.uk) and if you are sending a letter or fax these must be followed with a call to the centre between 9am and 5pm daily on 01708 224 753. Stubbers Adventure Centre cannot be held responsible for loss or delay. Cancellation charges as detailed below will apply from the date of receipt of your written notice. Where appropriate the cancellation charge will be applied to each of the individual participants for whom the booking has been made. Per individual Within 24 hours 100% of booking fee Less than 4 weeks 90% booking fee 4 to 12 weeks 50% booking fee Greater than 12 weeks.

**CHANGE OF DATE**

A change of date of more than 1 month will be treated as a cancellation by you of the original booking and the appropriate fee applied.

**PRICES**

All prices quoted or contained within brochures and other promotional material were based upon costs as known at the time of issue. Surcharges may be imposed if the cost of services such as insurance and contract catering increase. If any increase amounts to more than 10% of the cost of the visit you are entitled to cancel your booking. All monies will be returned providing you notify us of your intention to cancel within 14 days of our issuing the revised invoice. We will not levy any surcharges within 30 days of your date of visit.

**OUR COMMITMENT TO YOU**

Activity Choice - Other than where specified on the Booking Confirmation Form, Stubbers will provide a balanced programme subject to availability. Where possible we shall try to accommodate your preferences. If there is an activity that is inappropriate for your group please let us know when you confirm your booking. Whilst we try not to make any changes we reserve the right to change accommodation arrangements, facilities, activities and brochure details both before and after the your booking has been confirmed. In most cases changes will not significantly affect your visit and you will be notified in advance where possible. In the case of courses, activity days and other individual bookings we occasionally have to cancel the booking. Usually this is for reasons outside of our control such as an insufficient number of people booking the chosen course or activity session, inappropriate weather or equipment availability. In such circumstances you will have the choice of receiving a full refund or making an alternative booking. If the alternative is more expensive we will ask you to fund the difference. If the alternative is less we will refund the difference.

**BROCHURE ACCURACY**

Every effort is made to ensure the accuracy of our promotional material. The information was correct to the best of our knowledge at time of going to press.

**LIABILITY**

Unless specifically stated we cannot accept liability or pay compensation where our delivery or performance is prevented by any event which we could not, even with all due care, foresee or avoid. Such events may include adverse weather, fire, natural disasters or other similar events outside of our control.

**QUALITY**

If any of the services which we have agreed to provide for you are proven to be deficient or not of a reasonable standard we will accept responsibility for your disappointment except where such a situation arose because of an event as stipulated above. In all respects we limit the maximum amount of compensation payable to that paid by you for the visit.

**CONSENT AND RESPONSIBILITY FOR YOUNG PEOPLE**

Unless instructed otherwise by the party leader it is assumed that all participants may take part in any of the activities offered by the centre. Stubbers' staff accept responsibility for the safety of the young people only whilst participating in instructed activity sessions. Anyone who refuses to accept instructions or participate in the activity will automatically become the responsibility of the accompanying adults. Groups comprising one or more children under 8 years of age must be accompanied on the activity by a responsible adult. We expect a responsible adult to remain on site with the group for the duration of the visit. Other than in the circumstances above the young people remain the responsibility of the accompanying adults. We do not accept residential bookings from parties of young people who are not accompanied by at least one adult leader aged 21 years or older. While the choice of appropriate ratio of responsible adults to children is left to the discretion of the person making the booking we recommend a ratio of one adult to 10 children.

**ACCIDENTS**

Adventurous Activities by their nature carry an element of risk of death or injury. All persons that agree to take part in activities at the centre do so at acceptance of that risk. It is the responsibility of the party leader to ensure that all members of the party understand and accept the risks involved and that, in the case of young people, parental permission has been obtained.

**HIGHER RISK ACTIVITIES**

Members of your party should be made aware that although every reasonable effort is made to control the risk, the activities Quad Biking, Jet Skis and All Terrain Boarding carry a higher risk of injury when not ridden correctly. Any person not wishing to accept that risk should not take part in the activity. We accept responsibility should you or any member of your party suffer death, personal injury or illness because of our negligence or the negligence of our employees, agents, suppliers or subcontractors (providing they are working specifically as instructed by us). This acceptance of responsibility however is subject to all of our booking conditions. We cannot accept liability where the death, personal injury or illness was due to the act(s) and / or omission(s) of the person(s) affected or where we or the supplier of the service in question could not have foreseen an event or avoided it even with all due care.

**INSURANCE**

Stubbers Adventure Centre has 3rd Party liability insurance of £ 10 million. We do not provide insurance for personal accident, loss or damage to personal property or for cancellation. It is recommended that you arrange your own insurance for these events.

**SPECIAL REQUESTS**

Special or medical requests must be made at the time of booking. Such requests do not form part of the contract between us and are not guaranteed. As an adventurous activities operator there may be exceptional circumstances where we feel unable to meet a customers' specific needs. We reserve the right to refuse any booking should such a situation arise.

**SITE RULES**

Whilst we want all of our customers to enjoy their visit the person making the booking is responsible for their own actions and the actions of other members of the party and the effect that these may have on others. You must ensure that your party is made aware of and abides by the site rules and regulations and that reasonable care is taken of the accommodation, facilities and equipment. We reserve the right to seek damages from you if our property is wilfully damaged. If the behaviour of any member of your party is found to cause danger or distress to other customers or staff, or is compromising the safety and enjoyment of themselves or others; or causes damage your group may be asked to leave the site. In such circumstances we will not be liable for reimbursing the cost of your visit or contributing to any expenses you may incur in making alternative arrangements. We cannot be held responsible if you suffer loss or damage as a consequence of failing to take reasonable precautions for you and your party.

**DOGS**

We regret that pets other than guide dogs are not permitted on site.

**SMOKING, ALCOHOL AND DRUGS**

In compliance with the law, smoking is not permitted in buildings, shelters, tents and activity areas. Young people under 18 years of age are not permitted to smoke on site other than in a designated outside area within their residential area as agreed by the party leader and out of view of other client groups. No person will be permitted to take part in activities if in the opinion of Stubbers staff that individual may be under the influence of alcohol or drugs. Consumption of alcohol on site is at the discretion of the management. However, we do not expect young people to be given access to alcohol during their visit.

**CUSTOMER FEEDBACK**

If you have any feedback during your visit please inform the Duty Manager on site who will endeavour to help you. If the matter is not dealt with to your satisfaction please complete a Feedback Form which is available from the reception building. Please hand this form in at reception or send it with any covering letter to the Centre Manager within 28 days of the end of your visit. Failure to follow this simple procedure may prevent a full investigation of the points that you raise. We cannot therefore accept liability for any complaint or claim that is not reported in accordance with this procedure unless the claim or complaint involves death, personal injury or illness.

**PHOTOGRAPHY**

You are welcome to take still and video images of your party. For reasons of child protection, you may not take photographs of other parties. Please note that we use photographs taken by authorised photographers for inclusion in brochures and promotional material including websites. In accepting the conditions you agree that such photographs that include images of your party or yourself may be used for inclusion in such material.

**LOST PROPERTY**

Valuables and small items: will be kept for 4 weeks and if not claimed disposed of at the discretion of the centre. Unclaimed money is donated to the Stubbers Charitable Bursary Fund. We regret that due to the volume of clothing that gets left at the centre the contents of the "Dry Clothing" bins are disposed of on the Monday morning following your visit. The contents of the "Wet Clothing" bin are disposed of each day.



LAYING FOUNDATIONS  
FOR **POSITIVE FUTURES**  
SINCE 1996

[WWW.STUBBERS.CO.UK](http://WWW.STUBBERS.CO.UK)

**ADVENTURE  
ACTIVITIES FOR...**

**ADULT &  
CORPORATE**



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Registered Charity No. 1080941

Stubbers Adventure Centre is an enterprise of The Essex Boys and Girls Clubs