

# Alton Towers



## Frequently Asked Questions

### **Who is the event for?**

Guides, Rangers and their leaders

### **What is the format of this event?**

This is a day at Alton Towers where the Guides and Rangers can explore and experience the theme park rides.

### **How do we book for this event?**

The booking form is available online until July 12 2019. Once the booking form and payment has been processed, the main contact will receive an email confirmation. Nearer the time of the event you will receive more details.

### **How do we pay for this event?**

Payment is on booking via cheque. No cash will be accepted. If you email the booking form and post the cheque, please remember to state your unit and main contact details within the envelope. Post to *FAO Alton Towers Takeover, 97 Princess Road East, Leicester, LE1 7DW*. Cheque's payable to *'Girlguiding Leicestershire - Special Events'*.

### **Can Alton Towers annual passes be used at this event?**

No. Alton Towers annual passes cannot be used for this event, full payment is required. This event is considered a special event, to which annual passes are not accepted.

### **When do bookings close?**

Friday 12 July 2019

### **Can children of volunteers or attend this event?**

No. This event is for Guides, Rangers and their leaders.

### **How many adults can we book places for?**

As per Girlguiding, adult to child ratios become mandatory for outside activities. All adults must be members of Girlguiding.

### **Do members over the age of 18 need a DBS check?**

All members over the age of 18 attending the event in a leadership capacity must have gone through Girlguiding's' recruitment checks and have a corresponding role on GO e.g. assistant leader, leader in training...

### **Do we need to complete any health forms?**

Each group must complete their own health forms and consent forms as they usually would for a day trip.

### **Is there somewhere to leave our bags during our day in the theme park?**

No. You will need to encourage your girls to pack light if they are bringing bags. Everything will need to be clearly labelled with the owners name and group name.

### **Is the event 'exclusive use'?**

No. Alton Towers will be open to the public.

### **What are the timings of the event?**

10am-4pm but these will be confirmed once we have final numbers.

### **What time are the bus collection times?**

Pick up is 7.30am. Depending on what traffic is like, the buses drop of time is approx. 7pm. These are all subject to change once we have bookings and the location of units to pick up. Please note that bus pick ups will be as local as we can make them but we must ensure efficient use of the buses to keep costs down.

**What time do the buses leave Alton Towers?**

4.30pm

**Do we need to bring a first aid kit?**

Alton Towers have first aid trained staff and first aid throughout the park, however leaders are requested to bring a small first aid kit for their group.

**Can you meet additional needs?**

We will do our best to meet all additional needs that our members may have. If you have any queries, please contact us at [LATTEbookings@yahoo.com](mailto:LATTEbookings@yahoo.com). One of the team will get back to you. Alternatively, you can call 07790363822 after 5pm. Please use the email as priority contact.

**Where is the park located?**

Alton Towers Resort, Farley Lane, Alton, Stoke-on-Trent ST10 4DB

**Are there any restrictions on any activities? (e.g. height restrictions)**

Full details of any participation restrictions can be found at the park website: [www.altontowers.com](http://www.altontowers.com)

**Can we drive instead of taking the prearranged transport?**

We are strongly recommending against making your own way to Alton Towers unless you have a medical need that prevents you from using the prearranged transport. Additionally, parking is £6 for all-day parking and the car park is some distance from the park entrance.

**Who should we contact if we need to change our booking?**

If you should need to make any changes to your original booking, please contact us at [LATTEbookings@yahoo.com](mailto:LATTEbookings@yahoo.com) and one of the team will get back to you.

**Can I receive a refund if I cancel my booking?**

This is a non-refundable event.

**Will there be photography at the event?**

We will have our own photographers at the event. As this is a large scale event, with over 100 participants, the exception to the photo permissions recorded on GO will apply. This means that photos and videos may be taken and used immediately for event publicity purposes. This is explained to parents on the Information and Consent for Events/Activities form, and parents are instructed that if they do not wish for this to happen, they must talk to their daughter's Leader. It is then the duty of the Leader to contact the event organisers.

**Does everyone get a badge?**

Everyone who has paid will receive a badge. At this time no additional badges can be purchased.

**When will we get our badges?**

Badges will be given to unit leaders when they board the buses on the day.

**What if someone loses/damages a phone/device/clothing?**

Lost items usually don't find their way home when visiting theme parks. Please encourage the Guides and Rangers not to bring mobile phones or other valuables, as Girlguiding Leicestershire cannot accept any responsibility for them. If anything is handed into the event organisers, the items will be listed and emailed out after the event.

**Can Guides and Rangers walk around Alton Towers on their own?**

Further guidance can be sought here. <https://www.girlguiding.org.uk/what-we-do/our-badges-and-activities/activity-finder/guides-and-the-senior-section-walking-without-a-leader/> The basic answer

is yes as long as permission has been sought from parents for this to happen. They will need to be in groups and regular check ins with the girls must be arranged.