



BENTLEY COPSE ACTIVITY CENTRE



EXPEDITION POLICIES

Bentley Copse Activity Centre, Hound House Road, Shere, Surrey, GU5 9JH
Office: 01483 202424 | bookings@bentleycopse.org.uk

Duke Of Edinburgh Expeditions

Bentley Copse is a popular camping location for expeditions and can accommodate groups of all sizes.



Expedition location

Our position in the Surrey Hills makes us an ideal base for your training and qualifying expeditions at bronze or silver level for Duke of Edinburgh.

The Surrey Hills provide a variety of route options both linear and circular.



Toilets and washrooms

We have two toilet / shower blocks with separate facilities for both young persons and adults. Vandalism and deliberate soiling can be a major issue. You must monitor behaviour and correct any issues.



Washing up sinks

We provide dedicated dish-washing sinks with hot-water. These are cleaned daily, with each group being responsible for keep the area clean during use.



Staff Lounge / Expedition Planning Room

The Retreat is available for use by your staff. A kitchenette provides drink making facilities. Power is available for phone and small batter bank charging.



Marquee Access

Our large marquee on the field is available for your use at no additional cost.

- It may **not** be used for overnight accommodation.
- You may **not** allow your participants to setup stoves within the marquee.

*This marquee is bookable for exclusive use by non DofE groups. If booked for exclusive use by another group you may **not** make use of it.*



Wi-Fi Access

Free Wi-Fi is available for staff use. Access details must **never** be provided to under 18s. Wi-Fi login details are available from reception.

Expedition Code Of Conduct

All expeditionary staff and participants must follow all site rules and adhere to this code of conduct. This code allows us to function as an expedition location that hosts multiple groups at a time.



Safe arrival and departure

Ensure hiking routes are appropriate and followed. Pedestrian access is permitted via our Southwest bridleway gate only – *See final page.*



Do not drive into the woodland or on the field

Unloading must take place in the car park.

Speak to the duty manager on the closest drop-off point possible for heavy equipment. It may be possible to temporarily unload from our access track.



Respectful and safe behaviour

Your group must be respectful to others on site, and to campsite facilities:

- Follow all site rules.
- Camp only within your allocated area.
- Do not disturb other groups or walk through their camping space.
- Follow our *all-quiet* times of 10pm to 7am.



Considerate use of the washing up area

Use of the washing up area should be monitored, ensuring it is always kept clean.

- Make efficient use of hot water, using bowls.
- Do not leave any rubbish or lost property.
- Check all sinks before leaving.



Rubbish disposal

Monitor participants to ensure that rubbish is disposed of correctly, and not abandoned across the site. Damaged equipment should be taken home for end-of-life disposal, not put in our bins.



Check and clean the toilets and washrooms

You must check on the toilets and washrooms on a regular basis, remove all litter and soiling.

Expedition Camping



Camping locations

We will make best use of the space available and sometimes need to reallocated groups after booking. Do check your camping allocation when you check-in. Call 07563 044 832 if reception is closed.



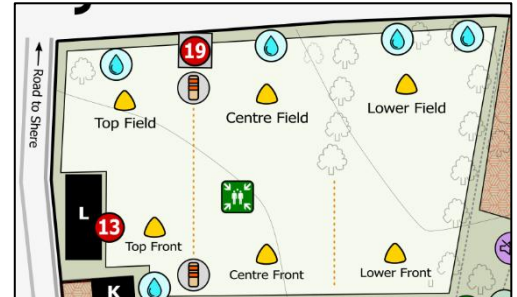
Field layout

Our field is divided into three zones. The dividing lines between these zones is not fixed and should be treating with flexible consideration to the other groups using the field.

The following divisions are typical. The *Front* locations allow us to further divide a larger area.

- Top : *Between the marquee and the flagpole*
- Centre : *Between the flagpole and the dividing tree line .*
- Lower : *Right of the dividing tree line.*

Unless booked for exclusive use, The Marquee ('L' on the map) and The Retreat staff lounge ('H' on the map) are available for all DoFE groups to share.



Posts mark the virtual line between top and centre field.



Respectful use of space

Please discuss your camping requirements with both our staff **and** your camping neighbours.



Woodland sites

Our woodland sites are numbered one through thirteen.

Groups may be allocated the *Parker* sites.

Larger groups may be allocated more than one site. Where possible these will form one contiguous area to aid your group management.

When capacity allows, we may be able to provide you a separate adjacent site for staff.



Site Rules



Do not drive into the woodland or on the field

Unloading must take place in the car park. You are not permitted to drive onto your woodland site, or onto any of our camping areas.

Speak to the duty manager on the closest drop-off point possible for heavy equipment. It may be possible to temporarily unload from our access track.



All-Quiet : 10pm to 7am

Noise outside of these hours must be kept to an absolute minimum to not disturb others.



No dogs

Dogs are not allowed on site. Ensure parents dropping off or collecting young persons do not bring dogs with them when walking around site.



Respectful and safe behaviour

Your group must be respectful to others on site, and to campsite facilities:

- Do not disturb other groups or walk through their camping space.
- Monitor the behaviour of young persons.
- Be mindful that even well-behaved groups have been find humour in deliberately making a mess – *Throwing wet toilet paper around the washrooms is becoming very disruptive.*



Clean as you go – Double check as you depart

Rubbish will get dropped accidentally – *sometimes deliberately*. Sweeps for rubbish. Groups staying with us on expeditions may require additional monitoring to ensure that rubbish is disposed of correctly, and not abandoned across the site or in the toilets – *Unfortunately a common occurrence.*

Arrival Process



Step 1 : Check your travel route

Cars, minibuses, vans and trailers are fine - Coach directions are available on our website – there is only one accessible route, and the roads are very narrow. **Do not attempt to travel by coach without first arranging with us.**

Those hiking to site are **not allowed to enter or depart via Hound House Road on foot.**



Step 2 : Park considerately

Park *End-in* to the wooden barriers. Do not block gates. Assist parents to park considerately during drop-off and collection times.



Step 3 : Check-In

You must check-in with us upon arrival. Reception is often staffed 9am to 5pm. Call **07563 044 832** to speak to the duty manager if reception is closed.



Step 3 : Verify where you're camping

The invoice you have been emailed will contain your camping location – *While rare - This may change before arrival.*

There is also a map and list of reserved sites and accommodation buildings posted weekly outside reception. You may use the map there to identify your pitch.



Step 4 : Do not drive into the woodland or on the field



You are not permitted to drive to your woodland site, or onto any of our camping areas.

It may be possible to pre-book a tow for your trailer.



Step 5 : Unload using equipment trolleys

You should park in one of our car parks and unload using our trolleys .

If you wish to move a vehicle closer to your site, do not do so without talking to the duty manager on **07563 044 832**.

Setting Up Camp



Camp Layout

Field and woodland sites allow flexibility in camp layout. Ensure you do not block paths and emergency vehicle access to sites. The treeline marks the boundary of your camping area – please be considerate to your neighbours if making use of adjoining tree-lines.



Hazard Marked Trees

Trees marked with a red and white band of hazard tape have been identified as having dead wood at height. These trees are being managed by our team and external contractors and will be having this dead wood removed. Under no circumstances should you pitch your camp under the canopy of such marked trees.



Loading and unloading

Remember you are **not** permitted to drive onto your site to unload or load. Equipment trolleys may be used to move equipment to and from the car park. Return all trolleys to the trolley store to allow their use by other groups.



The Retreat & Marquee

The Retreat and The Marquee are available for schools and AAPs running DofE expeditions – *Unless they are booked out for a non DofE group.* Call the duty manager **07563 044 832** if reception is closed.



Badgers!

All food must be stored in badger and rodent proof containers. Badgers will enter tents and open vehicles, they will eat your stash of cream eggs and raid your bacon.



Freezer Shed

Our freezer shed is operational from spring until late summer – *or by arrangement outside of these times.*

The freezer shed contains:

- Fridge, Freezer, Chest Freezer, Ice Packs

You are **not** permitted to attempt to use the power sockets in this shed.

Departure Process



Step 1 : Clean

Hired buildings must be returned clean and tidy, following the instructions and checklists provided.

Camping areas should be clear of all litter, food waste, altar fires and unburned firewood.

In the event of facilities being left unclean, cleaning fees will be charged. All damages are charged at the cost of repair or replacement.



Step 2 : Check the toilets and washrooms

Do a sweep for lost property and litter. Vandalism to have our facilities, such as having a wet toilet paper fight, has become very common – even from young age scouting groups. Please do be vigilant and assist us by clearing up such deliberate mess.

Use the pull out barriers to temporarily close the walkway to check the toilets. *See the final page for checkout policies.*



Step 3 : Check the washing up area

Do a sweep for lost property, litter, and pasta clogged plugholes!



Step 2 : Know your camping numbers

So we may invoice you correctly, total up the number of adults camping, young persons camping and day visitors



Step 3 : Check-out

Standard check-out time is **4pm or earlier**.

You must check-out with us on departure. Reception is often staffed 9am to 5pm. Call **07563 044 832** to speak to the duty manager if reception is closed.



Step 4 : Invoiced after departure

You will be invoiced after you depart. Please see our terms and conditions.



DEPARTURE CHECKS



EXPEDITION PROCEDURES

Read the Expedition Procedures PDF.
Scan the QR code above to access downloads.



CHECK YOUR CAMPING PITCH

Bin all rubbish and waste.

Returns logs to the wood-pile (See map)

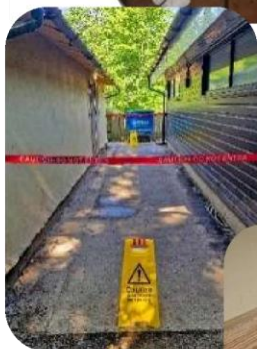
Return altar fires to the store (See map)

CHECK THE TOILETS

Use the barriers and signage to close the walkway.

Have participants check the toilets and showers are unoccupied.

Use the supplied broom, litter pickers and dustpan to remove rubbish.



CLEAN THE WASHING UP SINKS

Bin all rubbish and waste.

Clean sinks, draining boards and shelf.



ENSURE TEAMS EXIT SAFELY

Ensure each team leaves through a pedestrian gate and never walk along Hound House Road



CHECK OUT AND DEPART

Check out with site staff before you depart.

Call 07563 044 832 if reception is closed.

Toilets and Showers



Toilets

Our main toilet block by the car park is open throughout the year. Our *Top Toilet Block*, on the outside of Little Lodge is open during busier periods.

Other than those inside hired buildings our toilet facilities are accessible by all visitors.

The code of the adult toilets in the main toilet block is included in your booking confirmation email.

Toilet Cubicles

	Boys	Girls	Male	Female	Adult	Accessible
Main Toilet Block	6	6	2	3	-	-
Top Toilet Block	2	3	-	-	1	1



Showers

We have twelve showers across our two blocks. Our showers can see significant demand during hot and busy weekends.

Shower cubicles

	Boys	Girls	Male	Female	Adult
Main Toilet Block	2	2	2	2	-
Top Toilet Block	1	2	-	-	1



Adults and Young Persons

Adults may not use the young persons washrooms. Young persons may not enter the adult washrooms, even if accompanying a parent.

Dishwashing & Water Disposal



Dishwashing sinks

We have four large dishwashing sinks on the outside of the *Main Toilet Block*. These are reserved for dishwashing only. *New sinks and draining boards for 2025!*

You may never wash dishes in the washroom basins



Campsite dishwashing

You may wash dishes on your camping pitch – *Please provide your own bowls and tables / washing stands for this.*

All wastewater should be poured down the dishwashing sinks to ensure it is treated correctly – please do not dispose of anywhere else.



Washing Up Liquid / Cleaning Products

You must provide your own cleaning products.



Chemical usage

Strong cleaning products such as bleach and oven cleaner – **may not be used at Bentley Copse**. Doing so will damage our wastewater treatment systems.



Washing up bowls

We provide bowls for your convenience. Do not remove these from the sink area.



Environmental impact

Our high-capacity hot water system is powered by propane. Please improve our carbon footprint by teaching your young persons to wash up efficiently:

- Rinse in cold water.
- Make efficient use of water – *All water is metered*
- Never just wash up under a running tap – use the washing up bowls.
- Wash up the cleaner items first!

Waste Disposal



Rubbish

Our large blue Dumpy Bins located in the car park should be used for all your catering recycling and waste.

At peak times we will aim to position bins on the *Camping Field* and adjacent to the *Main Toilet Block*.



Flatten packaging

Please flatten all packaging and boxes. Our bins can become 'full' at peak times, and this is invariably because the lower half is cardboard boxes that haven't collapsed.



Take your damaged equipment home

Our mixed recycling bins cannot be used for damaged equipment. Once an item such as a tent, chair or sleeping bag has reached the end of its life – please take it home to dispose of.



Heavy waste

Please be aware of the total amount of waste you are creating as we are charged by the kilo.



Chemical toilets

We have no disposal point for chemical toilets. Waste from chemical toilets cannot be disposed of at Bentley Copse as it will damage our onsite sewage treatment plant – killing all the digestive bacteria.



Gas Cylinders

Gas cylinders, empty or otherwise, cannot be disposed of at Bentley Copse. Please take them home.



Waste at dishwashing sinks

Dispose of all food waste in the blue dumpy bins before washing dishes.

Safety



Group safety

Your visiting group holds responsibility for the safety of all persons in their group, including during drop-off and collection. Please ensure all adults are familiar with our documentation. You will be acting [In loco parentis](#) to the young persons in your group.



Accidents, incidents and near miss policy

Please do refer to our procedures or speak to the duty manager regarding any issues.



Safety policy documents and risk assessments

Our Risk Assessments and other safety documentation is available online:

<https://www.bentleycopse.org.uk/booking/downloads/>

Wildlife



Wildlife Activity

You may encounter wildlife at Bentley Copse. Please plan accordingly.



Ants

It is rare to encounter a nest. Traditional tents without sewn in ground sheets should not be pitched atop a nest.



Spiders

You may see cobwebs. As we clear them the spiders put up new ones. It's an eternal struggle.

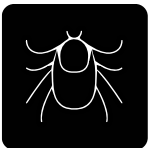


Wasps & Hornets

Please let our team know if you see a wasp nest so it can be removed.

Hornets, while larger than wasps, are less aggressive and should be left alone:

<https://www.wildlifetrusts.org/wildlife/how-identify/have-you-found-hornet>



Ticks

Please follow government advice regarding tick bites.

<https://www.nhsinform.scot/illnesses-and-conditions/injuries/skin-injuries/tick-bites>



Badgers

Badgers are common at Bentley Copse. They are curious, bold and always hungry!

- Keep food off the ground.
- Store food in strong sealed containers.
- Tents and Rucksacks are not badger proof.
- The following locations have the best protection from badgers:
 - Your vehicle
 - The Retreat – *If the door is closed*
 - The Freezer Shed – *If the door is closed*
 - Fridges and Freezers – *In the freezer shed*
 - Metal lockers in the freezer shed – *Keys on request.*



Fire Safety



Fire Points

Fire points are available across the site. These should be used to raise the alarm and support everyone's safe evacuation away from danger.



- North side of the Site Office by reception.
- East side of The Merrow Building
- North side of Palmer House
- North side of Little Lodge
- East side of the Rifle Range facing the track.
- West side of the main Campfire Circle.



Open Fires

As it is not customary for those on expeditions to manage their own fires, should you wish to have an open fire or BBQ, you must:

- Prepare your own risk assessment.
- Supply your own fire safety equipment (Extinguishers / Buckets).
- Follow the procedures within the *Site Information* document.



Fire Assembly Points

There are two signed fire assembly points. These are marked on the site map.

- Adjacent to the flagpole on the field.
- North of the *Parker* campfire circle.

You should identify the closest fire assembly point to your visit and communicate its use to your group.

Should the closest point be unsuitable, such as being close to the source of fire, the alternative point should be used – *Or follow directions from Bentley Copse staff.*



Fire Drills and Building Evacuations

All groups are responsible for performing their own fire drills and preparing evacuation plans specific to their group.

Assistance is available from Bentley Copse staff should you wish to perform a realistic fire-drill.

Hiking / Road Safety



Hiking / Road safety

Our driveway entrance from Hound House Road **cannot** be used by those arriving on foot. Our South West bridleway gate should be used and is always unlocked.



Hound House Road is an extremely narrow and fast single-track road. There are no pavements or verges – just steep walls on each side. It is not possible to over emphasize how unsuitable and dangerous it is to navigate on foot.

Expedition leaders must ensure their groups avoid Hound House Road and arrive / depart via our bridleway gate.

