



Centre Specific Information Saffron Walden



CONTACT DETAILS

To contact the centre/a student/a group leader, please do so **in the following order**:

1. The Twin Office telephone
2. The Twin Emergency Number

If it is a **real emergency**, and the above 2 numbers do not respond:

3. and it is in office hours, please phone the Twin Head Office number
4. or out of office hours, phone the Twin Summer Centres Emergency number

PLEASE NOTE:

- The emergency numbers are **for emergencies!** Please do not call these numbers for other reasons; you could be stopping us receiving an important call.
- If nobody answers the office phone or centre mobile, and it is not an emergency, please try to phone again later or leave a message on the phone and someone will get back to you soon. Please do not phone Head Office **unless it is an emergency.**

TWIN ARDINGLY CENTRE			
Centre Address:	Centre Manager	Centre Office Tel	Centre Emergency Mob
Friends' School, F.A.O Twin Centre Manager, Saffron Walden, Essex, CB11 3EB UK	Matthew Pack	+44 (0) 01799 520 299	+44 (0) 777 24 09 895
	Coach Pick-up/ drop-off point	Friends' School Car Park	
TWIN HEAD OFFICE			
Address:		Head Office Telephone	Head Office Emergency
Twin Summer Centres Team 67-71 Lewisham High Street London SE13 5JX UK		+44 (0) 20 8297 3231	+44 (0) 780 53 82 904
		or +44 (0) 20 8297 3214	or +44 (0) 780 95 52 145

ACCOMMODATION

Can I/we decide which bed(s)?

Our Centre Manager will allocate the residential rooms and students are separated accordingly.

What type of accommodation is available in Friends' School?

There are different buildings with a mixture of twin, triple, quad and multi-bedded rooms (dorms) available.

Please note that during high season we will be very busy, and as you can understand, we cannot guarantee that all rooming requests will be met, although we will do our utmost to satisfy your client's needs.

LAUNDRY

How and how often are clothes cleaned?

Students will have access to washing machines that will be operated by Friends' School staff. Washing will be done once a week.

***** Twin Group will not be liable for any loss or damage to clothing*****

MEALS

What is the food like?

3 meals per day will be provided. Students may be provided with packed lunches on certain days; e.g. on full day excursions. There will sometimes be an outside BBQ.

What time are the meals?

Students will be advised of the time of meals. Please make sure you eat in the times given. Twin is not the only school on the campus so other schools will have different times to eat to try to avoid long queues. Food in the UK might be very different from what students are used to but all our meals are well balanced, generous with plenty of choice for everyone. Students should be encouraged to try everything with an open mind.

What about students with special diets?

Please note: that we can cater for most special diets only on request 14 days before the student arrives.

CLEANING

How often are the rooms cleaned?

Rooms are cleaned and bed linen changed weekly. In order to ensure the room is thoroughly cleaned make sure that there are **no clothes/belongings on the floor** and all rubbish is deposited in the bins provided. Students are expected to keep their room tidy.

Common areas are cleaned daily. Students are reminded to use the provided bins for rubbish at all times.

TOWELS

Please note that towels are not provided so students will need to bring their own towels.

SAFETY

Friends' School has a quite busy road at the front of the grounds. Students should not cross this road unless they absolutely need to for an activity. Whenever possible, students should wait for a member of staff to cross the road with them. Students should always **look right, then left, then right again** when crossing the road in the UK as cars drive on the left.