

## Group Cycle Hire Information and Checklist.

Carsington Sports and Leisure Ltd (CSL) operates a multi activity Centre on the shores of Carsington Reservoir near Ashbourne in Derbyshire. The site itself is owned and managed by Severn Trent Water, who, in addition to other visitor services provide a cycle track around the reservoir itself.

CSL has a large fleet of mountain bikes that are available to hire by individuals, families, external activity providers and school/youth groups. To help ensure the safety of all our customers whilst at Carsington, we request information from groups and activity providers regarding their planned visits. This enables us to provide the best level of service on the day of your visit and helps ensure all members of your party enjoy their time at Carsington.

The following document outlines the conditions of group cycle hire and what you can expect from us on the day of your visit.

### **Booking**

Group bookings are handled by our reception staff and in most cases a provisional booking will be made prior to completing the details overleaf. This enables us to reserve your bikes whilst we obtain confirmation and further details of your group's visit. Our staff will be unable to confirm your booking until they receive the details requested on this form.

### **On the day**

Upon arrival at the centre the person in charge of your group needs to contact the activity centre reception. Here we can check that you have sufficient parking space in our car park and can issue a parking pass if required. (If your group are arriving by coach please call the visitor centre on 01629 540696 to arrange coach parking). We will also need to confirm at this stage if there are any further adjustments to your bookings that may affect the session ie: significant change in numbers.

After checking in, bring the members of your group through to the cycle hire reception where our staff will meet the group and begin the process of issuing equipment as follows:

- All participants will be issued with a helmet and advised how to fit it correctly
- All group members will need to secure loose items of clothing that could become snagged in moving parts of the bike
- When properly equipped the group will be given a briefing which will include the following;
  - Proper use of gears
  - Proper use of brakes – prevention of skidding
  - Advice specific to the conditions on the day
- Participants will then be issued with a bike and the seat height adjusted to their individual physical size and comfort

After this you will be ready to go and enjoy your bike ride!

When you have finished your ride our staff will collect your bikes and helmets from you.



## Group Information

As mentioned overleaf we require some basic information from your group and confirmation that basic safety systems are in place for your bike ride. It is important that before completing this part of the form you understand the following points;

- Prior to your visit you (or a nominated member of your staff) should have personally completed a site specific risk assessment for the cycle hire activity taking into account any perceived local hazards associated with your planned route. *Note: generic risk assessments are not site specific*
- Once our staff have finished their briefing you and your staff are entirely responsible for the group, it's conduct and safety whilst using our bikes. You are also responsible for group control, particularly if you choose to ride on any public highway. Please observe the highway code at all times.
- A system should be in place to deal with an accident – there should be at least one member of staff who holds a current/valid first aid certificate and access to a fully stocked first aid kit.
- In the event of mechanical failure of one or more bikes, we will endeavour to fix or replace the bike as quickly as possible. Please bear in mind that due to the physical geography of the site it may take a relatively long time for us to reach your location.
- You are responsible for the security of the bikes whilst on hire.
- Mobile phone reception is limited around much of the site.

To confirm your booking please complete the following details and return a copy to the Centre

Group Name	
Date of Visit	
Group Leader	
Contact Phone Number	
Contact Email	

Please tick	I confirm that I have (or a member of my staff has) completed a site specific risk assessment for cycle hire at Carsington with reference to the above listed date/dates.
Please tick	I confirm that at least one member of staff holds a current first aid certificate that will be valid during the dates above and that they will have access to a first aid kit during the ride.
Please tick	I confirm that we have sufficient staff/helpers to ride with the group and deal with an incident or medical problem should one occur.

Signed (Group Leader)..... Date:.....

