



Bucks Big Day Out 2025



Leaders' Information Pack

Thank you for booking your unit, district or division onto the Girlguiding Bucks Big Day Out to Chessington World of Adventure.

Please find enclosed the final details and information to help you ensure everyone has a great day out!

Chessington World of Adventures Resort is Britain's Wildest Adventure! Comprised of a Theme Park with magical rides and attractions and animals in the Zoo and SEA LIFE centre! Our Girlguiding Buckinghamshire team of Sue (Berry), Janet (Smith), Rikki (MacKenzie) and Gill (Lawrence) will be onsite to help you or in the case of any emergencies. We can be found at the main entrance while you enter and then on the main lawn or by calling 07593 844218. If this number is not answered please try calling the team on our personal phones. These numbers should not be shared with the girls please.

We are organising this day through Youth Fun Days and their team will be onsite to help us and will be easily identifiable in their high viz purple jackets. Please note that during the event Youth Fun Days will have both male and female staff on duty. As leaders you will be responsible for the behaviour of both the girls and adults in your group.

Getting to CHESSINGTON WORLD OF ADVENTURE

You can find us with the following address:

Chessington World of Adventures Resort
Leatherhead Road
Chessington
Surrey
KT9 2NE

The Resort is well signposted. It is on the A243, just two miles from the M25 and A3. From the South on the M25, take Junction 9 and from the North, take Junction 10.

Ultra Low Emission Zone

London's Ultra Low Emission Zone (ULEZ) is expanding from Tuesday 29th August 2023. The expansion will include all entrances to the theme park so vehicles need to meet certain emission standards for motorists to avoid paying the daily ULEZ charge.

Coach Parking

We are advised that all coaches should head to the coach car park.

They have 10 spaces. Additional coaches will drop off in this area and then be sent to our Explorer Car Park or put into express – the Chessington World of Adventure staff will instruct on the day.

On Arrival

On arrival, one leader from each booking group needs to register at the Girlguiding Buckinghamshire table next to the group entrance which can be identified by our county sail flag. You will be given the event badges, wristbands and tickets at this time. Please ensure you are all wearing a wristband before you arrive at the entrance of Chessington.

- Chessington World of Adventure operates bag searches upon entry. Please ensure you are not in possession of any glass, bottle openers, sharp objects or alcohol. Their Security team will search all bags upon arrival before guests head into the attraction
- Maps will be available to collect from the county table or are available to view on the Chessington app
- Follow these easy steps to connect to WiFi during your visit:
 - o Check your device has WiFi switched to 'on'.
 - o Select the network labelled CWOA WiFi from your device.
 - o Open your browser and follow the on screen instructions to register or log on.

Carers

If you have booked a carer to attend with your unit, please bring the disabled persons identification to the county table where they will then be handed a carer pass.

Merlin Pass holders

Merlin passholders must pre-book before visiting the attraction using the link below. On arrival, pass holders will need to scan their Merlin Annual Pass and show their reservation at the admissions gate. This is next to the group entrance. Girlguiding volunteers and Youth Fun Days members will be available to help with this if needed.

<https://www.merlinannualpass.co.uk/passholder-hub/>

Consent forms

All girls attending the event must have a completed consent form

https://www.girlguiding.org.uk/information-for-volunteers/resources/resource-library/#38513_Information+and+consent+forms which leaders should complete and send to parents. These should be kept by group leaders during the day. As this is a large scale event please ensure the appropriate box is ticked on the form.

Leader numbers

The number of adults you need depends on your section and the number of girls you are bringing. You should check the ratios needed for your section on the Girlguiding website

<https://www.girlguiding.org.uk/making-guiding-happen/running-your-unit/safeguarding-and-risk/adult-to-child-ratios/>.

All leaders should have Safe Space levels 1 and 2 or the new Safer Guiding. There should be at least one person in a group (this could be a unit/District/Division group) with Safe Space level 3 or the new Safer Guiding. This person should be responsible for the travel risk assessment for the group and any special risks that need to be considered for their unit. They should also make sure it is circulated to all adults with the group along with the event risk assessment provided by county.

Home Contacts

Each group (this could be unit/District/Division level) should organise their own Home Contact for the day.

What to bring

We will be providing enough wristbands for all members of your group which will have the emergency number for the day. Please add the unit name to your wristbands and we also suggest you add the mobile number of the leader responsible for that person to their wristband. Please ensure everyone wears their wristband all day as this will give them details of who to contact in an emergency.

- All members should wear Girlguiding uniform for their section and suitable footwear eg trainers (no sandals or crocs)
- Clothes suitable for all weathers – sun hats, sun cream, waterproofs, extra sweater/top if cold.
- Packed lunch – please ensure this does not contain any nuts.
- Something to sit on, small mat or plastic bag.
- The girls are welcome to bring some spending money however, CHESSINGTON WORLD OF ADVENTURE is now cashless so only card payments are accepted. This may mean it is impossible for the girls to bring spending money particularly our younger members who will not have a card. Please also make parents aware that leaders can not be responsible for the amount a girl may spend if she has access to an account via a card.

Please ask parents to name all belongings.

Remember – whatever the weather you and your members will be outside for most of the day!

Lunch

You will be told an area and time period during which you can meet with other units from the county for lunch if you would like to.

First Aid

Each group needs to have a small First Aid kit and a First Aider to deal with minor cuts and scrapes and initial First Aid. The park also has a designated First Aid point in the Forbidden

Kingdom. If additional help is needed please call our emergency number 07593 844218 or one of the team on their personal number (see above).

If you require an ambulance, please contact Youth Funs Days Team on 07754 427 669 and they will arrange this through site security. Please also contact the county emergency number or one of the team on their personal numbers that have been given to you above.

Before You Visit

- Please check the Chessington ride restrictions guide attached to this document and plan accordingly
- Ride Access Pass is available to guests who may find it difficult or cannot stand for long periods of time due to a physical disability or a learning/emotional impairment. Further information on accessibility and Ride Access Pass is available on the Chessington Website <https://www.chessington.com/plan-your-visit/before-you-visit/accessibility-guide/theme-park-accessibility/ride-access-pass/> and needs to be booked in advance of visit

What if a child gets lost/separated from our group?

All girls will have a wristband to wear with an emergency contact number on. This will be the number for the team organising the event. The girls should be briefed to look for an adult (or older girl) in Guiding uniform, a member of Youth Fun Days wearing a purple high viz jacket or someone wearing the Chessington World of Adventure uniform. The adult will then be able to call us. Leaders should notify the organisers as soon as they become aware of a missing girl.

Please make sure that all girls know they must not under any circumstances leave the park unless it is with their leader.

If you find a child who has become separated from their Guiding group (or they find you) please look after them and call the emergency number on the wristband. They will then help you to locate their group. Once the lost child has been reunited with her group, please let the organisers know.

During The Day

- If you come across a ride that has had to close, please be assured the staff will be working really hard to reopen it as soon as possible. Head to the App to see which attractions are nearby that you can enjoy in the meantime. To help reduce ride downtime throughout your visit, make sure you follow all instructions from the ride operator and stay seated throughout the ride.

Health & Safety

A Girlguiding risk assessment for the day is attached to this document.

Chessington undertakes a full Health & Safety audit on an annual basis in addition to regular audits carried out by external Health & Safety consultants.

Do girls need to have a leader with them at all times?

Guides and Rangers/YLs can walk round in groups without a leader but there should be at least 4 in a group and ideally not more than 6. They should be reminded to be courteous to other park users. Younger Guides/Rangers may, however, feel more comfortable being with a leader but this is up to unit teams to talk to their girls about this.

Safety restrictions are posted at individual rides and attractions. Please take a moment to read them carefully before considering them for you or your girls. For your safety, exceptions are not possible.

- Observe ride in operation and all ride restriction signs prior to boarding.
- Obey all posted rules and verbal instructions.
- Obey all height and age restriction for each area and attraction.
- Make sure seat belts and safety restraints are secure and snug.
- Keep arms, hands, legs, feet and head inside ride vehicle at all times.
- Stay seated until ride comes to a final stop at unloading point and you have been instructed to exit the vehicle.
- If ride stops before the unloading point, remain seated; wait for ride to restart or for further instruction from the operator.
- Watch your step while entering and exiting rides and attractions.
- Keep children off railings, chains and structures throughout the park.
- DO NOT retrieve lost articles from rides without help from the attendant.
- Keep children out of water features, water landscapes, fenced water areas and the lake.
- Secure all camera, glasses, hats and loose articles of clothing, especially on rides.

Lost Property

Items that clearly belong to a Girlguiding member (eg a Brownie top) should be brought to the Girlguiding Buckinghamshire information desk at the front lawn.

Photographs & videos

This is a large-scale event. Therefore, the normal photographic and video permissions given in the young members starting Rainbows, Brownies, Guides or Rangers form do not apply.

Please note leaders are responsible for ensuring that girls without this permission do not appear in photographs.

Don't forget

- To bring this information pack with you on the day.
- To retain the information/consent forms for your group.
- Leaders are responsible for the behaviour and safety of their group.

We hope you have a great day at Chessington World Of Adventure