



Youth Groups & Schools - Activities Brochure



About

Encounter Adventure

Encounter Adventure is the Trading Name of Untold Operations Ltd, providing a wide range of innovative outdoor education services mainly to the Youth & Education sectors.

Our services include Activity Camps, The Duke of Edinburgh Award Expeditions & Residential's, Team Building and Adventurous Activity Days, Geography Field Trips and Environmental Education Sessions.

We pride ourselves in providing a high quality bespoke outdoor education solution to all our clients. To help meet this aim we use modern equipment and highly experienced outdoor instructors and practitioners.

Encounter Adventure maintain the required Licenses & Insurances to run adventurous activities, as well as additional/voluntary memberships, to help ensure the provision we provide are safe and engaging.



Activities Session Costs

You will be charged for each participating person including adult leaders.

Please contact us for prices for smaller groups.

HALF DAY ACTIVITIES 1 to 12 persons in a group (price per group)			
Climbing (from £31.50pp)			£378.00
Gorge Walking (from £42.00pp)			£504.00
Canoeing (from £35.00pp)			£420.00
Coasteering (from £42.00pp)			£504.00
FULL DAY ACTIVITIES 1 to 12 persons in a group (price per group)			
Mountain Walk (from £31.50pp)			£378.00
4 Waterfalls Explore (from £31.50pp)			£378.00
Climbing & Abseiling (from £42.00)			£504.00
GOOD VALUE – MULTI ACTIVITY DAYS (up to 12 persons) 2 activities provided to the same group on the same day, priced per person.			
Climbing & Canoeing (from £48.00pp)			£576.00
Gorge Walking & Waterfall Explore (£50.00pp)			£600.00
Canoeing & SUP Boarding or Coracle Build (from £45.00pp)			£540.00
BEST VALUE – MULTI DAY ACTIVITY PROGRAMMES (groups of 12+ persons) 3+ activities over multiple days or 2 activities over 1 day, Priced per person per activity. Contact us to discuss your activity preference and allow us to plan the programme.			
	2 hours	Half Day	Full Day
Climbing &/or Abseiling	-	£28.00	£40.00
Canoeing from 2025	£28.00	£32.00	-
Stand Up Paddleboarding from 2025	£28.00	£32.00	-
Gorge Walking &/or Waterfall Walk	-	£40.00	£48.00
Mountain Walk	-	-	£30.00
Team Building / Coracle / Bushcraft	£24.00	£28.00	-
Tunnel Walk & Team Building	-	£28.00	-
Coasteering	-	£40.00	£48.00

VAT: Prices stated are inclusive of VAT

Gorge Walking

Jump into an aquatic adventure where you'll scale, swim, and leap through the gorge, tracing the ancient river path to the historic gunpowder works! Located in Pontneddfechan, this exhilarating activity is perfect for individuals aged 10 and above who are physically active. Equipped with wetsuits, helmets, and buoyancy aids, participants are guaranteed to get wet as they navigate the gorge's challenges. While available throughout the year, the optimal experience unfolds from March to October, ensuring a wet and wild escapade that leaves lasting memories.



Encounter Adventure will provide the following PPE –

- ✓ Buoyancy Aid
- ✓ Helmet
- ✓ Wetsuit 4-5mm

Your group participants will need to bring the following –

- ✓ Old Trainers for wearing on the activity. **NOT Wetsuit Boots.**
- ✓ Synthetic Layers for wearing underneath wetsuit or a rash vest.
- ✓ Dry shoes for after the activity.
- ✓ Warm layers for after the activity.
- ✓ A towel for changing.
- ✓ Lunch & Snacks

MINIMUM AGE

10+

Location

Dinas Rock | Pontneddfechan
<https://w3w.co/fetch.stood.argued>

Duration

Half Day | Approx 3hrs

Climbing & Abseiling

Embark on this thrilling adventure as you ascend real rock formations in the great outdoors. Our sessions take place at Morlais Quarry, offering breath taking views and diverse climbing opportunities suitable for all skill levels. Depending on the timeframe, participants may also have the exciting opportunity to engage in abseiling. Under the expert guidance of our instructors, groups will not only master the art of belaying but also learn essential safety measures, fostering a collaborative and supportive environment. Open to individuals aged 8 and above, these sessions are ideally enjoyed from March to October, providing an unforgettable outdoor experience.



MINIMUM AGE

8+

Location

Brecon Mountain Railway

<https://w3w.co/secret.food.dus>

Duration

Half Day | Approx 3hrs

Full Day | Approx 6hrs

Encounter Adventure will provide the following PPE –

- ✓ Climbing Harness
- ✓ Climbing Helmet

Your group participants will need to bring the following in a day bag

- ✓ Walking Boots/Grippy Trainers.
- ✓ Plenty of warm layers **NO COTTON or DEMIN.**
- ✓ Full set of Waterproofs Jacket and Trousers.
- ✓ Lunch & Snacks.

Mountain Walking

Embark on an adventure to discover the towering peaks of South Wales or master the art of navigation amidst the picturesque valleys surrounding your accommodation. Tailored to the group's physical capabilities and session length, each walk promises a customized experience. In addition to the breath-taking landscapes, delve into the rich tapestry of Welsh history, unravelling tales of ancient times as you traverse the trails. This versatile activity caters to all ages and fitness levels, ensuring an inclusive and engaging experience. Lace up your boots for a journey through Wales's natural beauty and historical wonders—available year-round, except when the snow blankets the ground!



MINIMUM AGE

8+

Location

Location Dependant (We will discuss options with you.)

Duration

Full Day | Approx 6hrs

Encounter Adventure will provide the following PPE –

- ✓ Mountain Leader Guide

Your group participants will need to bring the following in a day bag

- ✓ Walking Boots.
- ✓ Plenty of warm layers **NO COTTON or DEMIN.**
- ✓ Full set of Waterproofs Jacket and Trousers.
- ✓ Lunch & Snacks.
- ✓ X2 1litre water bottles.
- ✓ Hat & Gloves/Sunhat & Glasses



Responsibilities & Services

Encounter Adventure will:

- ✓ Provide the activities in line with our risk assessments.
- ✓ Provide the activity equipment, other than the equipment deemed personal items, on the equipment list enclosed.
- ✓ Ensure our staff have been DBS checked in line with our company policy.
- ✓ Provide a dedicated Expedition Manager who will be “on site and on call” throughout your event.
- ✓ Book the accommodation (and any 3rd party services detailed in the expedition summary sections).

Your Organisation will:

- ✓ Ensuring your group are supervised by adults from your organisation and in line with your procedures throughout the trip.
- ✓ The safety and well-being of the young people overnight and outside of the activities provided by Encounter Adventure, including all activities arranged / organised by your teachers, with or without our instructor’s voluntary help or the use of our equipment.
- ✓ The arrangement and payment of your transport to and from the event, and between activities as detailed on the expedition summary pages.
- ✓ For the supervision of your young people during all transportation throughout the booking.
- ✓ For arranging and payment of any costs relating to the transportation and supervision of any participant that opts out, or is removed from the activity, for any reasons, including where they travel home.
- ✓ For ensuring the parents / consenting adults for all participants in the group booking are aware of the nature of the trip and specifically the inherent risks of the activities to be undertaken.
- ✓ For collecting the required participant information and for sharing this information with us before your event and with our instructors during your event.
- ✓ For informing instructors at the start of sessions of any conditions/ special requirements to ensure that sessions are correctly targeted to ensure that session meet everyone’s needs.



Responsibilities & Services

It should be accepted that Encounter Adventure staff may:

- ✓ In the event of an emergency, and in the absence of an adult in loco parentis acting in the best interests of the individuals involved in the trip.
- ✓ Provide transportation for a casualty, where an ambulance is not required. This is not part of the paid service and permission will be granted by an adult acting in loco parentis for transportation in a company vehicle or private vehicle i.e., Taxi.

Information & Documents

To support your trip management, copies of all our health and safety documentation can be downloaded by visiting the downloads area of our website. Please click here to access this information on our website.

These include but are not limited to:

- ✓ Public Liability Insurance Certificate
- ✓ Activity Risk Assessments
- ✓ Copies of Relevant Licenses
- ✓ Child Protection Policy

Public Liability Insurance

Encounter Adventure holds a comprehensive outdoor activity specific insurance policy issued by Activities Industry Mutual (AIM). This provides public liability and product insurance of up to £10 million. Which is above industry standard.

Personal Insurance

Insurance against financial/personal loss resulting from; loss of possessions, cancellation due to ill health, injury where there is no fault, or the delay/cancellation of transport arranged by you is not included under our insurance policy. We recommend that all customers ensure they are covered by an adequate insurance policy that covers any losses caused by injury, cancellation by you or loss/damage of personal possessions brought to the event. An insurance policy that would cover this trip is available from many insurance providers.





Responsibilities & Services

Third Party Provision

Encounter Adventure accepts no responsibility for any services provided by third parties. Adults from both parties at accommodation/during third party provision are responsible for monitoring/assessing the third-party provision and ensuring the safety of the group in these environments.





Equipment

Equipment Details

- ✓ All specialist equipment is provided unless otherwise stated or provided by your organisation. Please see details below.
- ✓ Footwear and waterproofs are not considered specialist equipment and should be provided by participants

Equipment List

We will provide a separate equipment list so that you are able to send it out to parents and participants.

Participants should bring all items required and as listed. Being ill equipped may ruin the enjoyment of the event and result in a safety issue. Just because an expedition is in the summer does not mean that hats, gloves, and a warm coat are not needed on a windy mountain day.

Items indicated in **Bold** may be required to safely participate in the activities. All participants are required to have the basic personal equipment on the equipment list detailed below. We reserve the right to stop any ill-equipped person(s) from participating in the event without a refund.



Equipment

Suitable Clothing

Please encourage participants to bring quick drying clothing made of synthetic fibres, and not clothes of high value as these may get dirty, marked, or damaged. They should also bring clothing that they do not mind getting dirty, marked, or damaged. The company is not liable for any damage to clothing worn on the event or activities.

Loss or Damage to Personal Equipment

Attendees including staff are advised not to bring items of high value, or items that may be easily damaged in an outdoor environment. During activities non-essential items should be left at the accommodation/campsite or in transport.

The company and our staff/instructors are unable to accept any liability for any loss or damage to possessions during our events, including at times where they are carried/stored by our staff at the client's request, or taken by our staff on the grounds of safety.





Additional Information

Poor Weather Plan

Wherever it is safe to do so, we operate a 'business as usual' policy, but some activities can be adversely affected by the weather. Whilst it is our normal procedure to amend the programme accordingly to ensure all attendees undertake all activities, due to staffing, water levels, transport, and access issues this may not always be possible, and activity substitution may be required.

Very occasionally activities may have to be stopped or amended during the session. Our instructors make the final decision regarding the safety and running activities, and their decisions are final.

The comfort of the group will be considered in the case of cold and wet weather and if applicable/possible a more suitable alternative will be provided.

All participants are required to have the basic personal equipment as detailed on the equipment list contained within this pack. We reserve the right to stop any ill-equipped person from participating in any activity, or change the activity for the entire group, if we believe that the equipment available will affect the safety of the session.

Changes made in line with the policy outlined in this section will not be considered a breach of contract.

Staffing Ratios

We staff all our events in line with best practice/national governing body advice to provide supported and safe activities. Staffing ratios may vary between activities, and will depend on the venue, staff qualifications, and the other support mechanisms in place. Activities will normally be based on a ratio of 1 instructor to 12 clients in land-based activities and 1 instructor to 8 clients for water-based activities. Where required groups may be split, or additional instructors brought in to work with larger groups.

One adult from your organisation should accompany each group on activities provided by Encounter Adventure (except for DofE Expeditions).





Making your Booking & Sharing Information

You will be required to complete one booking form and submit a list of participants for the event. Please see below:

1. A group booking and participation consent form. (Due at time of booking)
2. Confirmation of the attendees for the event.
 - Due no later than 10 working days/2 weeks before each event.
 - You will need to provide a full list of attendees' names and relevant current/historical medical and dietary information by electronic method (see below).
 - A list of persons in each activity group. This is normally a maximum of 7 and minimum of 4.
 - Please contact us to confirm the number of people per group if you are unsure.
 - This information enables us to provide safe, correctly targeted activities and to fully support everyone throughout the event. Data is stored and used in accordance with current GDPR. Our data protection policy is available to download in the downloads area of the website.
3. All adults attending the rip will be required to complete their own participation and consent form before or on arrival. A copy of this form can be found on our website.

All forms will be emailed to you. Our booking forms are powered by adobe sign and can be signed electronically from a wide range of devices. If you have any problems with the forms, then please contact us.

Information Required

<i>First Name</i>	<i>Surname</i>	<i>DOB</i>	<i>Medical Information</i>



Making your Booking & Sharing Information

Sharing Information

We are dedicated to protecting all information submitted and request that you support us by sharing this in a manner which ensures it arrives securely. Please only email information to info@encounteradventure.co.uk and do not use other addresses for sharing information. After receipt we will follow company policy for deletion of personal information.

We can only accept liability for information that is transmitted to us via a secure method. The best way to share information with us is in a password protected/encrypted format or via a secure folder share. Please consider the following before submitting information to us.

Only sharing the personal information that is relevant/necessary/requested.

- Do not provide unnecessary or out of date information.
- Delete (not hide) unrequired information on all other pages/sheets.

How are you securing the information you are sharing?

- Please password protect the documents you send to us.
- Please contact us separately to provide the password – or use the password used for the booking form.

How are you sharing it?

1. You can share a file directly with us from a secure online directory, such as google drive or OneDrive. Please share the link specifically with info@encounteradventure.co.uk rather than sending an open access link.

Do you have consent to share this information with us?

2. Parents should be aware that you are sharing this information with us so we can provide a targeted and safe event.





Payment Information

Cost

Please see the 'Event Details' Section for the cost per person.

VAT

Standard VAT

Unless otherwise stated prices in this pack are inclusive of VAT. You will receive a full VAT invoice on receipt of your final payment.

Payment Schedule *(You will be asked to make the payment in three stages)*

A nonrefundable, date holding deposit (where booked 4 months or more in advance of commencement of the event).

- Due at time of booking.
- To confirm your dates, and allow you time to launch the programme, we charge a holding deposit of £100.00 per event day (including any VAT due).

Deposit

- After you launch your trip to parents, we will invoice 20% of the event value, less any date holding figure paid.

Full Payment

- The balance of the event is due 30 days before the event.
- This payment is based on the minimum number of participants as detailed in this pack, or on the most recent number of attendees provided by you, with any additional places invoiced after the event.

Payment Information

Refunds for participants who did not attend

After we receive the booking form the booking will be subject to the minimum booking number. If you are unlikely to have this number of attendees, then you have two options.

1. Pay for the minimum number of places in full and bring fewer participants.
2. Contact us for a redesign and re costing of the event. In most cases with a few simple programme changes we can keep the cost very similar.

We recommend early communication with us to help minimise any losses.

At the point of raising the final invoice. 40 days prior to the event, your event numbers will become fixed at the most recent number reported by email or the minimum booking number, whichever is larger.

Making your Payment:

Please make your payment into the bank account detailed on your invoice using your personal payment reference number detailed on each invoice and your school's name in the following format.

<number><space><school>

- Do not include any numbers other than the code provided.
- Please inform us when a payment is made to info@encounteradventure.co.uk to ensure the payment is allocated without delay.

Amendments and Errors

The details in this pack are accurate to the best of our understanding. Where this pack is found to contain an error, or a party wishes to change any detail, the parties should agree the amendment by email. Where a change is made, a new pack will only be issued where it constitutes a fundamental change in the provision, otherwise emails between the parties will stand record of these changes.