



GROUP LEADER'S HANDBOOK

**All you need to know to
organise a great visit**

**A vital aid to running a conference or holiday
at The Quinta Christian Centre**

2019 (Version 2)

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Feel free to reproduce any parts of this handbook.
It is important to share parts of it with your leadership team, but it should not be necessary to pass on very much to your individual guests.

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WHAT IS QUINTA?

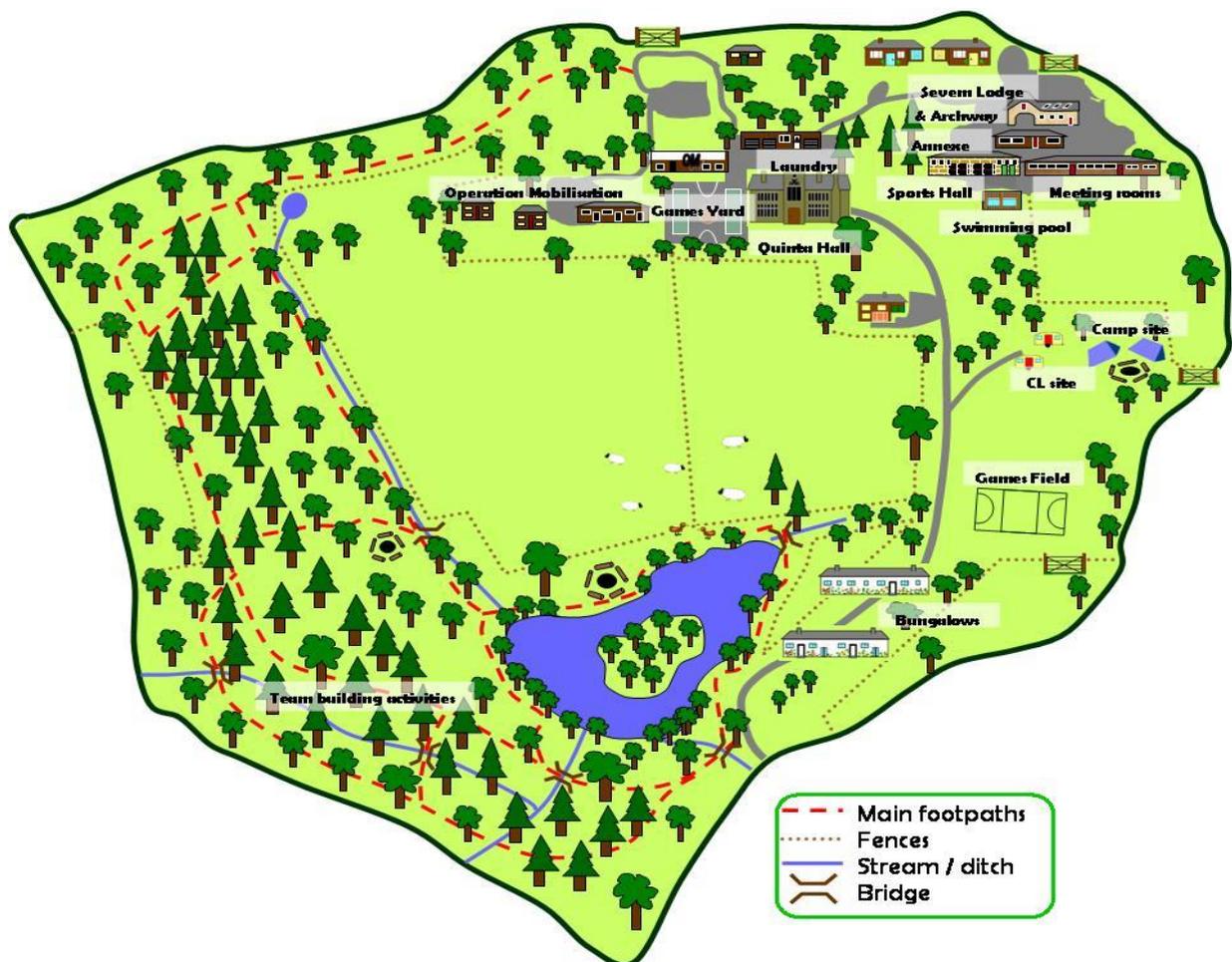
Two separate organisations use The Quinta: *Centre Ministries*, a Christian trust, are the trustees of the estate and run the Quinta Christian Conference Centre. *Operation Mobilisation* lease their buildings from Centre Ministries. Whilst the nature of our work is quite different we work well together and enjoy sharing The Quinta.

For some Quinta is a home, for others it is a place of work (or both!), and for others it is a place of learning and challenge or rest and recreation. The overall purpose of the centre is to glorify God in His work with us both as individuals and as members of groups. The Quinta exists primarily to serve the Christian Church: those who accept the sufficiency and authority of the Scriptures in their teaching and practice.

The Quinta is also a superb base for school residentials. The active support of an experienced member of staff helps schools make use of the resources of the centre and the area to produce a programme tailored to their needs. The Quinta is equipped with a good range of outdoor activities, team-building and development training programmes.

As visiting guests, you are welcome to use and respect The Quinta as though it were your own. Our prayer is that Quinta will be a resource that God uses powerfully for the benefit of all visitors and that as you grasp this expectation we trust that your experience at Quinta will be good and have a profound impact upon yourself and your group.

FINDING YOUR WAY AROUND



THE A-Z OF USEFUL INFORMATION

There is a lot of information available on our web site, much of which is downloadable. On the website you will find floor plans of all our accommodation units; bed lists for each unit; various other useful forms. The web site also contains details of places to visit nearby. This handbook hopefully plugs the gaps!

ACCIDENTS

Please tell the Duty Manager about any accidents. We will need you to complete an accident report form.

ARRIVALS, DEPARTURES AND CLEARING UP

Our desire is for everyone to be as flexible as possible – both us and group leaders. We need everyone to co-operate, and abide by what is agreed in advance, for the Centre to run smoothly.

Arrivals - buildings are normally available from 2pm onwards. If not we will discuss this with you at the time of your booking. If a later booking is made that affects your arrival time we will discuss this with you. We can usually store luggage, equipment or food supplies that arrive early.

Departures - for Sunday departures there is no pressure to leave by any set time. For those staying over to a Bank Holiday Monday we will discuss this when you book, as your departure will depend on whether a new group is arriving that day, and when we need to clean the building. Other departures are different, especially if we have a group arriving on the day you depart - for these we need to have rigorous schedules for departing groups as we have a lot of work to do getting buildings turned round ready for new groups to arrive. We ask that the clearing up and vacating of your buildings is as follows:

- 9.30 am First floor and/or all bedroom areas.
- 10.15 am Kitchen area and dining room areas
- 11.15 am All remaining areas.

After 11.15am the toilets at the back of the Sports Hall are available for use. It is possible to book the Sports Hall [where luggage could be stored] and use the grounds after leaving your buildings. Thank you for your co-operation in this.

It is a principle of self-catering that you leave the buildings and immediate surrounding area as clean and tidy as you found them. What we ask you to do is limited and we have produced sets of laminated cards specifying each task, making the work simple to organize and not burdensome. We will discuss this with you during your stay.

AUDIO-VISUAL EQUIPMENT

Quinta Hall and The Annexe have a permanently fixed data projector, available for groups to use, in the meeting room. Both also have a small, but fully functional, PA system in the meeting room. A data projector is available for loan in the other accommodation units. Each unit has its own television with built-in DVD player. Quinta Hall, Severn Lodge and The Annexe all have fixed pull down screens in their meeting rooms. One extension lead is provided for each unit.

BED LINEN, COTS AND HIGH CHAIRS

All beds across the site have a mattress protector, fitted sheet, two pillows and a duvet. Guests will need to hire linen from us, or bring their own - pillow case and duvet cover. Guests in Quinta Hall will need to know if they are sleeping in a double bed when bringing their own bed linen. All guests need to bring a towel. There is a limited number of both cots and high chairs.

BREAKAGES Breakages/loss/damage will be charged at cost. Please ensure they are reported.

CAMPING

There is a cold water supply to the site, and rubbish bins which will be emptied by Centre staff. Showers, washrooms with hot water and toilets are in the rear of the sports hall.

CHRISTIAN ETHOS AND PURPOSE OF THE CENTRE

As a Christian charity we exist to serve all people especially through churches and organisations from our constituency. The objectives of our charity lead us to expect our visitors, while using our centres, to refrain from promoting theological and ethical views or engaging in behaviour and that would be in conflict with the Christian Biblical perspectives to which we aspire. In practice this means that we can continue to enjoy a good relationship with those who currently use our Centres. This includes schools and educational establishments. Our record of welcoming all people and handling our Christian identity appropriately is appreciated and valued as an asset to the totality of the "Quinta Experience".

CLEANING

Since this is a self-catering centre any cleaning during your stay is your responsibility. Ideally toilet and shower facilities should be inspected daily, and thoroughly cleaned and disinfected at the very least every third day. We have a simple system to ensure a basic minimum standard, if your stay is longer than 3 days:

- Unless you opt out Quinta will provide toilet and washroom cleaning, around the middle of your stay, between 9.30 am and 12.30 pm, having discussed which day with you.
- If you wish to opt out you can indicate your wish to do so on the Final Arrangements Form which we ask you to return at least five working days before your visit. If you do opt out, then you undertake full responsibility for this work including the provision of materials.

DOGS AND PETS

We do not encourage pets, except of course guide dogs. If your guests insist on bringing them, they must be kept overnight in their cars and dogs exercised on a lead. They are not to come indoors, worry other visitors, residents or sheep, or foul lawns, play areas and paths.

DUTY MANAGER

All the time any guests are on site there is a member of staff on duty. There is a phone outside the office in Quinta Hall that can be used to contact the Duty Manager, at any time of day or night. A card next to the telephone will tell you who is on duty and their contact number; or you can dial the main Quinta number. The duty manager is there to give you peace of mind and to re-act if things go wrong or in an emergency – they are not there to get in your way, or to tell you how to run your programme!

ELECTRICAL EQUIPMENT

All our electric plant and portable appliances are subject to inspection and testing. We recommend the same for any equipment brought in.

FIRST AID AND MEDICAL EMERGENCIES

There are First Aid Kits in each kitchen and one in the Centre office. Groups should have their own qualified first aid personnel. Details for the **Hospital, Doctor and Dentist** are given in the Useful Contacts section.

FIRE

All buildings have Automatic Fire Detection. The alarm is an unmistakable loud continuous sound. Alarms must always be treated as real. Quinta staff will contact the emergency services, if necessary. A nominated person for each group must have an accurate list of residents and which bedrooms they occupy. This person is responsible for checking your group at the specified assembly location to see if anyone is missing. A copy of the emergency list must be given to the duty manager as early as possible at the start of your visit and the duty manager must be informed of any changes during your stay.

GAMES AND LEISURE EQUIPMENT

Each facility has its own lockable games box or cupboard containing equipment for badminton, volleyball, basketball, tennis, a foam ball for sports hall football, outdoor football and table tennis. Quinta Hall, Severn Lodge and The Annexe have some games tables eg table tennis, pool in their games room. The excellent games yard has two tennis courts and a basket ball court or, alternatively, a five-a-side football pitch. Tennis nets are left out June to September when tennis has priority over five-a-side football. Campers can get games equipment via the staff in office hours. The football and volleyball pitches are available for all guests all year round

GROUND, LAKE & WOODS

Feel free to explore the estate, except areas that are obviously private houses. The grounds are part of the normal countryside. There are barbed wire fences and other hazards. Geese and wildfowl graze and parts of the estate are also used by sheep. Their excrement is a health hazard and guests should be encouraged to wash their hands after using those areas. Appropriate care must be taken after dark. Use and enjoy the full potential of the grounds. Please supervise children and young people and ask that they do not damage trees or pick wild flowers. Fireworks are not allowed to be let off on site due to the livestock in neighbouring fields.

HEATING

All rooms have full central heating. The majority of our radiators have individual thermostatic control. We aim to provide a good standard of warmth striking a balance between extremes, but we still have problems with old inflexible heating systems. If there is any problem whatsoever with regard to heating or hot water please bring it to our notice immediately - ***we do not want people feeling cold***. We also provide coal and logs for the open fires in some accommodation units.

INSURANCE

The Centre is responsible for providing safe facilities and a safe environment and has public liability cover for £5m. Groups are responsible for the effects of their own actions on the site. Our insurers will not take responsibility for third party actions, so we advise leaders to ensure that their group has adequate liability insurance protection. Many of you will be already covered by your parent organisation (church, school, etc.) though you may need to make sure that your event has been formally approved by your executive decision making body / person.

LAUNDRY

At the rear of Quinta Hall, in the single storey garages, is a Laundry containing washing machines (£2.40 per wash), tumble driers (multiples of 20p or £1) and irons. Please note that these machines use old £1 coins; which we can provide in exchange for a new £1 coin, during office hours.

LOST PROPERTY

Lost property is kept for only two months. Items can be posted, but it is appreciated if costs could be reimbursed.

NOISE

You can keep yourself awake all night, but please keep your own noise within your buildings between 10.30pm and 8.30am. Groups using amplification should be careful not to inflict their worship on people living half a mile away when they get too hot and open the windows! Night walks are great fun but can cause disturbance to local people – please be sensible and sensitive.

PAYING

Payment is required before you leave or by electronic transfer the next banking day. We will normally invoice you the day before departure. Invoices can be supplied in advance upon request.

PROBLEMS AND FEEDBACK

Please do bring things that do not seem to be right to our attention immediately. Good Christian folk too often grin and bear it even when it is very simple to put something right! Do tell us about both good and bad things. This is essential for the development of the site.

RE-CYCLING AND RUBBISH

There is a supply of black bags in each kitchen. Please tie these securely when full and leave them in the wheely bins provided. We encourage our guests to re-cycle as much as possible. Bins are available outside Quinta Hall, Severn Lodge and Perry Lodge for cardboard, paper, glass and tins/plastic bottles. (Please note we cannot yet recycle other sorts of plastic eg yoghurt pots, margarine tubs).

ROOMS AND THEIR CAPACITY

- **Quinta Hall:** The meeting room holds 100 comfortably, more if the chairs are crammed in. The lounge contains about 30 easy chairs but the numbers accommodated in the room can be doubled. The library takes about 20. Chairs can be moved into the games room to use it for seminars. The dining room can seat a maximum of 140 people.
- **Severn Lodge:** The meeting room holds up to 120. The lounge holds 20-25 and the reception area can take 10-15. The dining room seats 80 people.
- **The Annexe:** This meeting room can accommodate about 80 people seated. The Annexe lounge will take 20 people. The dining rooms seats 60 people.
- **The Archway:** The meeting room/lounge takes about 20 people and the games room is big enough for a small meeting of about 10. The dining room seats 30 people.
- **Perry Lodge:** The Lounge will take about 20 people and the dining room can be used for small groups. The dining room can seat 24 people for meals.

SECURITY OF YOUR ACCOMMODATION UNIT

This is something that each group is responsible for. Please take this seriously – just because we are in the countryside it does not mean that we don't get strangers on site. Mercifully this is very rare, so don't panic, but a few simple precautions can keep your guests and their belongings safe. Every accommodation unit is fitted with at least one digital code lock. The duty manager will tell you the code and feel free to pass this on to your group members. You need to nominate someone in your group who will be responsible for making sure that the external doors are shut at night; or if all your group are out or elsewhere on site. Treat the building like your home – and secure it in the same way! Remember this is your responsibility – not ours.

SHOP

We reserve the right to a monopoly and ask groups not to provide their own tuck shop. We can provide sale or return DIY tuck-shops. Our extensive stock includes sweets, drinks, pens, pencils, note-paper, postcards, stamps, soap, tissues, pain relievers and souvenirs. The duty manager over a weekend will liaise with you regarding opening times on a Saturday. If you are here during the week please arrange specific shop times during office hours, to suit your programme. We do not open the shop on a Sunday. Please feel free to bring your own Christian bookstall.

SMOKING & ALCOHOL

It is illegal to smoke in our buildings. It is the policy of the Trustees not to allow alcohol on the estate.

SPORTS HALL

There must be a nominated person over 18 supervising the use of the hall to ensure orderly and safe conduct. No footwear that marks or scratches the floor is permitted. Similarly, no equipment should be used in the main hall that would scratch or damage the floor. The use of the Sports Hall does not include the exclusive use of the toilet and shower facilities. The Sports Hall (excl. the toilet & shower facilities) should always be left locked when not in use. Only a foam ball may be used for football.

SWIMMING POOL

The swimming pool is enclosed and heated; it is therefore available all year round. The pool is shallow enough not to require a lifeguard, but there must be a supervisor present at all times, plus a first aider. Groups wishing to use the pool will be given a copy of the pool operating and emergency procedures.

TELEPHONES and MESSAGES

Please inform your guests that 01691 773696 is for absolute emergencies only. We will gladly handle real emergencies night or day but are not staffed for and will not run a 24 hour messaging service all over the site! But we still want and expect to hear from you and group leaders about any problems and questions relating to your visit. We welcome these enquiries and questions out of office hours every day of the year - but please if possible between 8.30am and 8.30pm.

WELCOME

We like to welcome all groups to The Quinta. This welcome is short and low-key. It includes a brief prayer. Generally, the most suitable time is a spot near the beginning of your first meeting. This is a welcome not a "give them the rules" session!

WI-FI ACCESS

There is wireless internet connection in all of the accommodation units. Please ask us for the password!

HINTS AND TIPS ON HOW TO GET PEOPLE TO SIGN-UP

So, your church leadership has decided that your church or youth group will go away. Quinta has been booked, and inadvertently you find that you are doing all the organising for the trip away. (Note to self – listen more carefully when the pastor asks you to do something – don't just say "yes, of course I will" automatically!)

And now you're lumbered, and you begin to feel the pressure of having to fill the places and people just don't seem keen to sign up.....and, of course, you don't want the Treasurer harassing you when the books don't balance at the end of the weekend. So what do you do?

Well, be assured that you're not alone in feeling like this.....others before and after you will experience the same sleepless nights worrying about it. So, we have put together a handy little list of things that you can do to help you get as many people as possible to sign up. And here it is! So, relax, take a deep breath, read on, then put some of these things into practice!

-  Announce your residential in good time, and include details in a notice sheet, magazine, on noticeboards – wherever people will see it. And don't do it once – keep talking about it.
-  Maybe show a PowerPoint presentation to get people interested and excited. To help you, we have PowerPoints available on our website for you to download. There is a different one for each accommodation unit, and please feel free to customise it for your group by adding in the dates, cost, name of speaker, special activities planned and so on.
-  If you have clever creative people in your group, encourage them to come to Quinta to make a promotional DVD to show to everyone. The more publicity the better.
-  Make sure your church or youth group leader speaks positively and excitedly about the trip away – you don't want everyone else thinking it is all just for your benefit.
-  Set up a payment by instalment scheme to help those who want to spread the cost.
-  Share the burden – get a group together to organise the time away.
-  Be creative in your programme planning. What could you do differently or new to encourage people to come? Ever thought of a murder mystery evening, for example.
-  Make full use of all the activities available on site, and make sure you tell everyone about these. People will be disappointed to arrive here to find a nice warm and indoor swimming pool if you never told them to pack their speedos!

-  Consider asking another church or youth group to join with you – you’ve then got a larger group of people to ask; and shared fellowship can be of great benefit.
-  Look at ways of reducing the cost to make the trip more affordable. Self-catering is usually cheaper than being catered for, for example.
-  Keep in touch with our staff – don’t panic on your own. The sooner you tell us your numbers are a bit on the low side, the easier it is for us to help you.

ON-SITE ACTIVITIES AVAILABLE

RESERVATIONS *There is space on the final arrangements form, which we send you about 6 weeks before your visit and which we ask you to return a week before you come, for making advance activity reservations. To ensure everyone gets access at some time, we may ration facilities on a reasonable and fair basis, taking into account the relative sizes of groups, weather conditions, etc. If you decide to do an activity when you are here on site just speak with the Duty Manager to arrange this.*

BARBEQUES

Gas or charcoal – quick or old fashioned – the choice is yours. Just let us know in advance when you want your BBQ, and where, and we will get everything out ready for you. Please leave the BBQs clean after use. We supply the gas but you need to supply your own charcoal.

CAMP FIRES

We will supply a reasonable trailer load of mixed wood to your camp fire site and a box of instructions and kit, including gloves, Please do not go around site helping yourself to wood.

CROQUET

Set available from the office, for you to set up and enjoy.

DISC GOLF COURSE

Starting just below Quinta Hall we have a 9-hole disc (or Frisbee) golf course, which will take down to the Sports Field, across the field below Quinta Hall, past the lake and up through the woods. We supply the discs, a map, a scorecard and even a pencil. Young people must be supervised. There is a £25 cash deposit required to cover the cost of lost discs. A great fun activity for all ages – allow at least an hour to go round.

GAMES FIELD

In addition to the football pitch and volleyball court there is a large flat games area where there is plenty of space. In the process of reserving games areas on the Final Arrangements Form we distinguish between this and the football pitch since there is room for more than one activity.

HARD SURFACE GAMES AREA

Immediately behind Quinta Hall this tarmac (50 x 40m) area with painted courts can be used for outdoor games.

KUBB

A Danish game, can you knock down your opponents' Kubbs before they knock down yours!

LAKE

Although quite shallow in many places, the lake can be used for canoeing or rafting, but not swimming, and only when the activity is supervised by a suitably qualified instructor.

LOW ROPES COURSE AND TEAM BUILDING COURSE

These can be used by guests, but only under the supervision of a leader who must have site specific training and certification from us. We run training days once or twice a year. Please contact the Quinta office for details. This would appeal to youth groups regularly using Quinta. You don't need to be an outdoor activities specialist: you simply have to know the safety aspects of the use of the course and be able to manage groups.

NATURE TRAIL

Follow the paths around the beautiful Quinta estate, and find six activity boards to help you think about God's wonderful creation – the mini beats, the birds, the trees and so on.

ORIENTEERING

Set up all around the grounds there are ten different boards to locate, punch your card and record the letters – then can you decipher the words the letters spell out.

PHOTO TREASURE HUNT

We now have three different photo treasure hunts for you. 20 obscure pictures taken around the site – the challenge is to work out what and where it is.

SPORTS HALL

The sports hall is a tremendous asset for letting off steam in wet weather. There are nets for basketball. The sports hall is a "supervised area" so leaders must be present.

SWIMMING POOL £20 per session

There are strict rules for its use and supervision. The duty manager will assist and advise.

TEAM CHALLENGES

We have a number of team problem-solving challenges which will stretch the brain and in which you must work with others to succeed. Each challenge should take about 20 minutes.

TENNIS

There are two courts on the games yard. If you wish to use these between October and May give advance notice so that the heavy net apparatus can be put out safely.

TRAVERSE WALL

Set up in the Sports Hall this is horizontal rather than vertical climbing, and due to not being far off the ground does not require any equipment or specialist qualification – just good grip and determination to get from one end to the other without falling off.

TREE TRAIL

This will take you around the estate and give you information on the many varieties of tree here at Quinta, some quite rare.

UNILOC

Set of sticks etc. available from office.

WALKS

Two walks of about two hours each can be done directly from Quinta, taking you into Wales, through the canal tunnel and over the aqueduct. Ask in the Office for details.

WIDE GAMES

We have two different games available to hire, details available from the Duty Manager.

If you want to arrange more adventurous activities – archery, fencing, climbing, canoeing etc - you will need to arrange this directly with a specialist company. Below are the contact details of a company who has worked at Quinta in the past and who would be delighted to hear from you

Adventure Plus 01993 703308 enquiries@adventureplus.org.uk

FOOD GLORIOUS FOOD

If you are arranging to be catered for then you can ignore these pages. But if you are self-catering then you will find lots of useful information and contact details.

Of all the tasks involved in running a residential experience, catering is one of the most difficult and demanding. Food is one of the most important elements of a successful time away! Additionally there is justified public pressure for high food hygiene standards. We have put together this section of the handbook to try to make things as easy as possible for your caterer as they will have to work with equipment they are not used to, in an unfamiliar kitchen and in an area where they have no contacts.

IMPORTANT

Our kitchens are registered with the local Environmental Health Authority, with whom we have a good working relationship. They take the view that the Quinta Christian Centre is responsible in its provision of facilities but that Groups are responsible for the way that they are used. We advise that one of your group should possess at least a Basic Food Hygiene Certificate.

GENERAL

The kitchens are deep-cleaned twice a year. Our electrical equipment is subject to a rigorous inspection regime. We have a pest control contract with local authority. We make every effort to maintain the kitchens to a good standard but we are heavily dependent on you to play a full part in the continuous cleaning process required in food preparation premises. Each group must leave the kitchens and equipment clean.

For reasons of health and safety we ask under 16s to stay out of the kitchens. In addition you should try to keep other guests out of the kitchens. It is essential that a person who is ill (especially sickness, diarrhoea or similar problems) is not allowed anywhere near. No one should use any catering equipment unless they have been instructed in its use. There is a legal requirement for commercial dishwashers to be operated by adults only. The more people you have in your kitchen the more difficult it is for you to meet the required standards.

CLEANING MATERIALS

All dishwashers have cleaning agents supplied. We also supply de-sanitising solution and de-greaser. We do not supply washing-up liquid, dish-washing cloths, scourers, drying up cloths. In or near each kitchen are a blue mop and bucket, broom, dust-pan and brush. These are for kitchen use only. (*Red buckets and mops are for toilets must not be used in kitchens*) Hand-washing and drying facilities are also available.

KITCHENS AND EQUIPMENT

Each kitchen is fully equipped to do the job for the appropriate size of group. There is a full range of cookware & cooking utensils in each kitchen. If your caterer would like more information please ask them to contact us. Quinta Hall and Severn Lodge kitchens all now have new electrical cooking equipment, including a Lincat combi-steamer oven. Quinta Hall also has a separate steamer oven and Bratt pan. Both kitchens also have a standard electric range cooker. Please make sure your caterer is aware of what they will need to use to cook your food; and please encourage them to talk to us in advance if they have any concerns.

DINING ROOMS, TABLES, TABLE SERVICE

For each accommodation unit we have a standard layout, which we alter to meet your requirements. We are geared throughout to serve to table, rather than canteen queue style service, but you are free to serve as you wish. If your group requires additional table settings to our normal maximum supplied, please discuss this with us prior to your arrival.

RE-CYCLING AND RUBBISH

There is a supply of black bags in each kitchen. Please tie these securely when full and leave them in the wheely bins provided. Please recycle all your cardboard boxes, flattening them before putting them in the relevant wheelie bin provided. There are containers in or near kitchens for re-cycling of glass, tins and plastic bottles, and waste paper. These are backed up by small wheely bins outside Quinta Hall and Severn Lodge kitchens. This system helps re-cycling and the management of rubbish as cheaply and efficiently as possible.

STORES & STORAGE PROCEDURES

A separate food store is adjacent to each of the kitchens. Temperature recording facilities for the fridges and freezers are provided. We ask you to do this and we will keep the records for at least six months after your stay. In the event of a food poisoning episode, evidence that you were storing food correctly will be a key indicator of your competence. Please contact us if you need the information. If you want to take a copy with you please ask in the Office.

CATERING SUPPLIERS

Most suppliers are local, helpful and/or will arrange delivery to the Centre. They are not necessarily the only, the best, or the cheapest but the list gives you somewhere to start. Please let us know of any problems. They do not pay to advertise here but we expect a good service!

When ordering it is absolutely essential to make clear: your name; the name of your group; where you are staying (Hall, Lodge, Annexe, etc.); day of delivery; method of payment; contact address and phone number

ON-LINE ORDERING

Tesco, Asda, Sainsburys and Iceland all deliver to Quinta on a regular basis if you want to order food on-line in advance.

CATERING & FROZEN FOODS

Booker Cash & Carry, Ruabon Road, Wrexham, Tel: (01978) 291665. Booker Card Number needed (Quinta's is 702062059). They also stock fresh meat and veg. Deliveries on large orders possible – a week's notice required – ask for the Manager.

Stan's Superstore, St. Martins, Nr. Oswestry. Tel: 772348. Stan's Superstore is a local supermarket selling most things but not specialising in catering needs. Hours: 8am-8pm Mon-Sat, 10am-4pm Sun. Excellent for last minute panics!

There are also supermarkets in Oswestry - Morrisons, Sainsburys, Aldi ; and in Wrexham - Tesco, Asda & Lidl

CHICKENS, MEAT & FISH

The Little Food Company Ltd. www.littlefoodcompany.co.uk Tele sales 01691 668004 email: mark@littlefoodcompany.co.uk Provides cooked and fresh poultry, fish, fresh and frozen meats.

Battams General Butchers, 54 Beatrice Street, Oswestry 01691 654844. A local butcher selling locally sourced produce, including freezer packs, pies, sausage rolls, bacon. Do give them a ring to see if they can help.

MILK

Martin Edwards Tel 778266 delivers milk, eggs and potatoes

FOR THOSE WASHING UP

We strongly recommend that the cooks are left to get on with the catering and that the responsibility for washing up and table laying is given to one other person. The larger the group the more important this is. It is good to have one person in charge of the interface between kitchen and dining room. This person can liaise with the cooks and troubleshoot.

Many weekend groups sensibly try to share this burden around. If you are not careful this can be a nightmare with six different groups all going through a learning exercise once with the result that each meal is hard work and nothing flows smoothly. Get group leaders to do it together first so at least they know the system but still keep one person with oversight of the whole process. The manager on duty will show this person how the dishwasher works shortly after your arrival.



Each kitchen is slightly different but the basic principles are the same, the number of helpers varying with the size of the group.

You need:

- A leader / facilitator to organise and make things flow
- A group to clear the tables, clean them down and lay up ready for the next meal
- It may also be necessary to get someone to Hoover the carpet/sweep the floor
- Several people to service the dishwasher - load and store away
- Two to wash and dry the pots and pans etc
- Do remember to bring washing up liquid, dish cloths, scourers and tea towels with you

One or two of our dishwashers are a bit temperamental at the best of times. If you have problems please contact the Duty Manager, who is likely to get you up and running quite quickly.

USEFUL LOCAL CONTACTS

Telephone numbers without an area code are local 01691- numbers

CHURCHES

Weston Rhyn

Parish Church Rev Stuart Jermy Tel: 778468

Quinta Independent Evangelical Church Digby James Tel: 778659

Chirk

Methodist Church Rev. Heather Wilson Tel: 679164

Oswestry

Hope Church Derek Hughes Tel: 655546

Holy Trinity C of E Church Rev Paul Darlington Tel 652184

There are of course many others in Oswestry/Wrexham area – do ask the Centre if you want further advice.

COACHES

Lakeside Coaches Tel: 622761 www.lakesidecoaches.co.uk

Lakeside have given the best overall service - but keep them on their toes by shopping around.

Owen's Coaches Tel: 654928/652126 www.owenstravel.co.uk

TAXIS

Berwyn Taxis, Tel: 652000

Burgess Taxis, Tel: 656367/656565/652080/671163

C&J Taxis, Gobowen Tel: 676222

MEDICAL AND OTHER EMERGENCIES

Doctor

Our local surgery is off the main car park in Chirk. Tel: 772434

This is behind the Hand Hotel. With the Hand on your right take the first right past the vets and then the first right. The doctors is the large building on the left hand side. Phone Chirk Surgery out of hours and you will be given a number for NEWDOC service for medical advice.

Hospital

Wrexham Maelor Hospital Tel : 01978 291100

This is about eleven miles away and normally takes about 20 minutes. Take the A483/A5 north from the main roundabout by Weston Rhyn. Continue north for about 9miles following signs for Wrexham. Take the turning off signposted to Ruthin A525 (Junction 4) – BUT don't turn left to Ruthin at the traffic lights, instead turn right across the carriageway. Take the next turn left (about 200m) which is signposted 'Technology Park/Hospital'. After about ½ mile you will come to a roundabout; go straight across and take the second entrance to the hospital on your right.

Dental Emergencies

Phone NHS Direct 0845 4647 for information on the nearest open clinic available.

WHAT NEXT?

About six weeks before your visit you will receive:

- 1. An info pack.** This will tell you of any changes or anything else you need to know; and room plans for your accommodation unit. It will also give you the name of the manager on duty for your arrival. This person will normally phone a few days after this mailing has been sent out to make sure you have received it and to see how your planning is going; and they will also phone or email you a few days before you arrive to make contact and check final details.
- 2. A Final Arrangements Form.** This is so that you can: specify your latest numbers; reserve high chairs or cots; hire linen; reserve sports and leisure facilities; inform us of any special needs; tell us of your arrival time; tell us if we can expect deliveries; tell us who is doing what; ensure we have a last minute contact for emergencies
- 3. Room Planning Forms.** One for your use; and an emergency form to give to duty manager as soon as possible upon arrival, and before you go to bed on your first night.
- 4. A bed linen information form.** This will confirm for us whether you are bring your own bedding or hiring from us.

PLEASE REMEMBER

If in doubt ask

If something is wrong tell us

Conference Centre staff are here to help you

**Someone is always on site and on call 24 hours a day whilst you are at
Quinta**

Centre Manager: Alistair Nurden

Assistant Managers: Thirzah Deakin, Andrew McKay and Charlie Woolcock

Other staff member on duty: Kevin Kingsley

Quinta Hall, Weston Rhyn, Oswestry, Shropshire, SY10 7LR

Tel: 01691 773696

Email admin@quinta.org Web Site www.quinta.org.

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