

Additional Information for Group Leaders



The following information answers many commonly asked questions and gives ideas on how to make the most of your visit. If at any time prior to, during or after your visit you have any questions then please contact the Rangers.

Pre-visits

A pre-visit for all group leaders is strongly recommended. The Education Ranger can help you with the planning of your visit.

Coaches, minibuses and cars

The car and coach parks are well signposted as you come into Moors Valley. The coach park is only one minute walk from the Visitor Centre.

Groups visiting must phone to book in coaches and minibuses: 01425 470721. Payment should be made in advance through the Information Point in the Visitor Centre; cash, cheques and credit cards are accepted.

Cars do not need to book, payment is by a pay on foot system. We recommend that all groups visiting by coach bring along an additional vehicle if possible. This has proved very useful in the past when people have fallen ill or needed a hospital visit.

Coach and car parking for groups who have organised and paid for Ranger-led activities is free.

Lost Property

Please report any items lost or found to the Information Point in the Visitor Centre.

Cancellations

Please let us know as soon as possible if you will not be able to make a visit. If given one months notice we will not make a charge, any less notice and we reserve the right to charge in full for the activities you have booked.

Toilets

Ladies, gents and disabled toilets are located at the Visitor Centre and at Kingsmere Station. Please supervise ALL children in your care using these facilities.

Play Areas, The Play Trail and Tree Top Trail

Both of the two play areas are safety checked each morning and are checked by RoSPA annually. Children in your care must be fully supervised in these areas at all times. The play area is owned and looked after by the Visitor Centre Rangers.

The Play Trail is owned and managed by the Forestry Commission. We recommend you allow 1.5 hours to complete the Play Trail; please be aware that the trail can be very busy so ensure the children in your care are fully supervised.

The Country Shop

A maximum of 10 children are allowed in the shop at any one time. Pre-booked children's souvenir bags, starting at £1.00 can be booked in advance, please contact the Rangers for more details Tel: 01425 470721.

The Narrow-gauge Steam Railway

Groups are advised to book in advance. Discounts of up to 25% are available to groups booking in advance. Contact the Railway direct on 01425 471415

Go Ape High Wire Adventure

Minimum age, height and supervision ratios apply. Please enquire for details and group rates. Booking essential. Tel: 0845 6439215.

Picnic Areas and Refreshments

There is a lakeside picnic area between the play area and the lake and a forest picnic area near the start of the Play Trail. There are no undercover eating areas at Moors Valley.

Groups visiting independently cannot be guaranteed any space undercover. It may be useful to check with your coach company if you are able to eat packed lunches on the coach or to ensure that the coach stays on site in case you wish to cut short your visit.

The Restaurant in the Visitor Centre offers a wide range of hot and cold drinks, cakes, snacks and light lunches. Groups can be catered for if booked in advance. Please contact the Restaurant direct for details. Tel: 01425 470537.

We do not have a drinking water fountain but drinking water can be obtained from the tap at the front of the Visitor Centre.

The wooden kiosk in the car park offers a selection of wrapped, scoop and soft ice creams; groups can be catered for, please Tel: 01425 480811 for details. The railway also offer a selection of ice creams at Lakeside and Kingsmere station; please contact the railway direct if you would like to pre-order ice creams, Tel: 01425 471415.

Litter

There are no litter bins at Moors Valley, please be prepared to carry all your litter with you and to take it home at the end of your visit.