



# the **Y** **OUTDOORS**

## THE DUKE OF EDINBURGH'S HILLARY AWARD

### 2023 - 2024 Season

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OutdoorsMark



Safety Audit  
CERTIFIED

Adventure Activities

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# Welcome

Welcome to Y Outdoors. This booklet will guide you through all the ins and outs of your Duke of Edinburgh's Hillary Award experience at Y Outdoors, from making your booking, all the way through to ticking off your Adventurous Journey.



# Booking Process

## BOOKINGS

- If you are booking an Open Duke of Ed as an individual or group of individuals, go to <https://ycentral.nz/dukeofedinburgh/> to complete the registration form.
- If you are making a booking on behalf of a school group or a private group, email [youtdoors@ycentral.nz](mailto:youtdoors@ycentral.nz)

## PAPERWORK

- Medical and Dietary Form must be completed by you or everyone in your privately booked group.
- Please check the gear list that is available on our website to ensure you have all everything.



## MEDICAL INFORMATION

- You will be given access to a Google Medical Form to complete, or to share with each participant from your privately booked group or school group to complete.



## PAYMENT

- All payments must be made.
- You will receive a final email from us following up any loose ends and reminding you of the important information for your training or expedition.
- Any gear hireage requirements must be booked.

## UPON DEPARTURE

- Your instructor will give you a completed Adventurous Journey sign off form. This form must be kept safe as we may not be able to provide another one should you lose it.
- An invoice for any additional costs will be sent out. A feedback form will be sent out for you to complete.



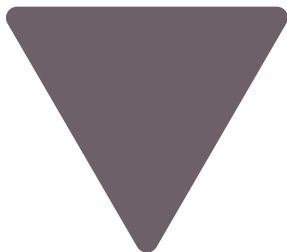
## UPON ARRIVAL

- Your instructor will welcome you, carry out a health and safety site induction, and help you settle in.
- Before any expedition, instructors will carry out an extensive gear check to ensure all participants have all the mandatory gear requirements, and that it is safe for the expedition.

# Packages

We offer Adventurous Journey Packages at all three levels of the Duke of Edinburgh's Hillary Award. Our practice journeys reflect the qualifying journeys in length.

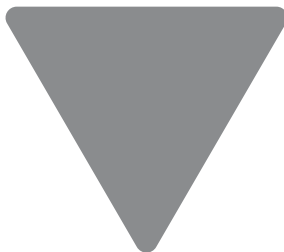
## BRONZE JOURNEY



**Two Days Walking**

**One Night Camping**

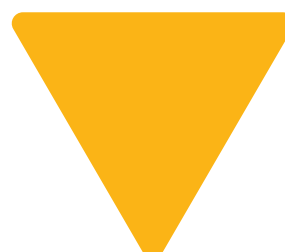
## SILVER JOURNEY



**Three Days Walking**

**Two Nights Camping**

## GOLD JOURNEY



**Four Days Walking**

**Three Nights Camping**

The requirements for your Adventurous Journey are split into three sections: Training, Practice Journey, and Qualifying Journey.



A professional Outdoor Education Instructor will share their knowledge of bush skills, preparation and planning for an expedition, and help participants create a relevant route plan for their required level.



Led by one of our qualified instructors, participants will complete a practice journey, learning how to successfully plan and execute an expedition. Practice navigation, bush and survival skills relevant to your award level.



This journey will be led by participants, but an instructor will accompany them to ensure safety, and assess competency. Use the navigation, bush and survival skills you have learnt to show your instructor you are fully competent at your respective level.

# Pricing

The price per participant for our Duke of Edinburgh Hillary Award packages includes the following:

- The leadership of a qualified instructor throughout all training and expedition activities (nights included)
- All transportation to and/or from our Y Outdoors base to/from trail heads
- Cookers and fuel for expedition cooking
- All activities fall under our Safety Management Plan, which includes the use of a SPOT personal locator communication device.
- Prices marked \* will include some catered meals - see following page for more information.

	BRONZE	SILVER	GOLD
<b>TRAINING</b>	\$90.00	\$90.00	\$90.00
<b>PRACTICE JOURNEY</b>	\$204.00	\$266.00	\$360.00
<b>QUALIFYING JOURNEY</b>	\$204.00	\$266.00	\$360.00
<b>TRAINING &amp; PRACTICE JOURNEY</b>	\$330.00	\$330.00	\$410.00
<b>TRAINING, PRACTICE &amp; QUALIFYING JOURNEY</b>	\$430.00	n/a*	n/a

# Catering

As part of the Adventurous Journey Package, our catering team will provide nutritious and delicious food for you whilst you are on site. During your expedition, we require that you provide all your own food, but while you're training, or back at camp for the night all food will be provided for you. Y Outdoors is 100% nut free, so we ask that participants do not bring any nut products onsite or on their expeditions.

See below for details of what food will be provided during your Adventurous Journey Package.

	BRONZE	SILVER	GOLD
<b>TRAINING &amp; PRACTICE JOURNEY</b>	Morning Tea through to Breakfast on day two	Morning Tea through to Breakfast on day two	Morning Tea through to Breakfast on day two
<b>PRACTICE JOURNEY</b>	Students provide all food	Students provide all food	Students provide all food
<b>QUALIFYING JOURNEY</b>	Students provide all food	Students provide all food	Students provide all food
<b>TRAINING, PRACTICE &amp; QUALIFYING JOURNEY</b>	Morning Tea through to Breakfast on the day two, Dinner day three and Breakfast day four	n/a	n/a



# Terms & Conditions

## **PAYMENTS**

Full payment is required before booking is confirmed.

## **ADDITIONAL COSTS**

Additional costs that Y Outdoors reserves the right to charge include:

- Cleaning charges may apply if the site is not left in an appropriate condition or for any damages. Please contact us to discuss should this effect you.
- Gear Hireage - We have a selection of outdoors gear available for hire at an extra cost. Please indicate on your registration form, and include payment for these items in your booking payment. Refer to the Gear List on our Website for more information about renting equipment.

## **CANCELLATIONS**

If you cancel your booking more than three weeks prior, you will have your booking fee refunded, less \$20 administration fee. For cancellations within two weeks of your visit, you will be charged 50% of the fee plus the \$20 administration fee as staffing and food would have been confirmed. If you cancel within one week of your stay, you will will not refunded.

- All prices are GST inclusive.
- Surcharges apply on public holidays. Please contact the office for further details.
- Prices are effective from 1st of July 2020.
- Any additional invoicing will be issued within 7 working days of departure.



# Gathering Information

As part of our administration processes, we use google drive to store and edit information pertinent to the coordination of your Y Outdoors programme. When relevant to your booking process, you will be given access to a Google form that collects medical and dietary information which we need to ensure the safety of participants, and any accompanying adults. Every attendee coming onsite must fill out this form. This information is required three weeks prior to your programme.

## CONTACT

When booking your Duke of Edinburgh's Hillary Award programme at Y Outdoors, your main point of contact will be:



**ROBYN WALDROM- Customer Care and Bookings Coordinator**

youtdoors@ycentral.nz

+64 4 526 7338

For questions or concerns regarding specifics around training or expeditions, your main point of contact will be:



**NATASHA MILLS- Programmes Coordinator**

natasha.mills@ycentral.nz

+64 4 526 7338



# People

We think that our people are what make our programmes shine. From the office, to our on the ground instructional staff, we work hard to maintain a high standard of operation. Once you arrive, an instructor is assigned to a group (ten participants maximum) for the entirety of your Duke of Edinburgh's Hillary Award experience. During your stay, our instructors will be there to answer any questions, manage the participants, facilitate all training and expeditions, and inspire your students! Our instructional staff are trained in first aid, risk management, behaviour management, child protection, and safeguarding.

## **WHATS EXPECTED OF EVERYONE?**

We expect all students to treat our place like it is their own, and follow the 'Leave No Trace' principles while out in the bush. Respect for staff, each other, and the environment is paramount. Participants should expect to be treated with respect, and be supported in a positive way in order to achieve their goals. Therefore, participants should be familiar with the following guidelines during their stay and expedition at Y Outdoors:

At Y Outdoors you can expect to:

- Be treated with respect by everyone (other participants, adults, teachers and staff)
- Be in an environment that is supportive and caring 100% of the time
- Be challenged and encouraged to push your boundaries
- Be kept safe during activities run by instructors

In return, it is expected that you:

- Treat everyone with respect
- Strive to make those around you feel cared for and supported
- Push yourself and face every challenge head on
- Follow the Y staff instructions at all times

These expectations also apply to accompanying adults and teachers, and were shaped by our safeguarding and child protection policies.

We are committed to delivering safe outdoor education programmes, and keeping all personnel on site safe. As part of this commitment we have our activity safety management system audited and certified through the Outdoors Mark accreditation scheme every three years. We provide professional outdoor education instructors, who lead all outdoor activities according to our standard operating procedures. All of our expeditions are overseen and managed by NZOIA Bush 1 qualified staff members.

# Our Place, Your Place

## ARRIVAL

Our place is a huge part of your Y Outdoors experience. While you're onsite, we want you to feel safe, at home, and to treat our place as though it's yours. Upon arrival at our site, all participants must be signed in by their caregiver. Then the instructor for your programme will meet all guests onsite from your group and go over the safety and emergency information. The instructor will show you to your cabins (if you are staying onsite before your journey), and facilitate a small site induction.

## DURING YOUR PROGRAMME

If you are staying onsite as part of your Adventurous Journey, during the evenings most instructors and the Duty Manager will go home, but you may notice that some staff live onsite. We ask that quiet hours are between 10pm and 7am, so that these staff members can rest undisturbed. If an emergency occurs overnight, a staff member will be present to assist participants in sticking to our emergency contingency plan.

If you are unaccompanied during your Adventurous Journey programme (no adult attending), an instructor will be onsite and on duty during the evenings to ensure your safety.

While out in the bush, you will be in the safe hands of one of our instructors, who will have access to a Satellite Communication Device (SPOT / InReach) - a tracking device which instructors can use to communicate with safety personnel in case of an emergency.

## DEPARTURE

At the end of your programme, your instructor will give you an Adventurous Journey sign off form, which acts as certification of the expedition you have completed. **DO NOT LOSE THIS.**

At the end of your stay onsite, instructors will manage the cleaning and departure processes. To make these processes easier, we ask that accommodation and shared spaces are kept in a generally clean condition throughout your stay.

- Any rubbish in or around your accommodation is placed in a rubbish bin.
- Any spills in the accommodation area are cleaned promptly.
- Any bed-wetting, or vomit is cleaned promptly and reported to staff.
- Shared spaces are left in a tidy condition for the next user.

# FAQ's

## **Q. How do I book myself or my child(ren) in?**

A. Go to our website, <https://ycentral.nz/dukeofedinburgh/>, and click on the registration form. This will guide you through the registration and payment process. You will receive a confirmation email from us once your payment has been received.

## **Q. Where will you be taking me/my child(ren)?**

A. Most of our expeditions based in the Tararua Forest Park. Our most common routes are based around the Dobson Loop Track, the Tauherenikau Valley, Totara Flats, and Mt Holdsworth. We can also offer expeditions in the the Remutaka Forest Park and the Tongariro National Park.

## **Q. I need to hire some gear – what do you have and how do I book one for myself/my child(ren)?**

A. If you need to hire gear, you will need to tick the relevant boxes on the registration form. We have tents, packs, sleeping bags, and sleeping mats available, although stock is limited.

## **Q. What is the drop off/pick up time**

A. Unless specified otherwise, for all of our Duke of Ed programmes, trainings and expeditions, drop off time is 8:30am on the first day, pick up is 4:00pm on the last day.

## **Q. How do I pay?**

A. We require payment via internet banking. When you register via the website, you will be given payment instructions for you to follow, and payment must be received by us before your booking is confirmed.

## **Q. Is my child guaranteed a spot in your 'Open' Duke of Ed programme once I book in?**

A. All of our expedition programs are based on minimum numbers. We will communicate this to you in a timely manner if it will affect your program.

## **Q. Where do I find the dates for the next Open journeys you offer?**

A. When dates are finalised, you can find them on our website <https://ycentral.nz/dukeofedinburgh/>

## **Q. My friends and I want to make a private booking what do we need to do/know?**

A. To make a private booking, email [deanna.holman@ycentral.nz](mailto:deanna.holman@ycentral.nz) for more information.

## **Q. I have lost my Adventurous Journey sign off sheet – what do I do?**

A. We recommend that upon receiving your Adventurous Journey sign off sheet, you upload it to your online Duke of Ed profile as soon as possible. We may not be able to replace it if you lose it!

**Q. Who signs my journey off?**

A. The instructor you are with for your Duke of Ed programme will fill out and sign your Adventurous Journey sign off form. It is important to note that this form only certifies the completion of an expedition, and that your Award Leader will sign off the Adventurous Journey section of your Duke of Edinburgh's Hillary Award.

**Q. How long will I/my child(ren) be walking for each day?**

A. The official Duke of Edinburgh's Hillary Award guidelines differ for each level. Bronze requires 6 hours of activity per day, Silver requires 7 hours, and Gold requires 8 hours. The time spent walking will vary depending on the route, but for shorter walking days, the time will be made up with outdoor skills/survival based activities.

**Q. Will I/my child(ren) be in a hut or tents?**

A. This is route and weather dependent, however we will always try to spend at least one night in tents.

**Q. Due to serious illness/injury/bereavement I have had to cancel my/my child's journey – what is your cancellation policy (if this is already in the booklet ignore this question)?**

A. We are happy to provide a full refund in the with a formal doctors/specialist note in the case of unexpected change in ability to complete the expedition. We appreciate as much notice as possible so we can adjust our program to suit but know that there is no controlling when these things happen.

**Q: Do you cater for students with dietary requirements?**

A: Our Catering Coordinator has a lot of experience in catering for many different dietary requirements. Provided we have all the necessary medical and dietary information three weeks prior, we can cater to most, if not all, dietary requirements. Should you have any concerns or any high-risk dietary requirements, please do not hesitate to get in touch prior to your arrival.

**Q: Do the accompanying adults need to be police vetted before coming to camp?**

A: We require all adults to have completed the Police Vetting process.

**Q: Can you provide any information or tips on helping families who need financial support?**

A: Fee Assistance is available across most programmes. It can be used for individuals and families, to provide subsidised access to programmes dependent on the individual's ability to pay. Please get in touch for more information.

**Q: What do you do with all our information after we leave?**

A: We keep all records for 12 months and then they are deleted/shredded.

**“People do not decide to become extraordinary. They decide to accomplish extraordinary things.”**

**- Edmund Hillary**





the  **Outdoors**

**SCHOOL PROGRAMME GUIDE**

2023 - 2024 Season

Phone : (04) 526 7338

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Website: [www.ycentral.nz](http://www.ycentral.nz)