
ICANDO: Your Urban Campsite in the Heart of London

We're really excited that you're coming to stay at ICANDO! The following should answer any questions you may have. However, if there's something we've missed, please get in touch. We are always happy to help.

Checking in and out

ICANDO sleepover check-in begins from 18:00, but don't worry if you're arriving later than that. For early birds wanting to explore London, you are welcome to store your luggage with us from 09:30; apart from Sundays, in the morning of your sleepover day. Entry to ICANDO is through the main entrance of Girlguiding UK. A map is enclosed at the end of this document for reference.

From the moment you arrive, a member of the ICANDO Team will greet you and look after your needs. We'll invite your group into the base camp area and deliver a quick welcome talk, covering all aspects of safety in the centre and our facilities.

If you would like to go out in the evening; for dinner, a musical or even a summertime stroll in Green Park, your team member will be able to let you in and out of the building at your leisure.

Sleepover check-out is at 09:30. We can arrange to store your luggage after your sleepover on every day except Sundays, as CHQ is closed on that day. Please double check for bank holidays.

ICANDO Team

A member of the ICANDO team will be on call throughout the sleepover. We're able to run one activity session with your group from a selection of karaoke, Stomp! or Circus Skills. We can also help with refreshments. You may bring a DVD; just ask your staff member for access to our DVD machine and TV. We can also assist you in planning the next day's itinerary. The team member sleeps in the building overnight and may be found in the centre, members' area or office. If you need anything, give us a shout!

Facilities

ICANDO is packed with things to do, from having a boogie in the base camp, to playing on the stage and exploring our London themed main room. We have large games, craft materials and a puppet theatre to keep them all amused until bedtime.

The Members' Area

You are able to use all the centre facilities during the evening including the members' area, a perfect space for leaders to chat and catch up over a cuppa. Liquid refreshment is provided throughout your sleepover.

Breakfast

We provide a continental breakfast in the morning which also includes cereals and fruit juice.

Special diets

Please let us know if any of your group has any dietary requirements, so that we can provide a balanced breakfast.

Food

We've got a fridge for any cold bits for packed lunches and there is a Sainsbury's supermarket nearby. There are many good eateries in the vicinity of the centre, from Mc Donalds to Nandos to a rather nice local Chinese. Pizza Hut or Perfect Pizza will also deliver to you at ICANDO if you order in advance.

Camp beds and inflatable beds

These are available for the comfort of the leaders. These are stored in the luggage room. We also have sleep mats for groups to use during their sleepover.

Washing facilities

Our bathrooms are fitted with large sinks for that morning wake-up wash.

Sleeping area

Girls will sleep in the base camp area, with some girls from larger groups sleeping in designated areas on the ground floor, at the discretion of the ICANDO team member. Adults will sleep in a separate area, within close reach of the base camp

Cleaning up

We provide sick kits, detergents, dustpans and washing up kits for you to use as necessary. ICANDO recycles plastic, cardboard, paper and glass. Waste bins can be found in the base camp and members' area.

Group sizes

Your group should be between 15 and 30 people, including leaders.

Emergency contact

Our direct telephone line is **020 7592 1818**. This number can be given to parents as an emergency contact number. Duty staff are happy to take a message and pass it on. Some mobiles may not get a signal in our base camp, but will work upstairs on the ground floor level of the centre.

Kit list

All the following bedding items need to be fire retardant *

We recommend a roll mat, as the flooring is made of a soft wood.

Each person will need:

- A sleeping bag and blanket *
- Overnight wash kit
- Change of underwear etc
- Camp sleep mat and pillow* (ICANDO does have sleep mats if you prefer not to bring your own)
- A small torch is useful (there will be low emergency lighting on throughout the night)
- A pair of slippers/slipper socks with non-slip under sole (You must wear shoes at all times if you don't have these)

All belongings should be named for identification.

Guiding regulations

The minimum requirement to bring a group on a sleepover is to be a holder of an **Overnight Licence**.

For further details on Qualifications speak to your District Commissioner, or look at The Guiding Manual.

Members of the ICANDO team are employees of Girlguiding UK and not necessarily license holders. As leaders, you are responsible for the appropriate conduct of your group at all times.

You need to give out Consent Forms and Health Information forms to your group. You will also need to complete a Residential Notification form and send to the relevant commissioners (please contact the information team if you are not sure what form you need - 0207 834 6242 or email chq@girlguiding.org.uk) Our Host Advisor is:

Miss Joan Hathaway
41 Estelle Road
London NW3 2JX

Allow plenty of time for all your forms to be filled in and returned.

Local Hospitals - St Thomas' Hospital 020 7928 9292.

Local Doctors - NHS Walk-in centre, Buckingham Gate. Open Monday-Friday 7am-7pm

Grid Reference - O/S 176 - 291795

Booking Procedure

Please telephone or email us to check the availability of dates and to make an initial booking.

A £5 per person per night non-refundable deposit is required within 4 weeks to secure your booking. Please make cheques payable to 'The Guide Association'. ICANDO can also take card payments over the phone. Please note that we are only able to accept unit cheques - personal cheques are not accepted

The full balance and completed forms (Sleepover Attendance form) should be sent to ICANDO at least 4 weeks before your sleepover.

Your booking will be cancelled if full payment is not received four weeks prior to your event. This is in accordance with our terms and conditions.

If you reduce your numbers less than 4 weeks before the sleepover, you will not be refunded. Signing our booking form acknowledges that you accept the ICANDO Terms and Conditions as detailed below.

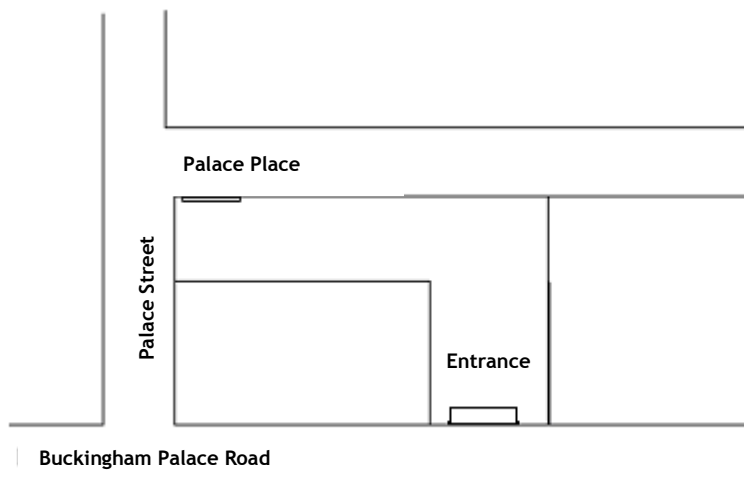
Disabled access

The building is accessible for persons with disabilities. Please let the team know beforehand if you need any additional assistance.

Directions and Transport

By Train: Victoria Station for Mainline and Underground (Victoria, District & Circle Lines) is within walking distance (allow 5 - 10 min). Exit the station and follow the signs for Buckingham Palace. We are on the right-hand side opposite the Royal Mews.

By Coach: Victoria Coach Station for National and Green line Buses, is within walking distance (allow 15 - 20 min). Hired Coaches can usually stop to pick up and drop off passengers in Palace Street.



If you arrive at CHQ and find the front door locked, then please ring the white doorbell to gain access to ICANDO. Please note that we are no longer using the door on Palace Place at the rear of ICANDO. We do advise that you let us know in advance if there are any changes to the arrival time given on your Sleepover Attendance Form.

Contact Us:

Phone: 02075921818

Email: icando@girlguiding.org.uk

Address: ICANDO team 17-19 Buckingham Palace Road, London SW1W 0PT

Sleepover booking form

Date of visit: _____

Name of Leader: _____

Group Name: _____

Level Registration Number: _____

Daytime Telephone: _____

Mobile Telephone: _____

Email Address*: _____

* Where possible we prefer to respond to bookings by email, unless otherwise requested

Correspondence Address: _____

Booking Numbers:

	No Attending	Individual Cost	Total Cost
Children			
Adults			
Total (15 min & 30 max)		-	

Cost (Friday to Sunday evenings): £24 per child per night, £18 per adult per night

Cost (Monday to Thursday evenings): £19 per child per night, £15 per adult per night

Please return this form with a non-refundable deposit of £5pppn:

ICANDO
Girlguiding UK
17-19 Buckingham Palace Road
London, SW1W 0PT

Please sign below to indicate you have read and understand the Terms and Conditions of booking, as laid out in the accompanying information.

ICANDO can take card payments over the phone. Please note that we are only able to accept unit cheques - personal cheques not accepted. Please make cheques payable to the Guide Association.

Name: _____

Signed: _____

Date: _____

N.B: Level registration number(s): Every level has a unique registration number listed on Go! and County Go!. It is important to provide this number, as your Commissioner may need to look up further level details.



Sleepover - Attendance Form

Please return this form with a cheque for the full balance at least 4 weeks before event

Date of Sleepover: _____

Group Name: _____

Estimated Time of Arrival: (after 6.00pm) _____

Form of transport: _____

Emergency phone number: _____

Does anyone in your group require disabled access? YES/NO

Please give the names of all visitors staying overnight.

1	11	21
2	12	22
3	13	23
4	14	24
5	15	25
6	16	26
7	17	27
8	18	28
9	19	29
10	20	30

Total leaders: _____

Total children: _____

Any dietary requirements?:

A continental breakfast is provided, including a selection of cereals and fruit juices. Squash and tea and coffee are also available.

2012 Terms and Conditions of Booking

1. Payment

- Deposits are strictly non-refundable
- You may make your payment by cash, cheque or card (telephone payment).
- Cheques must be made payable to “**The Guide Association**”.
- We are only able to accept unit cheques - personal cheques are not accepted.
- Receipt of deposit confirms the booking. All bookings are provisional until the deposit is received.
- Deposits must be received within four weeks of the provisional booking date.
- The full balance must be received no later than four weeks before the date of the event.
- **If the full balance is not received four weeks before the date of the event, your booking will be cancelled.**

2. Alteration or cancellation of bookings

- Provisional bookings will be held on our system for a maximum of four weeks from the date of enquiry.
- Provisional bookings may be cancelled at any time by the customer during the four-week period stated above by phone, email or letter.
- Any increase or decrease in group numbers should be made at least four weeks before your visit. We are happy to take an increase in numbers provided there is space in the centre.
- ICANDO will not be able to refund the deposit for a decrease in numbers.
- If you decide to cancel up to four weeks before the event, ICANDO will refund any balance paid. However, ICANDO will not be able to refund your deposit.
- Cancellations or alterations to numbers made less than four weeks before the event are not eligible for a refund. However, your booking may be carried over to a later date at the discretion of the ICANDO manager.
- If ICANDO is unable to honour a booking due to staff shortages, structural problems or other unforeseen events which would force the centre to close, every effort will be made to transfer the booking to an alternative date. If no alternative can be found, a full refund, including deposit, will be provided.

3. Damage

- Group leaders are responsible for the conduct of their groups while visiting ICANDO.
- All accidental damage must be reported to a member of ICANDO staff
- Damage to any equipment, fixtures or fittings caused wilfully or through misuse or inadequate supervision will incur a repair charge to the group responsible.
- ICANDO reserves the right to refuse bookings from any group with outstanding charges for damage on their account.

4. General

- Please ensure that you have the correct ratios of adults to children when you visit us and appropriate licences for overnight activities
- ICANDO and Girlguiding UK accept no liability for injury to persons or loss or damage to property while on Girlguiding UK property.
- Whilst we will endeavour to do our best to keep our customers informed, ICANDO is not responsible for schedule changes made by external parties, for example, the Changing of the Guard, or other London events.

For queries regarding these terms, please contact the ICANDO manager on 020 7592 1818