

# Checklist for Group Leaders

## Your Visit to New Lanark



You have booked a visit to New Lanark. Please read the following information carefully. It will help to ensure that your visit goes as smoothly as possible and you have an enjoyable visit. Please also check your schedule for the day. This is provided with your booking confirmation.

### Have you booked all your activities in advance?

Advance booking of activities is essential to enable us to schedule groups and to allow you to take advantage of our group discounts. We are unable alter your schedule on the day. Contact our booking team by telephone: 01555 661345 or Fax: 01555 665738

### Have you checked the travel time to New Lanark?

Check that your bus driver knows where New Lanark is and how long it takes to get there. New Lanark is 1.5 miles from the centre of Lanark and is an hour from Glasgow and Edinburgh. It is well sign-posted from all major routes – M74, M8, A71.

Tip: The Clyde Valley Tourist Route (A72) is scenic but very twisty. If coming from the West the M8-Carlisle may be a better route. From Edinburgh, use the A70.

### Will you arrive in good time?

Arrival time: Aim to arrive at least 10 minutes before your booked activities are due to start. Please filter this time into your journey time. This allows enough time to get from the car park to the village, check in at the Visitor Centre Reception and allow for toilet breaks. Your bus can drop off/pick up in the Village Square, but must return to park in the car park.

### On arrival

Report to the main Visitor Centre Reception (the building with the large flags outside it.) You will be asked to confirm group numbers and payment will be confirmed.

### If you are running late on the day

1. If possible please contact us - CALL 01555 661 345
2. To make up some time, your bus can drop the group off in the village, but must return to park in the main car park.
3. Be aware that if you are late your booked activity will be shortened as a result. We will do our best to ensure that the remaining tour or activity period is an enjoyable experience but our guides cannot alter their commitments to other groups visiting on that day.

### If you cancel at short notice

You may be liable to pay a cancellation fee. Please check your booking confirmation for details.

### Have you booked a Guided Tour or Learning Session?

**Starting your tour/session:** All guided tours start at the front of the main Visitor Centre. Please make your way to this area at the scheduled time. Learning Sessions take place in different locations. You will be advised of the arrangements for the Session by Reception staff on arrival.

**Respect:** Our experienced staff enjoy meeting many different groups. To ensure that the visit is enjoyable for everyone it is essential that group members listen to the guiding/session staff and do not disrupt the activity. The accompanying adults are responsible for the behaviour of their group at all times. Although it rarely happens, we do reserve the right to suspend the guided tour/session if it is constantly interrupted.

**In the event of wet weather:** The tour involves spending a considerable amount of time outside walking between buildings, rain or shine! Ensure that all of your group bring a warm, waterproof jacket and wear sensible footwear. This is especially advisable if you are walking to the Falls of Clyde. You must inform the guide if the weather conditions are likely to cause a problem for your group.

## Are you visiting the Annie McLeod Experience Ride?

The dark ride has two-seater cars, which move slowly through a blacked out area with special effects. This can be bypassed if you feel it is unsuitable for any of your pupils.

- Please ensure one teacher travels in the first car so that he/she can supervise pupils when they come off the cars at the end of the Ride.
- Pupils will be told that during the Ride they must not get out of the cars, and that CCTV will monitor them.
- Anyone misbehaving (e.g. trying to swing the cars, touching the exhibits etc) will be removed from the Ride.
- Please ensure that an adult sits beside any one who may be likely to cause a disturbance.
- Wheelchair users: Please advise us when booking, if anyone in your group is a wheelchair user. We have a specially adapted car on the Ride for wheelchairs. Again, if we know in advance, we can have this car ready for your visit.

## Would you like to visit our Gift Shop?

We would appreciate if you enter the shop in small groups. Our staff are very happy to help but we would request that an adult should remain with pupils whilst they are in the shop.

## Have you booked the Education Room?

Our Education Room contains a great range of activities for younger pupils including costumes, traditional toys and household artefacts. Your guide will meet you on arrival. We ask all visitors to handle any items with care and consideration for others to enjoy in future too.

## Have you booked packed lunch facilities?

Our main packed lunch facilities are located in the basement of Robert Owen's School. These must be pre-booked. At your scheduled lunch break, unless otherwise directed your group should report to the School. This area is wheelchair accessible and has toilet facilities. There are also benches and picnic tables available around the Site.

## Would you like to visit our Roof Garden/Clearburn Play Area?

Groups are very welcome to visit our beautiful garden in the sky. Access to the Garden is via lift or stairs at the rear of Mill 3, Level 4 (Textile machinery exhibition). For their own safety, please ensure that no pupils run around or step over or onto the flowerbeds or walls. Also, no lunches or snacks should be consumed in the garden. A more suitable option may be our fantastic new natural play area at Clearburn, situated near the entrance to the Falls of Clyde Wildlife Reserve.

## Useful items to remember...

Booking confirmation/Itinerary & Payment  
Contact details for New Lanark  
Waterproofs and comfortable walking shoes  
Lunch  
Camera



**We look forward to welcoming you soon!**



## Visitor Health, Safety & Security Information

Welcome to the village of New Lanark. We would request that you (i.e. Group Leader) read this leaflet thoroughly beforehand and familiarise yourself with the layout of the Site on arrival, in particular the associated escape routes/fire exits.

**The Law:** Under the Health & Safety at Work Act 1974 all persons entering the site must comply with regulations under the Act.

**The Environment:** Due to the range of work activities taking place, associated within the village, there is a potential for additional hazards not normally expected to be present.

**Group Leader:** Attached are relevant site risk assessments that indicate hazards and risk areas which must be studied, detailing attention to any work projects being carried out.

**Smoking:** We have a No Smoking Policy in the buildings.

**Security:** During your visit, please do not leave any hand luggage, parcels, etc., unattended.

**Emergency Evacuation Procedure:** A continuous alarm, other than the weekly test that is carried out at 9:30am on Wednesday mornings, should be treated as an emergency and if you are visiting then, you are requested to:

- A- Leave the building immediately via the nearest emergency exit.
- B- Assemble at the Mill Gates leading to the Village Square.  
[Stand clear of approaching emergency services whilst at Mill gates.]
- C- Return to the building only when it is safe to do so [Fire Marshal will advise of this].

### Other Responsibilities

Please obey local signs and barrier arrangements.

Fire and Emergency escape routes MUST be kept clear at all times.

**Group leaders must ensure accountability of all their group members whilst evacuation in progress.**

# LEARNING VISIT FEEDBACK

## New Lanark Visitor Centre



### About You

Name of Establishment	Date of Visit

#### Your Location [Please Tick]

Scotland	N. Ireland
England	Wales

Other:

#### Select the reason(s) for your visit: [Please Tick]

Relevant to a topic of study (please list topic below)	
Visited the Site before	
Recommended by a colleague	
Value for money	
Other:	

Topic of study:

#### Do you subscribe to any educational/teaching publications/online services?

Please list the main title/service:

#### Is this your first visit with a learning group to New Lanark? [Please Tick]

Yes	
No	

### About Your Visit: Planning & Booking

#### Where did you find out about the learning activities available at New Lanark? [Please Tick]

New Lanark Learning Website	
Learning Pack	
Contacted the New Lanark Booking Team with an enquiry	
Other:	

#### Did you feel enough advance information was available? [Please Tick]

Yes	
No	

If No please comment.

#### Did you experience any difficulties in making your booking? [Please Tick]

Yes	
No	

If YES please comment

### About Your Visit: Booked Activities & Visitor Centre

#### Did you participate in any booked activities? [Please Tick]

	Poor	Fair	Good	Excellent
Guided Tour				
Historic Classroom Roleplay				
Toys from the Past Session				
Education Room Activity Session				
Interactive Gallery Guided Session				

<i>Please select and rate the other Visitor Centre facilities you visited today</i>	<i>[Please Tick]</i>			
	<i>Poor</i>	<i>Fair</i>	<i>Good</i>	<i>Excellent</i>
<i>Packed Lunch Room</i>				
<i>Historic Classroom</i>				
<i>Film Theatre in the School</i>				
<i>Interactive Gallery</i>				
<i>Village Store</i>				
<i>Millworkers' Houses</i>				
<i>Textile Production Area</i>				
<i>Robert Owen's House</i>				
<i>Roof Garden</i>				
<i>Mill Cafe</i>				
<i>Gift Shop</i>				
<i>Outdoor play and picnic area</i>				

***What were your learning objectives for the visit?***

Your Comments

***To what extent were these objectives met?*** *[Please Circle]*

*Not at all      1      2      3      4      5      A lot!*

*[If your objectives were not met, please explain in the further comments box below]*

***To what extent did your class acquire new knowledge and understanding?***

*Not at all      1      2      3      4      5      A lot!*

***To what extent did your class learn new skills during the visit?***

*Not at all      1      2      3      4      5      A lot!*

***To what extent did your visit change any attitudes or values?***

*Not at all      1      2      3      4      5      A lot!*

***Did you purchase any supporting learning resources?***

*Yes      No*

*From the Gift Shop*

*Online*

***Did you use the Learning Zone Web Resource to learn about New Lanark?***

*Did you find resource useful?*

*Yes      No*

***Do you have any suggestions for resources you may find useful about New Lanark?***

***Would you visit us again with an education group***

*Yes      No*

***Please rate your visit in terms of value for money?***

*Poor      Fair      Good      Excellent*

***How would you rate your visit overall?***

*Poor      Fair      Good      Excellent*

***How could we improve our educational visits?***

***Any further comments***

**Thank you** for taking time to fill in this evaluation form. We appreciate your comments.

Please return to us by post: New Lanark Trust, Level 6, New Lanark Mills, Lanark. ML11 9DB

Fax: 01555 665 738 or Email: education@newlanark.org