

2017

 Kingswood  
camps



# PARENT GUIDE

Welcome pack for parents

# WHERE YOU CAN FIND US...



## COLOMENDY

Loggerheads, Nr Mold, Denbighshire,  
Wales, CH7 5LB



## OVERSTRAND HALL

48 Cromer Road, Norfolk, NR27 0JJ



## GROSVENOR HALL

Kennington, Ashford, Kent, TN25 4AJ



## WEST RUNTON

Cromer Road, West Runton, Cromer,  
Norfolk, NR27 9NF



## ISLE OF WIGHT

Old School Buildings, Hill Way Road,  
Bembridge, PO35 5PH





# WELCOME TO KINGSWOOD CAMPS...

All children love to have fun, make new friends and gain experiences, and so do we. We are inspired and passionate about ensuring children have a great time, broadening their horizons and introducing them to new and exciting adventures. We continuously raise the bar to provide the very best outdoor adventures for young people.

With over 30 years' experience as part of Kingswood, we welcome over 165,000 children from more than 75 countries around the world to our centres every year, and run over 1.2million activities – Kingswood is a well-established outdoor education and adventure provider for schools and during the school holidays our holiday camp adventures are called Kingswood Camps.

This pack has been prepared to support you and ensure your child gets the most out of their holiday. So please read all the information carefully, complete the forms and return any documentation to us as soon as possible. We make every effort to ensure we meet the needs of all our campers so the information you provide us with is key to a successful camp.

If you need additional support, our friendly team are available should you have any questions prior to your child's arrival. Thank you for choosing Kingswood Camps and we look forward to creating adventures that last a lifetime.

*Jason Andrews*

**Jason Andrews**  
Chief Operating Officer  
Kingswood Camps



# FILL OUT THE FORMS

Please complete all these forms for each child and return to us via email at [customerservices.camps@inspiring-learning.com](mailto:customerservices.camps@inspiring-learning.com) or post after you have made your booking. The forms must be received **AS SOON AS POSSIBLE**. If any information changes after completion and prior to arrival please notify us immediately. **WE ARE UNABLE TO ACCEPT YOUR CHILD TO CAMP WITHOUT THESE FORMS**

You will need to fill out and return the following forms:



Camper Information 1 to 4



Code of behaviour



Transport



Camp bank deposit (if applicable)



# EXCURSIONS

Add an extra to your stay at Kingswood Camps by exploring with a trip to some of the UK's greatest attractions including a day at Chester Zoo, a ride on a white-knuckle roller-coaster or a shopping trip. Or explore cultural highlights on London's Southbank or be wowed by the Sealife Centre or visiting Norwich Castle.

Choose from our selection of affordable trips, with excursion options from each camp, and build a new and exciting experience into your camp programme\*.

Please book at least 7 days prior to arrival to avoid disappointment. Please note that all excursions are subject to minimum numbers.

	Customers arriving 23.07.2017	Customers arriving 30.07.2017	Customers arriving 06.08.2017	Customers arriving 13.08.2017	Customers arriving 20.08.2017
<b>Colomendy</b>	Full Day Chester Zoo - £45.00 Half Day Zipworld - £49.00	Full Day Alton Towers - £69.00 Half Day Zipworld - £49.00	Full Day Chester Zoo - £45.00 Half Day Zipworld - £49.00	Full Day Manchester - £59.00 Half Day Zipworld - £49.00	Full Day Chester Zoo - £45.00 Half Day Zipworld - £49.00
<b>Grosvenor Hall</b>	Full Day Thorpe Park - £69.00 Half Day Activity Day (Bowling & Pizza Hut) - £25.00	Full Day London Dungeon - £45.00 Half Day Activity Day (Bowling & Pizza Hut) - £25.00	Full Day Star Wars Exhibition - £59.00 Half Day Activity Day (Bowling & Pizza Hut) - £25.00	Full Day London Dungeon - £45.00 Half Day Activity Day (Bowling & Pizza Hut) - £25.00	Full Day London Eye & River Cruise - £45.00 Half Day Activity Day (Bowling & Pizza Hut) - £25.00
<b>West Runton/ Overstrand</b>	Full Day Pleasurewood Hills - £35.00 Half Day Norwich Trampoline - £25.00	Full Day Africa Alive - £35.00 Half Day Sealife Centre - £29.00	Full Day Pleasurewood Hills - £35.00 Half Day Blakeney Point Trip - £25.00	Full Day Africa Alive - £35.00 Half Day Norwich Trampoline - £25.00	Full Day Pleasurewood Hills - £35.00 Half Day Blakeney Point Trip - £25.00
<b>IOW</b>	Round the Island Tour & Needles - £39.00 Bear Grylls Survival Academy (sat, aged 8-14 only) £49.00 Half Day Activity Day (Bowling & meal) - £25.00	London Tour - £69.00 Bear Grylls Survival Academy (sat, aged 8-14 only) £49.00 Half Day Activity Day (Bowling & meal) - £25.00	London Tour - £69.00 Bear Grylls Survival Academy (sat, aged 8-14 only) £49.00 Half Day Activity Day (Bowling & meal) - £25.00	London Tour - £69.00 Bear Grylls Survival Academy (sat, aged 8-14 only) £49.00 Half Day Activity Day (Bowling & meal) - £25.00	London Tour - £69.00 Bear Grylls Survival Academy (sat, aged 8-14 only) £49.00 Half Day Activity Day (Bowling & meal) - £25.00

See our website for full details

\*Subject to minimum numbers



# SPECIALIST HOLIDAYS

UPGRADES AVAILABLE FROM  
JUST £49 PER CHILD PER WEEK

Our specialist holidays combine all the adventure of our Adventure Choice holidays with a specialist skill or activity. Young people on our specialist programmes spend 15 hours a week focusing on a chosen activity in the mornings before re-joining the rest of the camp for afternoon fun.



## BEAR GRYLLS SURVIVAL ACADEMY

We've teamed up with the world's most recognisable face of survival and outdoor adventure to give 8 to 14 year olds at our centres the rare chance to be taught extreme survival techniques on 'the most challenging but empowering survival courses on the planet'.

Available to book as a single day adventure or as a day upgrade as part of your child's Adventure Choice programme, Bear Grylls Survival Academy's survival day courses delivered by Bear Grylls' handpicked team of survival experts are a real treat for curious adventurers.

### LEARN ABOUT CRUCIAL SURVIVAL SKILLS INCLUDING...

- How to build a fire
- How to navigate in the wilderness
- Learning about natural foods
- Building a shelter
- Dynamic rescue techniques



Available at: **Grosvenor Hall, Isle of Wight, West Runton**  
AGES: 8-14 (IOW, WR), 11-14 (GH)



## WATERSPORTS

GET WET AND GET ACTIVE  
WITH OUR UPGRADE FULL OF FUN WATER-BASED SKILLS

Watersports makes an exciting addition to the Adventure Choice holiday with the opportunity for participants to try their hands at body boarding, sea kayaking, sea swimming, surfing and other open water activities on a beach just a short stroll away from our centres.

- ✓ 15 hours of lessons
- ✓ Delivered by BCU (British Canoe Union) approved instructors
- ✓ Wetsuits are provided
- ✓ All watersports equipment provided

**Upgrades available from just £99 per child per week**



Available at: **Isle of Wight**  
AGES: 8-10, 11-13, 15-17



## SURF SCHOOL

BRING YOUR SURF SKILLS UP TO SCRATCH  
AT OUR SEASIDE CENTRES

From basic surf techniques and body boarding, to paddleboarding and tide awareness, our surf schools make the most of the sandy beaches and extensive shoreline of the North Norfolk coast.

- ✓ 10 hours of lessons
- ✓ Delivered by British Surfing Association (BSA) approved instructors
- ✓ Wetsuits are provided
- ✓ All surfing equipment provided

**Upgrades available from just £149 per child per week**



Available at: **West Runton**  
AGES: 12-15

# HOLIDAY EXTRAS: TRAVEL INSURANCE

At Kingswood Camps we offer our own travel insurance policy specially tailored to cover all eventualities\* and every exciting adventure activity that we offer.

Kingswood Camps in partnership with Endsleigh provide invaluable cover for trips. Cover includes cancellation and curtailment of the trip due to accident, illness or sickness; cover for personal possessions and personal accident. Additionally cover for over 100 sports and activities are included as standard under this policy and full details are available within the policy documents.

The policy covers each camper who has paid the premium and whose name is shown on the confirmation. Should you decide to take out your own travel insurance, we highly recommend you check the policy covers adventure holidays.

## AT A GLANCE

- From **£25** per child per week for UK residents<sup>+</sup>
- From **£38** per child per week for EU residents<sup>+</sup>
- From **£45** per child per week for ROW residents
- Covers all of our activities
- Includes pre-travel cover
- Call **0800 655 6560** (UK) or **+44 (0)1603 614 000** (Int) for more information

TRAVEL POLICY	COVER PROVIDED	EXCESS
<b>Cancellation</b>	<b>Up to the Kingswood Camps holiday cost</b>	<b>£25</b>
<b>Personal Possessions</b>	<b>£1,500</b>	<b>£25</b>
Single Article Limit	£200	
Valuables Limit	£200	
Delayed Possessions	£100	Nil
<b>Personal Money</b>	<b>£250</b>	<b>£25</b>
Party Leader	£1,000	£25
Emergency Funds	£500	£25
<b>Emergency Medical Expenses</b>	<b>£5,000,000</b>	<b>£25</b>
	£10,000 within the UK	£25
State Hospital	£20 each full day - £400 in total	Nil
<b>Curtailment</b>	<b>Unused portion of cost - up to the tour operators holiday cost</b>	<b>£25</b>
<b>Personal Liability</b>	<b>£2,000,000</b>	<b>£200</b>
<b>Personal accident</b>	<b>£25,000</b>	<b>Nil</b>
<b>Organisers Liability</b>	<b>£5,000,000</b>	<b>£25</b>
Legal Advice and Expenses	£25,000	£100

\*Subject to terms and conditions. See policy documents for details. +Price includes Insurance Premium Tax.

- Cancellation and curtailment cover, in the unlikely event that you have to cut short or cancel your trip
- Cover for emergency medical treatment, hospitalisation and repatriation home
- 24-hour medical emergency assistance
- Personal liability cover will offer protection if you are held responsible for injuring someone or damaging their property
- Replacement of your baggage, personal possessions, money and travel documents such as passports



# WHAT TO BRING?

We recommend you pack the following for a week's stay\*:

- Jeans or trousers
- Underwear
- Shorts
- T-shirts
- Jumpers or sweatshirts
- Long sleeved top
- Suncream
- Anorak or waterproof jacket
- Trainers
- Old shoes
- Socks
- Dressing gown
- Night clothes suitable for the dormitories
- Tracksuit or similar
- Slippers
- Towel
- Wash bag with soap, flannel, toothpaste, toothbrush, deodorant (non-aerosol only) and brush
- Plastic bag for dirty clothes
- A smarter outfit for the weekly disco and camp review
- Swimming things (including extra towel) for Isle of Wight, Grosvenor Hall, West Runton and Overstrand Hall (subject to availability).

If your child is attending any of the following holidays:

## Surf School & Watersports

### Please also bring:

- Additional towel
- Wet socks or old trainers
- Swimming costumes

## Mobile phone and camera policy

We appreciate that you may wish for your child/ren to bring their phones/cameras to camp; please ensure that they are insured since as Kingswood Camps will not accept any responsibility for loss, theft or damage. We do suggest that it does make for a better experience if phones remain at home where possible. Please read our policy at [kingswoodcamps.co.uk](http://kingswoodcamps.co.uk)

## Please don't bring these items

Expensive designer trainers and clothing, MP3 players, tablets, too much money, games consoles, skateboards, pen knives, lighters and matches, food (your child will get plenty at camp!), expensive cameras, stereos, aerosols (e.g deodorants, hairspray) and torches.

## Lost and found

Kingswood Camps accepts no responsibility for guests' items left on camp. When contacted, we will however, make every effort to locate lost items and return them to you subject to a postage and packaging charge.

**We strongly recommend you purchase a Kingswood Camps t-shirts or camp kit whilst on camp. You might want to also include this packing list with your child's things – we find it helps them remember what they've packed at the end of their stay. Please make sure all personal items are labelled with the child's name.**

\*Applies to Adventure Choice

# DIRECTIONS

If you are dropping your child off and/or collecting them from camp, you'll find the directions below. Please arrive at camp between 3-5pm and pick your child up between 9-11am for Sunday arrivals and departures.

## COLOMENDY

**Kingswood - Colomendy, Loggerheads, Near Mold, Flintshire, CH7 5LB**  
t: +44 (0) 1352 811 000  
e: [colomendy@inspiring-learning.com](mailto:colomendy@inspiring-learning.com)

**From the north:** from the M56 follow the A550 and stay on this road as it becomes the A494. Continue on this road and as you come into the Loggerheads valley take the left hand turn before the We Three Loggerheads pub, signposted The Colomendy Centre.

**From the south:** Come in on the A5 to Wrexham and follow signs for Queensferry until you reach the A494, and follow signs for Ruthin. As you come in to Mold, take the first exit at the roundabout onto the A494 signposted Ruthin. When you come in to the Loggerheads valley take the left hand turn before the We Three Loggerheads pub, signposted The Colomendy Centre.

## GROSVENOR HALL

**Kingswood - Grosvenor Hall, Kennington, Ashford, TN25 4AJ, For SatNav please use TN24 9JZ**

t: +44 (0) 1233 618 250  
e: [grosvenor@inspiring-learning.com](mailto:grosvenor@inspiring-learning.com)

From London, the south or west: take M25 anticlockwise, continue onto M26 signposted Maidstone M26/M20/Dover. Merge onto M20. At junction 9 take A20 exit to Ashford/Faversham/A251. At roundabout take 3rd exit to A20/Fougeres Way to Ashford/Canterbury/A28. At A28 take 1st exit onto A20 signposted Simone Weil Ave. Continue onto A28/Canterbury Rd then turn left at Cemetery Lane. Follow road for a short distance, look for 'Grosvenor Hall' sign on the left. From the north, west or midlands: take M25 clockwise towards Dartford. Cross toll bridge and continue along M25. At junction 3 take the M20 exit signposted Dover/Maidstone. At junction 9 take the A20 exit signposted Ashford/Faversham/A251. At roundabout take 3rd exit to A20/Fougeres Way to Ashford/Canterbury/A28. At A28 take 1st exit onto A20 signposted Simone Weil Ave. Continue onto A28/Canterbury Rd then turn left at Cemetery Lane. Follow road for a short distance, look for 'Grosvenor Hall' sign on the left. signposted The Colomendy Centre.

## ISLE OF WIGHT

**Kingswood - Isle of Wight, Old School Buildings, Hill Way Road, Bembridge, Isle of Wight, PO35 5PH**

t: +44 (0) 1983 875 353  
e: [iow@inspiring-learning.com](mailto:iow@inspiring-learning.com)

Come in on the M27 or A3 and A27 which turns into the M27 and exit onto the M275 signposted Portsmouth. Follow signs for the Southsea Hovercraft terminal. The car park is opposite the terminal, next to Clarence Pier Fun Fair. Once on the Isle of Wight: From Southampton (arriving at East Cowes) and Portsmouth (arriving at Fishbourne), follow directions to Ryde then go through the town towards Sandown on the A3055. Before the village of Brading turn left on the B3330 signposted St Helens. Once in St Helens turn right onto the B3395 signposted Bembridge. Drive through the village one way system, at roundabout go straight ahead onto Hillway Road. Our Centre is 1/4 mile on the left.

## OVERSTRAND HALL

**Kingswood - Overstrand Hall, 48 Cromer Road, Norfolk, NR27 0JJ**

t: +44 (0) 1263 579 373  
e: [overstrand@inspiring-learning.com](mailto:overstrand@inspiring-learning.com)

**From London, the south or west:** take the M11 to junction 9 then exit onto the A11/A14 to Norwich. At Mildenhall you can either take the A1065 to Swaffham and follow the directions below or continue on the A11. As you come into Norwich, look for a roundabout where the first exit is signposted ring road/A140/Cromer and take this exit. Stay on the ring road past Asda and B&Q then exit left signposted A140 Cromer. As you leave the ring road there are two left turns – take the second. As you come in to Cromer pass through the speed restrictions then turn right at the mini roundabout, signposted Overstrand. Follow the coast road to Overstrand (around 1 miles), passing Cromer Country Club and the golf club. As you enter Overstrand you'll see the gates on your left before the church tower.

**From the north, west or Midlands:** From the M1 or M6 take the A14 to Thrapston and turn onto the A605. As you approach Peterborough take the junction marked (M)A1/A1139 Peterborough Service Area and at the

roundabout take the third exit, signposted City Centre, to join Fletton Parkway A1139. Join the A47 following signs to Wisbech and follow this road through Kings Lynn where it becomes the A149. At the roundabout, turn right onto the A148 and follow signs for Fakenham. At Fakenham continue on the A148 through Holt to Cromer. As you come into the town follow signs for Mundesley and Overstrand. Follow the coast road to Overstrand (around 1 1/2 miles), passing Cromer Country Club and the golf club. As you enter Overstrand you'll see the gates on your left before the church tower.

## WEST RUNTON

**Kingswood - West Runton, Cromer Road, West Runton, Cromer, Norfolk, NR27 9NF**

t: +44 (0) 1263 838 384  
e: [wrunton@inspiring-learning.com](mailto:wrunton@inspiring-learning.com)

**From London, the south or west:** take the M11 to junction 9 then exit onto the A11/A14 to Norwich. At Mildenhall you can either take the A1065 to Swaffham and follow the directions below or continue on the A11. As you come into Norwich, look for a roundabout where the first exit is signposted ring road/A140/Cromer and take this exit. Stay on the ring road past Asda and B&Q then exit left signposted A140 Cromer. As you leave the ring road there are two left turns – take the second. Stay on the A140 through Cromer and on to West Runton on the A149. You'll find the centre on your right just after West Runton village centre.

**From the north, west or Midlands:** From the M1 or M6 take the A14 to Thrapston and turn onto the A605. As you approach Peterborough take the junction marked (M) A1/A1139 Peterborough Service Area and at the roundabout take the third exit, signposted City Centre, to join Fletton Parkway A1139. Join the A47 following signs to Wisbech and follow this road through Kings Lynn where it becomes the A149. At the roundabout, turn right onto the A148 and follow signs for Fakenham. At Fakenham continue on the A148 through Holt towards Cromer. Turn left onto the A1082 signposted Sheringham and at the roundabout take the third exit signposted A149 Cromer. You'll find the centre on your left as you come in to West Runton village centre.

# OUR TRANSPORT

It's not too late to take advantage of our escorted coach travel services, saving you time and fuel and giving your child a head start at making new friends.

## ESCORTED TRAVEL

Drop off and pick up your child at one of our pre-arranged points so that they can travel to and from camp on our coaches. Accompanied by our friendly Transport Team and their fellow campers.

Places for our Sunday transport service fill up fast, so we'd recommend reserving your spot early.

Call us on **0800 655 6560** to book your place.

Please note pick up points are based on minimum numbers and are therefore subject to change. Please arrive no later than 30 minutes prior to departure. Should routes change your Kingswood Camps specialist will advise you in writing as soon as possible. We advise that your child brings a packed lunch with them for the journey.

**Please book at least 7 days prior to arrival to avoid disappointment. Please note that all transport is subject to minimum numbers. All arrivals between times should be 9:00 – 14:00.**

## PARENT ARRANGED TRAVEL

If you would like to bring your child to camp yourself, you should drop them off between 3pm and 5pm on their first day and pick them up between 9am and 11am at the end of camp. If you are dropping and/or collecting your child from camp, you will find the directions for the camp in this guide.

Should the travel options not meet your needs, or if you have any questions about our transport services, please speak to your Kingswood Camps specialist who will be happy to assist where possible.

Centre	Airport	Arrivals between	Departures between	Price
Colomendy	Manchester	09:00 - 14:00	12:00 - 16:00	£169
Grosvenor Hall	Heathrow	09:00 - 14:00	12:00 - 16:00	£169
	Gatwick	09:00 - 14:00	12:00 - 16:00	£169
West Runton/Overstrand Hall	Heathrow	09:00 - 14:00	12:00 - 16:00	£169
	Stansted	09:00 - 14:00	12:00 - 16:00	£169
Isle of Wight	Heathrow	09:00 - 14:00	12:00 - 16:00	£169
	Gatwick	09:00 - 14:00	12:00 - 16:00	£169

These times were correct at the time of print, but could be subject to change.

### Flights departing Heathrow from West Runton or Overstrand please note:

- 1) The coach will be departing early morning and there will only be one vehicle
- 2) Your child might be at the airport for a long duration depending on the flight departure time
- 3) Refreshments will be supplied and your child will never be unattended

Please remember that all flight arrival and departure times must be between the specified times. Please note that in line with airline regulations, we are unable to check your child in to a later departure flight and leave them unattended at the airport. If your flight departure or check in time is outside of these hours, we can make alternative arrangements on your behalf, please contact us for further details.



Centre	Travel Point	One Way Cost	Return Cost	Postcode	Location	Parent Meeting Point
<b>Colomendy</b>	Manchester Oxford Road Train Station	£25	£39	M1 6FU	N/A	Outside the ticket office
	Birmingham International Train Station	£35	£59	B40 1PA	N/A	Outside the ticket office
	St Albans Train Station	£45	£79	AL1 5HE	N/A	Outside the ticket office
	Huddersfield Train Station	£30	£49	HD1 1JB	N/A	Outside the ticket office
	Manchester Airport (not flying)	£35	£49	M90 1QX	N/A	Terminal 1 Arrivals - Outside WH Smith
<b>Grosvenor Hall</b>	Ebbsfleet International Train Station	£30	£44	DA10 1EB	M25 junction 2	Outside the ticket office
	St Albans Train Station	£35	£59	AL1 5HE	N/A	Outside the ticket office
	Heathrow Airport (not flying)	£50	£89	TW6 1QG	N/A	Terminal 3 Arrivals - Level 1 - Outside Boots
	Gatwick Airport (not flying)	£50	£79	RH6 OLL	N/A	South Terminal - Arrivals - Outside Costa Coffee
<b>Isle of Wight</b>	Portsmouth & Southsea Train Station	£25	£44	PO1 1EQ	Commercial Road	Outside the ticket office
	Fleet Services	£35	£59	GU51 1AA	M3 between junctions 4 and 5	Outside the main entrance - Separate facilities for each carriageway, but linked by a pedestrian footbridge
	Cobham Services	£40	£69	KT11 3DB	M25 between J9 and J10	Single site located at a junction
	Ebbsfleet International Train Station	£45	£79	DA10 1EB	M25 junction 2	Outside the ticket office
	Heathrow Airport (Not Flying)	£50	£89	TW6 1QG	N/A	Terminal 3 Arrivals - Level 1 - Outside Boots
	Gatwick Airport (not flying)	£50	£89	RH6 OLL	N/A	South Terminal - Arrivals - Outside Costa Coffee
<b>West Runton</b>	Peterborough Train Station	£30	£49	PE1 1QL	N/A	Outside the ticket office
	Cambridge Services	£35	£59	CB23 4WU	A14 at junction 28	Single site located at a junction
	Ebbsfleet International Train Station	£45	£79	DA10 1EB	M25 junction 2	Outside the ticket office
	St Albans Train Station	£40	£69	AL1 5HE	N/A	Outside the ticket office
	Heathrow Airport (Not Flying)	£50	£89	TW6 1QG	N/A	Terminal 3 Arrivals - Level 1 - Outside Boots
<b>Overstrand</b>	Peterborough Train Station	£30	£49	PE1 1QL	N/A	Outside the ticket office
	Cambridge Services	£35	£59	CB23 4WU	A14 at junction 28	Single site located at a junction
	Ebbsfleet International Train Station	£45	£79	DA10 1EB	M25 junction 2	Outside the ticket office
	St Albans Train Station	£40	£69	AL1 5HE	N/A	Outside the ticket office
	Heathrow Airport (Not Flying)	£50	£89	TW6 1QG	N/A	Terminal 3 Arrivals - Level 1 - Outside Boots

Please note that all the parent meeting point times will be announced nearer the camp start date.

# FAQ'S

We've put together answers to some of parents' most frequent questions about preparing for camp. If there is anything else you need to know, please visit [kingswoodcamps.co.uk](http://kingswoodcamps.co.uk), email us on [kingswood.camps@inspiring-learning.com](mailto:kingswood.camps@inspiring-learning.com), or call 0800 655 6560/+44 (0) 1603 614 000 and we'll be happy to help.

## How are camps organised?

Kingswood Camps is modelled along the lines of American summer camps with each camp having a dedicated Management Team, supported by camp coaches, activity instructors and catering and domestic teams. Being part of Kingswood and run at our own centres, we've got over 30 years' experience in providing outdoor adventure experiences for young people.

## What experience do your staff have?

We recruit our staff from all over the world to ensure we have the perfect mix of skills to meet the needs of all of our guests. All our instructors go through a rigorous recruitment process including two interviews, an extended assessment course consisting of observed teamwork and leadership exercises and a Disclosure and Barring Service (DBS) check.

## What happens when my child arrives at camp?

Our camp team will take them to the arrivals area where they will be checked in at the following desks:

**Senior Camp Coach** – they will meet a member of the Senior Camp Coach team who will welcome them to camp, give them their camp specific wristband, tell them which bedroom they are staying in and which group they will be doing their activities with for the week.

**Welfare desk** – a member of our Welfare Team will meet each child to introduce themselves. Any medical and dietary needs and requirements can be discussed at this time (privately if preferred).

**Holiday extras desk** – we'll confirm any excursions booked and give your child a camp kit if you've ordered one. They'll also have the chance to add extra excursions if required (subject to availability).

**Camp bank desk** – this is where your child will deposit their pocket money for the week and hand in any valuables for safe keeping. Children can withdraw money from the bank to spend on souvenirs or take out on excursions.

## How do you deal with welfare issues, like homesickness?

We know how important the welfare of your child is, so each camp has a dedicated Welfare Manager on site. They're great at turning tears to smiles and helping children get fully involved in camp life. If our staff have any concerns they will of course contact you as you know your child best. Equally you should call our team if you have worries.

## How do I contact my child?

If it is necessary to get in touch with your child, you can use email, or if you'd prefer to phone, you can call the camp by midday Monday to Thursday and we will do our best to arrange a phone call for the same evening. Please note we do have limited phone lines and cannot guarantee a specific time on any given day.

## Do you have first aid cover?

Yes. There are qualified first aid staff on site at all times.

## Is camp safe?

The security of our guests on a Kingswood centre is extremely important to us. All of our centres have well defined boundaries, often with security fencing, and our largest sites have security gates and CCTV at the main entrance. All centres have had a comprehensive Fire Risk Assessment completed and operate to our Fire Safety Policy. All guests have the fire evacuation procedure explained to them on arrival, and will undertake a fire drill during their first evening on centre.

# FAQ'S

## What care is available during the night?

Our official activity slot finishes at 9pm but areas will be made available to groups who want to have some time to relax together. Bedtime is at 10pm. Camp coaches will be positioned near camper dormitories while our night duty team will be on call throughout the night. All Kingswood centres have overnight duty staff who will patrol the site throughout the night to ensure that all students are in their rooms, not disturbing other guests and are safe.

## Do camper's clothes get washed?

We offer a laundry service specifically for children staying at camp for longer than one week. If this is the case, please ensure your children's clothes are labelled.

## How do staff deal with discipline and behaviour?

We are totally committed to the safety and welfare of the children in our care and look out for signs of anti-social or negative behaviour, including bullying. However, we may not spot everything; so please let us know immediately if you are ever concerned about the wellbeing of any child. Our disciplinary procedures range from informal warnings for small misdemeanours (such as loud behaviour or swearing) to more formal warning for frequently poor behaviour. For persistent or serious behaviour such as bullying, wilful damage and anti-social behaviour we reserve the right to send any child home immediately at the parent/guardians expense if they are affecting the enjoyment of other guests or placing themselves or others in danger. This will be discussed at the welcome meeting with campers within 24 hours of arrival.

## Drugs and alcohol

Consumption of alcohol by guests is banned at all Kingswood centres. Any student found in possession of, or using, any illegal substance will immediately be dismissed from the camp and may be prosecuted by the police. All of our centres have very strict rules on smoking and we only allow access to our designated smoking area for 16 or 17 year olds where parental consent has been given on the medical form. Smoking outside any authorised area is a serious offence for which guests will be sent home.

## Complaints procedure

Every year Kingswood welcomes tens of thousands of young people from across the world. However, rarely something may occur which may not meet your expectations regarding delivery and service, which is disappointing for all involved. Our aim is to put things right wherever possible. Our complaints procedure with full details of how to register a complaint is available at [kingswoodcamps.co.uk](http://kingswoodcamps.co.uk)

## Do I need to bring any equipment?

We've written a handy packing list which is available on the 'what to bring' page inside this pack. All equipment for activities and any special upgrades including surfing and watersports are supplied by us.

## What happens on an off-site excursion?

Trips are usually to well-known places of cultural or historical interest and are designed to be a mixture of enjoyment and learning about the area. Trips are usually led by at least two members of staff per coach. Our staff will be responsible for giving an informative commentary on the bus and/or on the walking tour on historical and local information. Free time, for example for shopping, is only given if the children are in a safe, compact area with little danger of their getting lost or in trouble.

## What is the food like?

We serve three hot meals per day, with lots of choice and seasonal variations. Each day there is a carefully balanced and nutritional meal plan, regularly updated to meet and exceed the latest Government standards on children's meals. Please let us know about any special dietary requirements before arrival.

## How do you handle special educational needs?

We have comprehensive information available about special educational needs and additional requirements of our guests which is available at [kingswoodcamps.co.uk](http://kingswoodcamps.co.uk). Although this page contains lots of useful information, experience has taught us that the best way to understand the extent, and limitations, of the provision our centres offer, is for parents to speak to us and discuss their requirements. Please speak to our team early on in your planning process if you are concerned about the well-being or additional needs of your child. We will always do our best to accommodate all requirements however on occasion, where we are not able to fully support specific requirements we will discuss this with you.

## Can I stay longer?

Yes of course! Many of our guests stay for longer than a week and with so many activities and exciting excursions available, there's lots to see and do. Just ask us about extending your child's stay – the earlier the better to ensure we have enough space to accommodate them.