



WE CAN'T WAIT TO SEE YOU AND YOUR CHILD AT CAMP; HERE'S WHAT YOU NEED TO KNOW...

BARRACUDAS APP

Download our Barracudas Parent App now, available on Android and iOS. Just search 'Barracudas Activity Day Camp'. The app provides you with easy access to check your bookings, complete your child's Essential Information form, get directions to the camp, find your contactless registration details plus a handy pre camp checklist! You can log into the app using the same email address and password as your online account.

REGISTRATION & DROP OFF

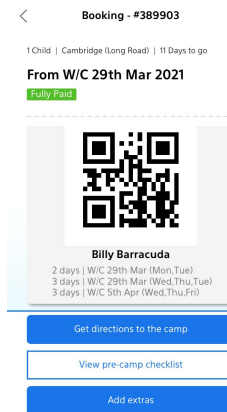
Contactless check-in and online Essential Information

Our online registration and collection systems are designed to increase security and efficiency for you and your child.

We will store all information electronically and through our QR code process record as children enter and leave the site.

Ahead of camp you must complete your child Essential Information form online. We cannot accept children onto camp without this completed information. You will find this form via your online account under the 'Bookings' or 'My Children' section or through the app under 'View booking details'. This must be completed by midnight on the Sunday ahead of the week your child is attending. This online information is used by the camp to auto populate other reports on camp and therefore essential it is completed ahead of time.

- We encourage parents to wear a face mask when entering the camp and speaking to staff
- Drop off between 8.30-9.30am (on your first day allow at least 15 mins to register)
- If you've booked our Extended Hours you can drop off from 8am
- When you arrive at camp our staff will ask for your QR code. This can be easily accessed through the app or is an attachment in your email confirmation. It also would have been emailed to you one week prior to camp.
- The QR code can be presented on a smartphone or alternatively printed out ahead of camp from the email.
- Our staff will scan your QR code to check your child in to camp.
- Once scanned our system will confirm the Essential Information has all been completed and will confirm if we need any additional information.
- If you have been sent any other forms ahead of camp e.g. for medical reasons, please complete at home, print and bring these with you on Day 1.



PICK UP & SECURITY

Contactless check out

- Collection is between 4.30pm -5.30pm
- If you've booked our Extended Hours you can collect up until 6pm
- When you arrive to collect your child, our staff will once again ask to see your QR code.
- Staff will scan the code to confirm the child's details and check the child out of camp
- If someone else is collecting your child please forward the QR code to them
- This QR code is unique to each child and confirms authorisation for collecting that child
- If someone else is collecting and they do not have the QR code, our staff will check the Essential Information form to see who you have detailed as authorised to collect your child. This adult will be asked for photo ID to confirm their identity.
- Please note, our sites are only registered from 8am-6pm, therefore all children must be collected by 6pm



Where possible, please avoid dropping off or collecting your child within the 9.30am to 4.30pm period as children and staff will be taking part in activity sessions. If you do need to drop off or collect within these hours please call the camp to arrange this with the Camp Manager in advance.

WHAT TO BRING

- A refillable drinks bottle
- A packed lunch and snacks for the morning and afternoon breaks
- If your camp has a pool: Swimming kit and towel everyday! (Swimming is guaranteed once a week. At most camps we're able to offer this more often so we suggest bringing in their swimming kit every day.)
- Lots of our locations require children to wear a swimming hat, please pop one in with your child's swimming kit. Don't worry if you forget we will have some spares on site.
- Salisbury – please bring a second pair of shoes, ideally a pair of flip flops, for walking to and from the swimming pool area. (summer only)
- If your camp doesn't have a pool we offer water activities in the summer: Please bring their swimming kit everyday.
- Children will need a t-shirt to take part in our inflatable waterpark activity
- Sun cream and sun hat. Please make sure children have applied sun cream in the morning before camp. Staff will remind children to re-apply cream throughout the day and help younger children with this if needed. In the absence of the child's own sun cream, staff have a small supply of Hypo allergenic SPF50 sun cream they will use, unless you request otherwise
- All children will need a long sleeved top, trousers and ankle socks for certain activities like *archery, *motorsports & *inflatables (*Easter & summer only)
- We recommend children wear comfortable clothing and closed toe footwear (not their best items, as your child will be involved in activities such as arts and crafts and field sports)
- A change of clothes for little ones



WHAT NOT TO BRING

- Valuable clothes, mobile phones, computer games, ipods, money etc*
- It's easier if children do not wear jewellery to camp as there are certain activities where these items will need to be removed**.

*Mobile phones: Although we understand the need for older children who make their way to and from camp to have a mobile phone, they are not allowed to be used once on camp, during break times or for photographs. They must be kept in personal baggage at the risk of the owner at all times. Please ensure your child is aware of this.

** Please note: Unfortunately staff are unable to look after anything for children during sessions. We cannot accept any responsibility for loss or damage to personal items or clothing and these are not covered by Barracudas insurance or the Flex Cover.

- It's a great shame but for health and hygiene reasons we can't allow any birthday cakes (or other food treats) to be brought onto camp to be shared with the groups.

LUNCHES

- A refillable drinks bottle (water is readily available throughout the day)
- A healthy and balanced packed lunch and snacks for morning and afternoon break
- Ice pack or frozen drink to keep food cool (please note fridges are not available)

We've put together some suggestions below for a healthy but tasty packed lunch. Please bear in mind that as children will be active and with us for longer they will need more in their lunches than for a typical school day.

We have a 'no nuts' policy on camps so please avoid foods like peanut butter etc.

TUMMY FILLERS

Sandwich
Bagel
Wholemeal pitta/wrap,
Pasta/rice/cous cous salad
Cooked meats
Cheese
Quorn
Hummus
Tuna
Egg
Salad
Pickles

FIVE A DAY

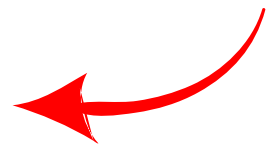
Apple
Satsuma
Banana
Pineapple
Carrot batons
Grapes
Cherry tomatoes

GROWING BONES

Yoghurt
Fromage frais
Milk
Cheese
Cheese spread

DRINKS

Water
Sugar free squash
Fruit juice



UNABLE TO ATTEND?

If for some reason your child is unable to attend please phone the camp directly before 9.30am. Please do not send your child to camp if they are ill as this can spread infection to other children and staff. If you've booked our Flex option you can change your dates or cancel right up until the last working day before your child's first day at camp in any week. Plus, if your child is ill and can't attend, we can make up the days or refund you, your choice.

Please do not send your child to camp if they have been asked to self-isolate by NHS Test and Trace, had symptoms or a positive test result over the previous 10 days. For full details of our terms regarding COVID-19 please see the booking conditions.

YOUR CHILD'S KEYWORKER

Each child will be assigned a Keyworker, also known as their Group Leader, during their time at camp. They will be responsible for your child's welfare at Barracudas. You'll be notified of who this is when you arrive at camp. You can speak to their Group Leader/Keyworker at any time, just contact the camp directly to arrange this.

SWIMMING POLICY

This is a question on the Essential Information form. For camps with pools, we use your answer to determine the support your child will need in the swimming pool. If you say 'No' your child will be given buoyancy aids in line with their age, height and the depth of the pool and only be able to swim in the



shallow end.. If you say 'Yes' they will need to demonstrate their ability to the lifeguards by confidently swimming 2-3 widths of the pool. If they put their feet down or display a lack of water confidence, they will also be given buoyancy aids for their session in the shallow end.

To avoid any upset, please check the information about your child's swimming ability is up to date on the Essential Information form.

We will supply all buoyancy aids needed. Please note all children under 8 years old are only permitted to swim in the shallow end of the pool.

MEDICATION AT CAMP

If your child needs medication at camp, you must let the staff know and complete a medication form available at registration.

If your child suffers from Anaphylaxis or Epilepsy, please complete the form sent with your confirmation email and hand into camp on their first morning.

LOST PROPERTY

Please remember to clearly label all items as our camp staff can contact you if they're found at camp. We won't be able to contact you if items aren't labelled. Lost property items will be displayed in the registration area. Please check this area at drop off/pick up time.

If your child misplaces any personal items at camp please speak directly to the camp who can try to locate the item for you. On the last day of camp each season any unclaimed lost property will be taken to a local charity shop by our camp staff. We are not responsible for any items left at camp.

GROUPINGS

Your child will always be placed in a group with children of a similar age. How many groups we have depends on the number of children attending the camp and their ages in any given week. If your child is attending camp for more than one week you might find that they're placed in a different group each time. Please don't worry about this, your child will still be with children of a similar age. It does not mean your child has been moved up or down between the age groups.

FRIEND REQUESTS

If your child would like to be grouped with a particular friend we must be informed of this at the time of booking. Please ask the person responsible for the other child's booking to add your child as a friend request also. We can only guarantee one advance and reciprocated grouping request per child of the similar age (max 2 years difference). Requests made at a later date may not be accommodated due to maximum group sizes and staffing ratios.

THEME DAYS

Fancy dress theme days will take place every Friday, for more information please visit our theme days page on our website or speak to your camp to find out the theme for each week.



CAMP COMMUNICATION

There will be a whiteboard displayed in the registration area. If there is any reason that the camp need to speak with you at the end of the day about your child they will write their name on this board. Please check this at drop off and collection. Please also check the camp boards/posters for additional information you may find useful, including camp competitions and charity details.

DAILY TIMETABLE

We confirm the timetable on the day of camp. This is because external factors such as the weather may affect what we are able to actually offer on the day. The daily timetable will be prominently displayed in the registration area for you to check each morning. You may like to take a photo of the timetable if you'd like to discuss this with your child at the end of the day.

In line with our new cleaning protocols, staff will carry cleaning products to assist with cleaning touchpoints and equipment throughout the day. Please be aware that children may be asked to assist with the cleaning of equipment they have had direct contact with at the end of a session. e.g. wiping over a ball with a anti-bacterial wipe.

ACCIDENT FORMS

Should your child have a minor accident and require first aid whilst at camp, we will notify you of the incident and pass on the details on an accident form. On the rare occasion that a more serious incident occurs our camp staff will call you with notification immediately and follow up with an accident form.

CAMP FEEDBACK

If you have feedback on our services, please make the camp aware. We'd love to hear about the fun your child is having at camp and would welcome a review on Trust Pilot if you can spare a minute.

Should you have an issue or concern around your child's time with us, we'd ask that in the first instance you speak to the camp. The staff on site are working with the children directly and will be able to quickly help you. Should you not be happy with the outcome from camp, you are welcome to contact our Customer Service team at Central Office on 01480 467567.



WANT TO KNOW MORE?

We've tried to fit as much as possible into this guide, however for more details you can read our FAQs page on our website. Alternatively call us on 01480 467 567 or email fun@barracudas.co.uk

FIND US ON ...



VISIT www.barracudas.co.uk OR CALL 01480 467 567