



In Partnership
With



YOUR ESSENTIAL KIDS' ADVENTURE CAMPS INFORMATION

Please read this leaflet **before** your child travels,
it contains important information regarding their holiday.

Essential information
for Residential Camps!



WELCOME

Thank you for your Residential Camp booking!

This booklet contains all the essential information for our Overnight Camps at PGL.

Please do read all the information carefully as it contains arrival and departure times, a handy checklist and much more.

CONTACT US

Booking or pre-travel queries

If you have any questions or queries prior to your child's holiday, please do not hesitate to call our team on

+44 (0)1480 467567

During your child's holiday

Day time, between 8am and 6pm please call our Head Office team on 01480 467 567.

Outside of these hours, please contact the centre directly.

Centre numbers available on page 10.

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DROP OFF & COLLECTION TIMES

Please use the table below to find the drop off and pick up times for your child's adventure holiday.



Please arrive at/collect from your camp between:

HOLIDAY / DURATION	ARRIVE	DEPART
7 night holidays	Saturday between 15.00-17.00 (First meal: dinner)	Saturday between 09.00-11.00 (Last meal: breakfast)
4 night mini breaks <i>Tuesday to Saturday</i>	Tuesday between 11.30-12.00 (First meal: lunch)	Saturday between 09.00-11.00 (Last meal: breakfast)

Please be aware that the arrival process is not a 'drop and go' system. You will need to stay with your child at the centre until they have been fully checked in. If you cannot drop off/collect your child at the above times, please ring our team on 01480 467567 and advise them of your expected arrival time at least seven days prior to the holiday date. A charge of £10 per hour per person will be payable where children are dropped off early or depart later than the times given above.



WHAT TO BRING

The following information has been developed on what to bring (and what not to bring). This list is by no means exhaustive but should give you a good idea of what to pack for your residential camp holiday!

Luggage

Luggage is usually stored underneath beds during the holiday and therefore a suitcase, holdall or rucksack is ideal. If possible we would recommend bringing a bag with wheels to enable your child to manoeuvre it easily around centre. All specialist activity equipment is supplied by PGL.

Bedding

Bedding is included with your Barracudas booking but if your child would also like to bring a particular item from home that's also fine. Supplied bedding includes a pillow, pillowcase, duvet, duvet cover and bottom sheet.

Medication

We are able to support children requiring regular medication that can be self-administered. Once your booking has been made you will need to submit an Essential Information form for your child, found in your Barracudas account. If you are bringing medication (prescribed or otherwise) you will be required to hand this in on arrival. Please note that this MUST be in original packaging with dosage details enclosed. You will need to complete a medication administration form at camp

Pocket money

There are no extra expenses incurred in the programme but there is a retail shop at each centre and some centres have a pool table/arcade games at a cost of around 50p per game. We recommend pocket money from an average of £4-£5 per day for purchasing drinks, sweets etc., plus between £5 and £20 to purchase gifts which will be on sale throughout the holiday. The retail shop can accept card payments.

Money should be in small denominations and can be handed in for secure storage on arrival at the centre. Guests can keep their own money, however for security and budgeting purposes we recommend that it is handed to their Group Leader for safe keeping. The Group Leaders will distribute the pocket money each day to your child.

What not to bring

For the safety of others, please ensure that your child does not bring any food items that contain nuts to our centres.

We suggest that your child does not bring valuable items such as MP3 players, iPods, PSPs, DSs, valuable watches and jewellery and any other items of value. We cannot take responsibility for the above should you choose to bring them. A secure storage system operates for pocket money, but we do not have space to store larger items securely. Please be aware that your insurance may not cover the loss or damage of valuable items on an activity holiday, and that if a claim is made, a new-for-old policy may not apply. Please ensure you have read our conduct section on page 8-9 to understand items we do not allow on our centres.

Mobile phones/devices (inc. tablets)

We recognise that most parents value their children having a mobile phone with them on their holiday.

We are happy for children to have a phone and to use them in situations where practical and safe to do so, however this is limited throughout the day and overnight. At this point mobile phones must be handed in to our staff for safekeeping.

We cannot accept responsibility for any loss of or damage to such devices and we advise that you have adequate mobile phone insurance cover in place. Misuse of mobile devices, viewing or sharing inappropriate material, abuse of social media and any conduct that could be deemed as bullying (theft or damage to others property) could result in your child being sent home from their holiday.

You may wish to install a 'parental control' app on the mobile device, as this will enable you to restrict the usage time, functions and internet sites that are accessible, there are many apps available for Apple and Android which are free of charge. To view PGL's full Mobile Phone policy please visit www.pgl.co.uk/safeandhappy.

Unnamed clothing

Help us to help you! We will do our best to return named lost property to owners. If lost clothing is not clearly marked, it is unlikely that we will be able to trace it. We reserve the right to charge postage and packing for those items returned. Unnamed items not claimed within one month will be passed to a local charity shop for sale.

PACKING LIST

We hope you find this list of all the adventure essentials handy when packing. Please be aware that this list is based on a 7 night holiday.

Adventure essentials

- Nightwear (slippers may be useful)
- Enough pants and socks for the duration of the stay plus spares
- Swimwear
- Toiletries bag and contents (toothbrush, toothpaste, soap, shampoo etc. Please refrain from bringing aerosol sprays*)
- 2 large towels (for wet activities and showering)
- Hair bobbles – long hair must be tied back for most activities
- A few old sweatshirts or fleeces
- Plenty of t-shirts
- At least 1 long sleeved t-shirt
- Shorts that cover the thighs
- A few pairs of strong, loose fitting trousers/ tracksuit bottoms
- A pair of trainers for dry activities
- A pair of old trainers/wet shoes for wet/muddy activities
- Waterproof coat
- A change of clothes for the evenings
- Water bottle
- Named bin liners (not black) to bring damp washing home (black bin liners can be mistaken for rubbish, therefore please use an alternative if possible)
- Plenty of high factor sun cream and a sun hat
- Insect repellent
- Glasses strap (for prescription glasses)
- Non valuable waterproof watch or travel clock

Essential documents

- Essential information form - This form should be completed at the time of booking via your Barracudas account and must be submitted no later than 10 days prior to your arrival.
- Pre-arrival questionnaire - shortly after booking you will be sent a questionnaire to complete and return to us immediately.
- Booking confirmation – You will need to show a copy of your Booking Confirmation document at the check-in desk upon arrival. A paper or electronic version (presented via mobile, iPad, tablet etc.) will be required or this can be downloaded or printed from your Barracudas account.

Medication

- If you are bringing medication (prescribed or otherwise) you will be required to hand this in on arrival. **Please note** that this MUST be in original packaging with dosage details enclosed.

***Please note that we kindly request that aerosol sprays are not used as over use can trigger fire alarm systems.**



What to wear

We have included some guidance on what to wear and what not to wear for the activities we are most often asked about. Please note, activities vary at each centre and final activity itineraries are planned by each centre.

Water-based activities

- ✓ Old trainers/water shoes
- ✓ Warm clothing
- ✓ Layers
- ✓ Old clothes
- ✓ Swimwear (not essential)
- ✗ Flip flops/crocs/sandals
- ✗ Wellies
- ✗ Jeans

Rope sessions

- ✓ Sturdy footwear
- ✓ Tops to cover the shoulders
- ✓ Shorts that cover the thighs
- ✓ Long trousers
- ✗ Flip flops/crocs/sandals
- ✗ Denim shorts

Muddy activities

- ✓ Old trainers
- ✓ Long trousers (waterproof if possible)
- ✓ Layers
- ✗ Flip flops/crocs/sandals
- ✗ Shorts

FREQUENTLY ASKED QUESTIONS

Be in the know

What details will I need to provide?

Booking info: We require various important information about your child throughout the booking process:

Point of booking:

- Your child's full name
- Your child's date of birth
- Any special medical/dietary/personal information
- Any Social or Behavioural conditions

All this information will be displayed within your Barracudas account and on your booking confirmation, therefore we ask that you check this is complete and correct and contact us if there are any additions or amends required.

Once your booking is confirmed: You will receive a 'pre arrival questionnaire', this is to gather more information so we can get to know your child better (e.g. notable life events, conduct, pastoral care needs etc.), this will need to be returned within 72 hours of receiving it.

Prior to arrival: We require an Essential Information form to be submitted for all guests ahead of them arriving on centre and these can be completed within your account at least 10 days prior to arrival. Don't worry if you forget, we will send you a reminder nearer the holiday!

Contacts: It is compulsory that you provide the contact details of at least two nominated people that we can contact 24 hours a day in case of emergency, at least one of these being a next of kin and authorised and available to collect your child at the end of their holiday or should they leave centre prior to this.

Can my child share a room/activity group with a friend?

Where possible we will endeavour to honour any rooming/activity requests however, this is not a guarantee. Please note: we can only attempt to honour rooming requests where children are the same gender, in the same age group and on the same holiday, so if your request is to be with a child who is booked separately we advise that you check what holiday they are booked on prior to making a request and that the parents of other children with separate bookings make the same requests. Any rooming requests that cannot be honoured will not be communicated prior to arrival and we are unable to refund any holidays cancelled due to not being able to meet requests.

Are you able to support my child's medical condition?

We are able to support children requiring regular medication that can be self-administered. You will need to complete a pre-arrival questionnaire once your booking has been made. In addition you are required to submit an online Essential Information form for your child, found in your Barracudas account. If you are bringing medication (prescribed or otherwise) you will be required to hand this in on arrival. Please note that this will need to be in original packaging with dosage details enclosed and our medication administration form completed on arrival.

What should my child bring?

Please see pages 4 and 5 for a full packing guide. If you have any further questions with regards to what your child will need prior to travel then do not hesitate to contact us on 01480 467567.

Can my child bring a mobile phone or device?

We do allow children to bring mobile phones with them to centre, however we operate a strict Mobile Phone policy. Further details can be found on page 8.

Does my child need to be able to swim?

Our watersports activities require a level of 'water confidence', which is defined as:

- Ability to duck under water
- Confidently swim 25 metres in a life jacket or buoyancy aid without signs of panic



What if my child has their birthday whilst at camp?

If your child is celebrating their birthday whilst on their holiday they will receive a Birthday card on the big day! Enclosed in this card is a 'queue jump sticker' which can be worn on the day and gives your child the opportunity to be first in the queue within their group, for everything they do that day from activities to dining room queues.

Can I contact my child whilst they are at camp?

Our Barracudas liaison staff will be on site daily to check in with children and touch base with home if required. It is also possible for you to contact the centre directly should you need or want at any time. We would just ask that you do not contact the centre excessively as for most of the day children will be out enjoying activities. Centre contact details are found at the front of this guide.

What is the food like?

PGL work with leading catering organisations to ensure our food is the best it can be. A hot option and vegetarian option is always available and we can accommodate most special dietary requirements.

What happens in bad weather?

Outdoor activities will run as long as it is considered safe to do so and would only be curtailed due to severe weather such as lightning, high winds or snow. Where possible alternatives will be organised subject to availability. If poor weather such as rain is forecast during your child's stay, we recommend that you pack additional clothing and footwear so wet items can be changed between activities.

What time will my child be going to bed?

Even the most active children feel tired after a full day of activities followed by our evening entertainment programmes. We insist on sensible bedtimes for children to ensure that everyone gets a good night's rest. Exact times may vary from centre to centre but are typically 20.30 for our 8-10 age group, 21.30 for 10-13s and 22.30 for 13-17s.

What happens after 'lights out'?

An important part of our staff's role is to get everyone to bed on time – sometimes easier said than done! Once 'lights out' has been called at centres night duty staff take over. They reassure the anxious, encourage the high spirited to settle down and continue their rounds until all is quiet. Night duty staff patrol the campsite or accommodation area throughout the night and they can quickly be contacted at any time should the need arise. Bedroom doors are locked, although these can be opened from the inside in case of emergency.

What if my child is homesick?

Of course, for some children, being away from home may initially be disconcerting. This is natural and only to be expected – even adults can experience 'homesickness'! Our staff are fully trained in identifying sensitive matters and dealing with children's concerns and worries. In the vast majority of cases, a day or two of getting to know new friends and taking part in exciting activities will dispel all but the most persistent worries. You will, of course, be kept informed if there are any ongoing problems.

Do many children attend alone?

Many children do attend camp by themselves and are quick to make friends within their activity group and dormitories.

Can I drop my child off early or collect them later?

In most circumstances we are able to accommodate early drop offs and late collections at centres. We will need to be notified at least 7 days in advance and a charge of £10 per hour/per child will apply.

Will there be other guests on centre?

There may be other school groups on holiday at the centre at the same time as your children. These guests are supervised by PGL staff and will have completely separate activity programmes, accommodation and, where possible social facilities.



STAYING SAFE & HAPPY

Conduct & behaviour at Camp

We work hard to make sure that the balance we strike between enjoying freedom and fun on our holidays, whilst staying safe and happy, is the right one.

Prior to your child/children arriving at camp for their chosen holiday/s, you can help us, by letting us know if there's any additional information about your child that we might need, to ensure we make their holiday as successful and safe as possible.

As part of our booking process we will ask you to submit information on any specific behavioural, medical, dietary or social requirements your child may have, so that we can try and understand them as best as possible before their arrival on centre. We also ask that you have read and understood PGL's main policies and feel that your child is able to adhere to them. Please see below for an outline of key points that may be relevant to your booking.

Discipline and responsibility

Living alongside and mixing with other children is a valuable part of the holiday experience and we try to ensure that no one feels left out. Every member of the group has an equal right to enjoy themselves and we keep a close check on teasing, bullying and any other antisocial behaviour that may spoil an individual's enjoyment. Please tell your children that if they feel they are not happy for any reason, they should inform their group leader or any other member of staff immediately.

When necessary, we will be firm with children who are jeopardising the enjoyment of others and will not tolerate any such behaviour. If problem behaviour is persistent or serious, we will contact the parent or guardian to decide on further action. Please note it may on occasion be necessary to contact parents/guardians during unsociable hours and that PGL reserve the right to curtail any holiday if we feel necessary. Due to this we ask that a parent/guardian is contactable and available to collect your child 24hrs a day in case the need arises.

Our behavioural management system

We want every child to enjoy their holiday from beginning to end and feel safe whilst they are at camp. This means that PGL operate a clear, fair, behavioural system to set boundaries with the children in the form of a three-step warning process:



Warning - an opportunity to identify

poor behaviour and to aid the child in understanding the impact and potential consequences. Staff will have a 1:1 discussion with the child.



Yellow Card - this is an escalation of

an occurrence for which a warning had previously been issued or a new occurrence that is deemed too severe for a warning to be issued. At this point we will contact parents to inform them of their child's behaviour on centre.



Red Card - this is the final stage in the

discipline process, and results in a child being removed from their holiday and centre. Gross misconduct will also result in an immediate red card. It is our policy to impose a 12 month exclusion period for any child whose holiday was curtailed due to their behaviour.

PGL reserve the right to apply our policy as deemed necessary.

Chatterbox and 1:1 sessions

During their holiday, we aim for each child to have at least one 1:1 catch up session with their Group Leader. The Group Leader will check how your child is getting on, whether they are enjoying their holiday, have made friends, are enjoying the food and how they are sleeping. Any issues will be discussed and if the Group Leader feels more 1:1 sessions are needed, they will make the time for each child. For children who aren't happy with any aspect of their holiday and do not feel they can tell their Group Leader, each centre has a 'chatterbox' where your child can write down any thoughts or problems and post them. These are checked every day and any issues are picked up with your child discretely.

Mobile phones and devices (inc. tablets)

We recognise that most parents value their children having a mobile phone with them on their holiday. We are happy for children to have a phone but they will only be able to use them in situations where practical and safe to do so in line with PGL's Mobile Phone policy, which can be viewed online. For example, use will not be allowed during activity sessions, evening entertainment, when in rooms and after lights out. We cannot accept responsibility for any loss or damage to such devices and we advise that you have adequate mobile phone insurance cover in place. Misuse of mobile devices, viewing or sharing inappropriate material, abuse of social media and any conduct that

could be deemed as bullying or any other inappropriate use of a mobile device (including theft or damage to others property) could result in your child being sent home from their holiday.

Alcohol and smoking

Consumption of alcohol by guests on a children's Adventure Holiday is banned at all PGL centres. This also applies to the consumption and purchase of alcohol offsite. Please note that guests who break this rule will be excluded from the holiday and collection will be at the expense of parents/guardians.

We strongly discourage smoking but full smoking bans in the past have led to unauthorised smoking in areas likely to be a fire risk – tents, dormitories etc. As safety is our number one priority we operate a system using 'official' supervised smoking areas set away from other guests or any fire risk. Smoking is only allowed strictly for 16 year olds where parental consent has been given. Interestingly, a side effect of this approach tends to be that a number of smokers choose not to smoke at all rather than be forced to adopt the rigours of our strict safety policy. Smoking in breach of PGL's policy is a serious offence for which guests will be sent home. Please note that the above rules covering smoking also extend to e-cigarettes and vaping.

Prohibited items

The below items are banned at all of our centres. It is essential to check that your child does not have any of the following items with them during their stay at camp.

- Alcohol and drugs (including any associated paraphernalia - grinders etc)
- Medicines of any kind, whether prescription or common over the counter (for example paracetamol, hay fever tablets, travel sickness tablets etc.) that you have not handed in upon arrival at the centre and declared to our staff on a medical form.
- Hazardous substances (e.g: glue, gas canisters, legal highs)
- Cigarettes, vapes and e-cigarettes. Guests of age 15 and under are not permitted these items. For guests aged 16 and over smoking is permitted in allocated areas with permission of parents and in supervision of staff, however these must be signed over at check in
- Any item that could constitute a weapon - for example, a pen knife or scissors
- The means of lighting a fire (e.g: matches, lights, lighter fluid)
- Inappropriate material (e.g: adult explicit content)
- Nuts and food items that contain nuts

Self-reliance

Our holidays require a level of self-reliance and all children are expected to be able to take responsibility and independently manage their own personal care, such as showering, washing, dressing themselves and cleaning their teeth.

PGL use specific small group staff ratios and specialist equipment, to ensure all care standards are upheld and to be as inclusive as possible, in the settings we operate in. The average ratio of staff is 1:12 and therefore if you feel your child needs additional levels of support for any personal issues or has any issues requiring 1:1 care, this must have been discussed with our customer care team at point of booking. If you feel there is any information you need to add to your booking please contact our customer services team on 01480 467 567.

It's important to note that PGL are not able to accommodate children in all circumstances. This would typically be where a child's needs require a staffing level beyond those they work to, or the use of equipment, qualifications or facilities that their settings are not reasonably able to provide.

For full details of PGL's policies and expectations please visit www.pgl.co.uk/safeandhappy or contact a member of our team.



MARCHANTS HILL, SURREY

contact - info@barracudas.co.uk



Address

PGL Marchants Hill
Tilford Road, Hindhead
Surrey GU26 6RF
T: 01428 605 626

From the North

Take the A3 (south) through the Hindhead Tunnel and exit onto A333. Take the 3rd exit at the 1st and 2nd roundabouts. At Hindhead cross roads turn left onto the A287. After 0.3 miles, fork right (Tilford). The PGL entrance is on the right of Tilford Road.

From the South

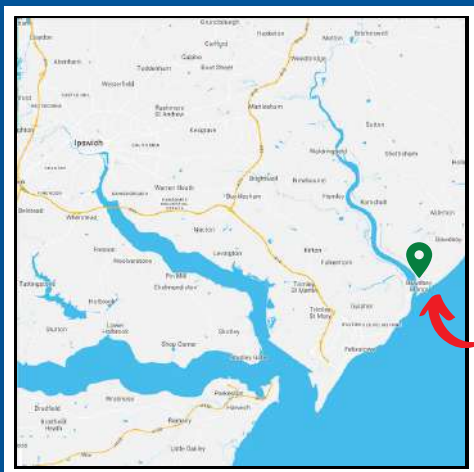
Take the A3 (North) and exit onto A333 before the Tunnel. Take the 2nd exit at the roundabout. At Hindhead cross roads take the first exit at the mini roundabout onto the A287. After 0.3 miles, fork right (Tilford). The PGL entrance is on the right of Tilford Road.

From the West

From Farnham, head towards the train station level crossing, then take the Tilford Road through Tilford & Rushmoor and then on towards Hindhead. Once you reach the sign for Hindhead, approximately 1km on the left is the entrance to PGL Marchants Hill.

BAWDSEY MANOR, SUFFOLK

contact - info@barracudas.co.uk



Address

PGL Bawdsey Manor,
Bawdsey, Woodbridge
Suffolk, IP12 3BH
T: 01394 412375

From the M25

At junction 28, use the left lane to exit towards A12/Chelmsford (E). Keep left at the fork, follow signs for C'ford/A12 and merge onto A12. At the roundabout, take the 3rd exit onto the A14 (E) slip road to A12. Use the left lane to take the slip road to Lowestoft/Woodbridge, take the 1st exit onto A12 (continue as below).

From A12 Woodbridge by-pass

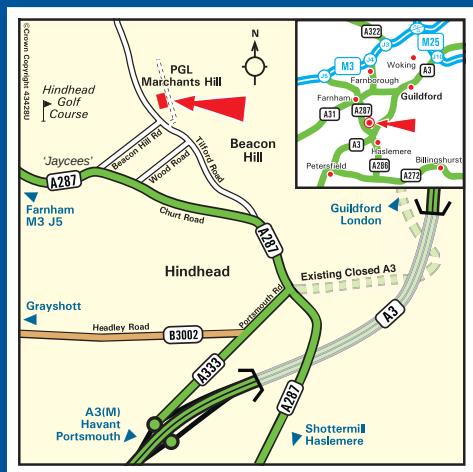
Take Stay on A12 Woodbridge by-pass then at the roundabout take exit onto A1152 Woods Lane. Continue on this road past Melton train station and over river bridge then at the roundabout take exit onto B1083. At Alderton turn left and then right to remain on B1083. Follow B1083 through Bawdsey village on Ferry Road, Bawdsey Quay. Follow signs to PGL Bawdsey Manor.

Please note:

When using a Sat Nav, despite what some devices may suggest, there is no bridge or car ferry across the river Deben.

MARCHANTS HILL, SURREY

contact - info@barracudas.co.uk



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Tilford Road, Hindhead
Surrey GU26 6RF
T: 01428 605 626

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