



EXAMPLE CAMP GUIDE



WELCOME

Churchill Summer Camps are Ofsted registered camps for children aged between 4 -14 years old during the holiday periods, offering high quality childcare all year round. At our camps, children will have the opportunity to enjoy and engage in a range of over 30 fun 'have a go' activities to suit all ages and interests. These will help them form friendships, enjoy a balance of being active, creative and try new things in a safe environment, surrounded by supportive and experienced staff.

Our camps provide high quality childcare and are not just sports camps, we offer multi-activity day camps with a wide range of activities to suit all ages and interests.

We have tried to give you an honest picture of how we run our camps. We want you to be confident about sending your child to us and we have tried to give you information on the most commonly 'asked about' topics. However, we also know that it cannot possibly cover everyone's questions and therefore if this pack simply makes you want to ask a few more questions or just have a chat with us, then we will consider it a success and look forward to hearing from you.

John, Judith & Dom Jones: 01572 868304

or email us - info@churchillsummercamps.co.uk

We usually man our phone between 5pm and 8pm but have an answerphone to help us out with unavoidable absences and for the more unsociable hours. **Do not be put off by the answerphone, we deal with EVERY phone message we get as promptly as we can.** Just be prepared to leave your name and phone number (don't forget your STD code though) and we will get back to you.

Many of our staff return to work for us year after year and we interview every new member of staff as a matter of policy prior to offering them a post. All staff are fully DBS checked and go through child protection/safeguarding training, camp-related training and our camps are also Ofsted registered.



HOW TO FIND US

This will provide directions on how to find the relevant camp.

ARRIVAL AND COLLECTION

08.00am – 09.00am *For children who have booked the Early Care service only*

09.00am - 9.30am *Children arrive for registration, supervised activities.*

WE ASK THAT YOU DO NOT DROP YOUR CHILD OFF BEFORE 9AM IF YOU HAVE NOT BOOKED EARLY CARE

On the first morning, all children and parents will be met by our staff in the car park. On signing in your child at reception any medications (clearly named please) will be collected and recorded. **Please make sure that you include all medical information in your online booking in advance of the camp start date so that we can brief all the staff accurately on your behalf.** Please ensure you do not leave without taking one of our cards with the direct contact number for the camp (our office number should not be used during camp hours as, due to the nature of our camps, there will not be anyone available).

The children will be notified of their group upon arrival (all groups have names and are organised in advance of the camp) and introduced to their group leader. They will then be taken to the cloakroom to leave their bag and then for supervised activities until the camp day officially starts at 9.30am.

All the children will have a tour of the site and be shown the key facilities e.g. toilets, assembly point for break and lunch time, fire assembly point etc as part of their first morning on the site. The day commences start straight away to minimise any possible shyness.

Don't forget;

- **All medications (clearly named) to be signed in at reception.**

Site tours for parents can take place immediately after the timetable has started (9.30am) on the first morning – please ask in advance if you are interested in a site tour. You are most welcome to be shown around but it is worth noting that the sight of a parent can upset an already shy/nervous child and may just tip the balance that first morning!

A timetable showing what each of the groups are getting up to for the week is displayed at reception. You will also normally find our camp manager here to sort out any queries you might have.

4.30pm - 4.40pm *Children are collected from the camp* (if you arrive any earlier, we will not have the staff available to collect and sign out your child)

4.40pm – 6.00pm *For children who have booked the Late Care service only*

All children **must be signed out at reception** by a member of our staff. As you leave, if we are unsure as to who you are, you may be asked your identity, please do not be offended by this!

HOW WILL THE DAY BE ORGANISED?

A timetable is drawn up by our camp manager showing what is planned for the week and this is put up at the camp reception each Monday morning. There is a different timetable for each age range but we endeavour to give all children the opportunity to 'have a go' at everything, regardless of age.

Our operating hours are 9.30am – 4.30pm Monday – Friday

WHAT IF I AM DELAYED AT THE END OF THE DAY?

Please don't worry - your child will be well cared for until you arrive. If you're likely to be delayed, please call the camp so they can let your child know. We will book them into the Late Care and you can pay when you collect them (£6.50). Late Care is registered until 6.00pm (the site is vacated at 6.00pm and there will be no staff available after this time).

LUNCH / BREAK TIMES

All children must come supplied with a packed lunch. PLEASE DO NOT BRING ANY NUTS INTO CAMP – the camps are classed as nut free zones in case there are any children with nut allergies. This covers any food products containing nuts including any spreads such as peanut butter or Nutella. It is recommended that you either provide an ice pack with possible perishable food or avoid using perishables in the packed lunch as we are unable to provide refrigeration facilities.

Please provide your child with a healthy snack for morning break if you so wish.

For lunchtime, the children will be in mixed age groups and we do not have a formal timetable. They have the opportunity to either have free play or choose what to do. There may be a different range of activities to choose from each day. This often gives them the chance to repeat an activity they have enjoyed earlier in the week.

DRINKS

We do provide drinks at breaktimes and throughout the day **and we ask that your child bring their own water bottle (clearly named) to help us reduce the amount of plastic disposable cups we use. We will refill their bottle throughout the day with water.**

CAMP PHOTOS - permission sought

From time to time, we take photos and/or videos of both the staff and children having fun taking part in their activities to use exclusively on our display boards in reception and on our website/social media pages to promote our camps. If you do not want your child to have their photo used in this way or be included in any video, please indicate this on your booking form. All photos and videos are taken in a careful and sensitive way and do not carry any child's personal details.

WHAT TO WEAR!

There is no point in being smartly dressed at our camps, although we appreciate that most children like to look the part! We suggest you do not send them with new or valuable clothing or belongings, but we would ask that **all children wear appropriate footwear** – no flip flops or similar. Trainers are ideal. Below is suggested clothing for your child to wear and spare equipment to bring each day.

- For sunny weather - a sun hat for protection and clothes which are suitable for warm weather are good ideas as we spend a lot of time outside.
- For cooler weather - warm clothes including a jacket/coat and jumper.

A raincoat is always useful to have in your child's bag – you never know when they might need it!

With the very youngest children, you may want to add extra underwear etc. to their bag just in case (although we do carry some spares).

All equipment necessary for the activities will be provided by us.

SUN CREAM

Please ensure that children have had their first application of sun cream in the morning, and then send them with sun cream (with a name label) – we will remind and assist them in reapplying it during the day unless you advise us otherwise.

WHAT NOT TO BRING!

We ask that children **don't** bring mobile telephones, computer games, iPods , toys from home to the camp. There is no use for these items and they are often mislaid as children are busy and excited doing other things. Staff are trained not to put themselves in a difficult position by taking care of such items and we cannot accept responsibility if they are lost or stolen.

LOST PROPERTY

We endeavour to return lost property where possible but in order to do this we ask that all belongings are clearly named.

Any lost property is always displayed in the reception area; please make a point of checking it before you leave the camp each day.

HOW ARE THE GROUPS ARRANGED?

Children are grouped in similar ages. Please add specific requests for your child to be grouped with a friend to your booking form and we will endeavour to do so, however please be aware that this must be reciprocated and that this cannot be guaranteed. We usually aim to group children based on school years, therefore if a request is outside of this then we may be able to accommodate one school year either side but please note that we will move the older child down a group rather than the younger child up a group.

We can only offer 2 grouping requests per child and we must be notified at least one week before the start date of attendance.

If you find out that his/her best friend is going and you want them to be together then please update your booking/let us know as soon as possible. We always try and accommodate group requests, but

it may not be possible if it is a late request or the group is already full. Our staff ratios mean that we cannot just squeeze another child into a group.

Please don't leave it until the Monday morning of your arrival as we will not be able to accommodate for any changes.

We cannot group children together if there is a grouping chain eg. One child wants to be with another, who wants to be with another and so on, as this makes groupings nigh on impossible.

Grouping the children as we do gives them the opportunity to make new friendships.

Sometimes the groups may have a wider age spread. For the most part, the children stay in the same group with the same group leader for the whole of the week, this particularly applies to the younger children.

FANCY DRESS

Be prepared to hunt out your child's favourite fancy dress outfit as on every Friday morning of each camp we run a fancy dress fun competition where the children (and staff) can get dressed up.

This is optional but very well supported.

EARLY/LATE CARE SERVICE

This is a service for parents wishing to have their children looked after between 8am and 9am (£5 per child) and also 4.40pm through to 6pm (£6.50 per child). There is a charge per session. Light refreshments will be available during these fully supervised sessions. You may book as much or as little early/late care as you need for that week i.e. morning only, 2/3 days only. If you would like to add this extra service, please include it in your booking or contact us.

WHAT IF MY CHILD IS ILL OR HAS AN ACCIDENT AT CAMP?

We understand your concerns, as we are parents ourselves, so don't worry we have qualified first aiders at each camp to deal with accidents and illnesses. Fortunately, most of the accidents we deal with are only minor e.g. grazes on knees, stings and so on. However, should a child suffer a more serious injury or fall ill at camp you will be contacted immediately.

Please do not send your child to Camp if they have a contagious illness or have had sickness in the 48 hours prior to the Camp day.

WHAT INFORMATION SHOULD I PROVIDE ON THE BOOKING FORM?

We ask that you share with us as much information as possible at the time of booking e.g. if your child has a medical condition such as diabetes, epilepsy, serious allergies and so on – along with the medication that they require such as EpiPen. We also ask that you share with us any additional information that would be helpful to us so that we can provide the best care possible for your child. This information is treated in the strictest confidence and is only shared with staff. If we feel that we would like further information we may ask that you talk to the Camp Manager on the week of camp and also your child's group leader, as the more information you provide us with the better care we can provide for your child.

If your child is in the Early Years (not yet five or five by 31 August) we would very much welcome you sharing their summary document from their pre-school setting with us or any information a school

has provided you with so that we can help children in working towards their early learning goals. We would also appreciate it if you could spend a few moments completing the additional EYFS information form which is included on the online booking form.

QUAD BIKES

We run quad bike sessions in the summer when the ground is suitable but if the ground is too wet/soft due to wet weather or under the unfortunate circumstance that there is equipment failure, we will (for safety reasons) unfortunately be unable to offer this. We keep our fingers crossed for good weather as we do not like to disappoint the children but hope that you can appreciate that safety comes first.

CAMP POLICIES AND OFSTED REGISTRATION

We are registered by OFSTED to provide a holiday club service for children from the age of 4 upwards and are regularly inspected at both sites. Our registration certificate is held at the office out of season and is on display at both our sites when the camps are running. If you need our registration number to claim the Working Families Tax Credit, please ring us on 01572 868304.

We also keep a portfolio of evidence that includes our procedures and camp policies to help demonstrate how we comply with OFSTED regulations. We have written policies and procedures on Child Behaviour, Child Protection, First Aid (sent out prior to Camp), Health and Safety, Fire Evacuation, Equal Opportunities, Discipline, Lost/Left Children, Excursions Off Site, Sick Children and Parental Complaints. Copies of these policies can be viewed at Camp or by request – please contact the office. All staff receive a full set of these policies as part of their induction and training programme, and our focus is their ability to implement them practically on a daily basis as part of looking after the children in their care.

- ***To claim the Working Families Tax Credit (childcare vouchers), you should be able to find our details through your scheme – however, if you can't find our details then please just email or ring us***
- ***All policies and procedures available on request***

**The Camp runs independently of the school so we ask that you
please **DO NOT** contact the school**

**General enquiries: John and Judith Jones on 01572 868304
(with answer phone service).**

**DURING CAMP HOURS/EMERGENCIES: OUR CAMP MANAGER ON
07535 060690.**

**PLEASE ENSURE YOU TAKE A CARD FROM RECEPTION WITH THIS MOBILE NUMBER ON IN CASE
YOU NEED TO CONTACT US**

BOOKING CONDITIONS

1. Confirmation of your booking will be emailed following a successful completion of your booking online. Payment of the deposit secures your booking and is regarded as evidence of your acceptance of these booking conditions.
2. At the time of booking we require:
 - a. full payment on bookings made less than 6 weeks before the camp start date
 - b. a deposit of £90 per child per week on all other bookings
 - c. final balance payments 6 weeks prior to the Camp start date
3. Should it become necessary to cancel your booking, you must notify us in writing immediately. Until written confirmation is received by us, we will hold your reservation. Cancellations are subject to the following:
 - More than 28 days before commencement date – loss of deposit
 - 28 – 15 days – 50% refund
 - 14 – 1 day – no refund
4. No liability will be accepted for personal injury or fatality nor for any damage or loss to personal property unless caused by the proven negligence of Churchill Summer Camp employees and/or agents acting within the course of their employment or the scope of their authority
5. Programmes are subject to alteration, cancellation or re-arrangement in the event of unsuitable weather conditions, an unsatisfactory level of numbers, or other factors which may arise which are beyond our reasonable control.
6. We reserve the right to exclude or refuse any child at any time prior to, and during the camp, if in our opinion that child is incompatible with the general 'well-being' of the camp. Any additional costs as a result of such exclusion/refusal, including transportation home will be at the parents expense and responsibility and no refund will be made.
7. Churchill Summer Camps are run independent of the schools where it is based and as such all enquiries must be directed to:

Churchill Summer Camps, Prospect Cottage, Baulk Road, Bisbrooke LE15 9EH

Tel. 01572 868304

Churchill Summer Camps: First Aid Policy

Information for Parents /Guardians

We issue this policy to you at the start of a camp to inform you of our procedures regarding First Aid treatment.

All our staff receive First aid training and several are qualified as Paediatric and/ or Emergency First aiders.

Whilst your children are in our care, we would like to be able to administer a little more than just very basic first aid treatment if necessary. However, we need to know you are happy for us to administer such treatment and of course we would always talk to you child and let them know what we are doing.

We have a designated First Aid station on site at each camp and our staff carry First Aid kits with them to the quad circuit. We have listed below the basic medications we carry in our First Aid kits.

NB: We do not give pain relieving tablets or any other medicines without your written approval.

Churchill Summer Camps: First Aid kit medical contents

First Aid Cleansing wipes	Sun cream	Surgical tape
Anthisan/sting relief cream	Thermometer	Hot & Cold Packs
First Aid dressings	Burn relief cream	

Instant Coldpacks: immediate ice pack type treatment out in the field for suspected sprains/bad bruising or insect bite, applied to reduce swelling

Plasters (including hypoallergenic) for where child's medical details specify on the booking form

The most common 'accidents' tend to be bumps/bruises, cuts/grazes, bee/wasp stings, foreign bodies in the eye, and occasionally a suspected sprain. Most of the time an ice pack or quick antiseptic wipe and a sweetie for the shock does the trick. If we feel it necessary in hot weather to apply sun protection cream we will use a respected proprietary brand.

All accidents, however trivial, are fully recorded in the Camp's accident book and you will be informed of any such accident when you collect your child. We will make every effort to notify you if we have to take your child off-site for further medical treatment using the information you have provided us with.

****PLEASE KEEP THIS FOR YOUR REFERENCE. UNLESS WE RECEIVE INSTRUCTIONS FROM YOU TO THE CONTRARY BELOW, WE SHALL CONTINUE TO ADMINISTER FIRST AID TREATMENT AS PER OUR CAMP POLICY. THANK YOU FOR YOUR APPROVAL.****

But if you would prefer that we did not administer the items listed above, please add this to your booking form.

******* We look forward to seeing you there*******

CHURCHILL SUMMER CAMPS

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E Mail: info@churchillsummercamps.co.uk

www.churchillsummercamps.co.uk

