

### **Our Beliefs**

We believe that learning should be fun and we are enthusiastic and passionate about every activity we create for the participant. We strive to create a friendly and relaxed atmosphere, so your child feels inspired to try new things and make new friends in a safe and relaxed environment, enjoying themselves and leave with them an unforgettable fond memories.

### **Our Assurances**

At Churchill's summer camp, your child's well-being is our top priority so we make sure that all activities are carried out in a safe and controlled environment with the supervision of our trusted team members.

At our camp, the sports and activities are run professionally and are low risk in order to help minimise the number of accidents which may happen. Although, from time to time children are likely to fall or bump into each other which cannot be avoided. If this does happen, your child will be in good hands as we have certified first aiders ready to offer assistance. Emergency procedures are documented and will be observed by all team members.

Staff to camper ratios are closely monitored to ensure there are enough coaches to supervise and keep a watchful eye on your children to help make sure they have the best possible experience. Teaching staff and coaches are all CBR checked.

**Frequent Asked Questions:**

Q: What will be the travel arrangement for my child?

A: Parent/Guardian will need to make their own air travel arrangement for the camper from your home country to U.K.. If you need assistance, we could refer you to our travel agent contact in Hong Kong to help, please let us know. When your child/ward arrives in U.K., we have arranged group pick up from the airport to Tonbridge School, and we will also escort them to the airport to take the flight home after the camp. Please discuss with us on any special arrangement you need.

**NEW: (update on 28<sup>th</sup> Feb) Due to popular request, we are looking to organize a staff to take campers and fly with them from Hong Kong airport, and escort them to U.K.. Please let us know if you would want to explore this service.**

Q: This is our first time for our child to join an overseas camp, what shall we do?

A: From our experience, most of the campers will fly to U.K. and return home with airline's pre-arranged Unaccompanied Minor (UM) service. Some families will fly to U.K. with the camper, and while the camper is with us, parents go on holiday and return home with the camper together or continue the vacation with the camper. Some campers will fly to U.K. first, and then join their families on a vacation together afterwards.

Q: Which airport shall my child be fly in?

A: London Heathrow Airport

Q: Who will supervise my child?

A: Your child will be under supervision with our staff 24 hour, round the clock.

Q: Do your camp have insurance cover?

A: Yes, our camp are fully insured. We recommend you to buy additional travel insurance for your camper as it cover the flight journey and you may also claim back the camp fee should the camper could not join the camp due to sickness.

Q: Are all camp staff qualified?

A: Our English teaches are qualified teachers and coaching staff have experience in working with children. They have all been Criminal Records Bureau (CRB)/ Disclosure and Barring Service (DBS) checked.

Q: What will be the accommodation arrangement?

A: We will occupy one entire boarding house. Each boarding house will be equipped with its own play rooms, video room, a private garden, pantry, a small hall etc..

Boys and girls will be separated in two floors. Each child will be allocated a single room with their own bed, desk and wardrobe. There is a small number of rooms with three beds, and if your child do want to share a room with their friends, please let us know and we will try to accommodate.

Q: What will be the meal arrangement in the camp?

Catering is provided by on-site catering team within the Orchard Centre, which is centrally based on site at Tonbridge School. All menus are produced on a daily bases by the school's own chefs, from fresh locally sourced ingredients. Menus are created with an emphasis on healthy eating and produced with dietary and nutritional requirements in mind. A sample of 2017 menu is available for reference.

Apart from three proper meals, we will provide plenty of snacks and refreshment to keep the campers going throughout the day. In addition, there is a small tuck shop at the canteen and vending machine if the camper wants to use them.

Q: What would happen when my child sign in and out of the camp?

A: On Monday morning, the first day of the camp, a briefing session will be held to inform your child everything they need to know in the camp. On the last day of the camp, campers will be departing according to respective arrangement.

Q: Does my child have to be booked into camp for the full period?

A: Yes.

Q: What age of children do you take?

A: The youngest child we take is age 8 and the oldest is 15.

Q: What shall I pack for my child?

A: The Summer in the U.K. is gorgeous but the range of temperature between day and night could be large, also there may be occasional drizzles or rain. It is important to bring warm layers to wrap up for when your child may be out in the cold. However, for the days the sun does show up, your child will need sun cream. Trainers and clothes that they don't mind getting dirty should be worn. Your child will not need any valuables, computer games or large sums of money. They could bring mobile phone, and usage of such will be restricted to downtime and before bed. Please see our suggested packing list for parents as reference.

Please remember to label all the belongings of the camper.

Q: What happens if my child has an accident?

A: Our fully certified first aider will provide assistance and be able to tend to the child if the child has an accident. Our emergency handling document are observed by all staff and outlined the procedures they will need to take, with GPs and hospital contacts. Should there be any more serious or in an emergency situation, we will take the child to the nearest hospital's Accident and Emergency unit to receive proper treatment, and notify you immediately.

Q: What happens if my child/ward is unwell during the camp?

A: Though we strive to ensure that campers are healthy and safe at camp, accidents can happen and kids do get sick. In this case, we will assess the situation of the child and will seek medical help with GPs or the nearby hospital. The child may be prescribed medication. Should it deem appropriate, a sick child will be off the class and could take rest in the boarding house with our staff to take care of him/her. We will keep you informed of the situation.

Q: My child is booked into camp, but is sick prior to joining – what should I do?

A: Parents/guardians are responsible for determining their child's ability to actively participate in the daily activities. If your child is ill and unable to come to U.K., please notify our team at +44 7597906922 and unfortunately, if your child is ill we cannot offer a refund. But you may be able to claim the course fee with your travel insurance insurer. We will provide all document required to support you on this.

Should your child is unwell during the camp , we will assess the situation and seek medical advice from GP or local hospital. The child may be prescribed medication. Please do fill out the medication form and inform us your child's allergies or medical history. Your child will be staying at the boarding house to take rest until s/he is fit to join the course again, and will be under supervision by our staff at all time.

Q: My child has a severe allergy/medical condition, can they still come to camp?

A: Yes of course they can. If your child has a bad allergy or a medical condition please stipulate this on your booking form, we will do our best to accommodate the needs of your child. The camp Director will discuss this with you prior to your child's arrival. All our staff will be briefed with each respective child's situation and they will take caution and provide assistance accordingly. All medical information is confidential and attention will not be drawn to the condition. Where necessary, details will be passed to the medical practitioner for safety purposes.

Q: Am I able to contact my child whilst they are at camp?

A: We understand that it may be unusual to not having your child around to buzz you, but at the same time, it is a perfect timing for your child to learn to be independent and get on with themselves as well. Surely they will be engaged happily and find no time to miss home! We strongly recommend mobile phones not to be used during the day until the afternoon activities finish.

Should you need to contact your child during camp, please contact our Director at +44 7597906922

Q: My child has left belongings at camp – how can I claim lost property?

A: We do our best to return lost items, there will be a rail that at our entrance where we hang up all lost property, please check this before leaving camp. Please ensure that clothes and belongings are clearly labelled with your child's full name. Due to the nature of our activities, we recommend that children do not wear their best or most expensive clothing for camp.

Q: I have more than one child booked in, do you offer any discount?

A: If your children are booked in for the camp, we offer a 5% discount for your entire booking.

Q: My child won't know anyone, can they be grouped with friends?

A: Most children who come to camp don't know anyone but they quickly make new friends on their first day, we will ensure that they are not alone and help to integrate them with campers of a similar age. If your child has friends already at camp then it is possible for them to be put in the same group.

Q: Do children enjoy activities outdoors, as well as indoors?

A: We have access to outdoor facilities at every one of our venues, we will get the children outside as much as possible (weather permitting!), so please bring shoes for both indoor and outdoor activities and appropriate clothes for the weather.

Q: What happens if I am late to pick up my child as agreed with our arrangement?

A: We will never leave a child on their own so if you are late, we will stay with them. If you know you will be late, try to let us know by contacting the team on +44 7597906922. Should the delay be over a reasonable time, an overtime fee may be charged and will be at the discretion of the Director.

Q.: How do I pay for the camp?

A: After enrolment, we will send you an invoice and payment could be made via bank transfer to Churchill Education Services bank account.

If we still haven't answered all questions you may have in this section, do not hesitate to give us a call or email us.

Updated on 28<sup>th</sup> February, 2018