



Activity Camps

WE CAN'T WAIT TO SEE YOU!

WHAT TO BRING ✓

- ▶ Refillable drinks bottle
- ▶ Packed lunch and snacks
- ▶ Comfortable clothing and closed toe footwear
- ▶ Spare clothes (i.e. for water activities)
- ▶ Sun cream & sun hat for the hot days
- ▶ A change of clothes for little ones



WHAT NOT TO BRING ✗

- ▶ We have a no nut's policy. Please don't bring any products containing nuts.
- ▶ 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.**
- ▶ 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.
- ▶ * 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 Kicks and Tricks' insurance.



REGISTRATION & DROP OFF

CONTACTLESS CHECK-IN

Our online registration and collection system are designed to increase security and efficiency for you and your child. We will store all information electronically and through our unique swipe in process record as children enter and leave the site.

- Drop off is between 09:00-09:30 (from 8am for Early Risers). Please allow 15 Mins on your first day to allow for a quick "welcome to camp" briefing from staff.
- When you arrive at camp, say your child's name and confirm your booking reference code e.g. KT123. This can be accessed through your confirmation email.

➤ **FORMS:**

Medical/Allergy, SEND Information, Safeguarding

All of our forms are online; these must be completed before attending camp on the first day. Get in contact with our office if you need a form sent to you.



PICK UP & SECURITY

CONTACTLESS CHECK OUT

- Collection is between 4:30pm-5:00pm (up to 6pm for Extra Fun)
- At the collection desk, say your child name and your booking reference code.
- Your booking reference code will be your security password. No one will be allowed to collect a child without this password.
- If someone else is collecting your child, please forward them the booking reference code. They will also need to have photo ID to confirm their identity. If this can't be met we will call the child's primary contact for confirmation they are happy for the adult to take their child.
- Please note, our sites are only registered from 8am-6pm, therefore all children must be collected by 6pm.
- If you've booked "Safe Booking" you can change your dates or cancel right up until 08:00am on the day, in any week.

UNABLE TO ATTEND

- ▶ If your child is unable to attend, please phone the camp before 9:30am. All camp telephone numbers are available on the camp pages of the website.
- ▶ If you've booked our "Safe Booking" option you can change your dates or cancel right up until 08:00am on the day, in any week.



YOUR CHILD'S CAMP LEADER

- ▶ All children will be made aware of the staff onsite each day and the main person to speak to if they have any concerns, also known as a their Group Leader. However, all staff are responsible for your child's welfare whilst at Kicks and Tricks.
- ▶ You'll be notified of who this is when you arrive at camp. You can speak to their Group Leader at any time, just contact the camp directly to arrange this.



MEDICATION AT CAMP



- ▶ If your child needs medication at camp, you must let the staff know and complete a medication form at registration. If your child suffers from Anaphylaxis or Epilepsy, please complete the online form which can be requested by emailing the head office or asking at the front desk.



2023 PARENT GUIDE



GROUPINGS AND FRIEND REQUESTS

- Your child will always be placed in a group with children of a similar age.
- The number of groups we have each day varies depending on the number of children attending and their ages.
- If your child would like to be grouped with a particular friend, then please let a staff member know on arrival.



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 offer on the day.
- A timetable can be requested at the registration desk on arrival as we appreciate that knowing this information can be supportive to a number of children who may otherwise be anxious.



LOST PROPERTY

- Please remember to clearly label all items as our camp staff can contact you if they have found anything.
- Lost property items will be displayed in the registration area. Please check regularly if your child misplaces any personal items and let the staff know so they can keep a look out.
- On the last day of each camp any unclaimed lost property will be kept for 2 weeks, after that they will be taken to a local charity shop.
- We are not responsible for any items left at camp.



ACCIDENTS AND FIRST AID



- ▶ The venue will always have a paediatric first aider on site. Should your child have a minor accident and require first aid whilst at camp, we will complete an online form to record the incident. You will be notified at the end of the day if this has happened and on your request we will send you the form.
- ▶ In 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 any feedback on our services, please make the camp staff aware. We'd love to hear about the fun your child is having at camp and would welcome a review on social media or Google.

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 staff at 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 Head Office on 01449 401630.



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 01449 401630 or email info@kicksandtricks.co.uk.

WWW.KICKSANDTRICKS.CO.UK