

Hello,

This is confirmation of your booking onto the Lakeside Holiday Club.

A big thank you for choosing Lakeside Campus. We pride ourselves on ensuring your children are safe, learn something new and thrive in our beautiful surroundings. Please can you inform us as soon as possible if your child(ren) cannot attend.

We are very much looking forward to welcoming your children to Lakeside Campus, either as a new or returning participant.

If your child is bringing an inhaler or epi-pen, please make sure it is clearly labelled with your child's full name.

We will **NOT** be administering any medication (unless it is encouraging use of an inhaler or epi-pen). If your child requires any other medication during the day you must return to administer this yourself during a break or lunch time.

If your child refuses to take part in activities, we will have to call parents/carers to collect as we cannot have children unsupervised during activities.

The information below was shown on the Lakeside booking pages, but as a reminder please familiarise yourselves with the following points.

1. Holiday Club is suitable for ages 7 - 14yrs
2. The holiday club will run from 09:00 – 15:00 general timings below.
Parents/carers please do not arrive more than 15 minutes before the start/end time and depart soon thereafter once you have physically signed your child/children in/out from our registers.
 - 0900-0930 – Arrival, Sign In, Registration, Groupings and Briefing
 - 0930 – 1100 – Activity 1
 - 1100 – 1115 – Morning Break
 - 1115 – 1245 – Activity 2
 - 1245 – 1315 – Lunch
 - 1315 – 1445 – Activity 3
 - 1500 – Debrief, Sign Out and Departure
3. Please note the programme of activities may be subject to last-minute changes due to instructor availability, activity resources and equipment availability, planned or unplanned maintenance requirements, weather conditions or other environmental factors, health, safety, or operational considerations (list not exhaustive) and as such we can make no guarantees of offering a water, aerial AND land-based activities each day.

4. Lakeside courses involve adventurous activities with inherent risks and that, despite all reasonable safety measures, accidents may occur. By booking on to our holiday club you confirm your child will follow instructions and behave responsibly and give consent on this understanding.
5. By booking on to our holiday club you confirm your child is fit to attend, with any relevant medical conditions and inclusion requirements disclosed in advance. In the case of accident, you consent to your child receiving any necessary emergency medical treatment.
6. Please ensure all children attend appropriately dressed, have suitable outer clothing for predicted weather conditions, bring a towel and **spare shoes** in the event we go on or in the water (this includes applying sunscreen before arrival and bringing extra sunscreen on the day)
7. Please also ensure your child brings sufficient food, snacks and drink to keep them sustained during an 'active' day (if your child is on a funded place they will receive this). **DO NOT BRING FOOD CONTAINING NUTS AND REITERATE TO YOUR CHILD NOT TO SHARE THEIR FOOD.**
8. Please do not allow your child to bring Phones, Jewellery, Valuables or Toys – if these are seen after signing in, they will be removed, stored securely and returned at the end of the day.
9. Please be aware, if you book the same day each week, the activities are likely to be repeated. However, if you book a Monday-Friday (5-day programme), your child may participate in all our fun and adventurous activities at Lakeside Campus.
10. We reiterate at point of briefing in the morning to the whole group that they must '**speak up**' (to an instructor or duty manager) if they are experiencing OR witnessing anyone being unkind or unsafe throughout the day so we can address it at the time and sanction as appropriate. **Please encourage your children to do so.**
11. Please do not attend if you, or anyone in your household has any form of illness
12. Please phone ahead if you cannot attend on the day for any reason or if you are running late at beginning/end of day for drop off or collection.

Please see kit list link below. All technical equipment is provided (E.g., buoyancy aids, harnesses, helmets). Please make sure **ALL** children dress appropriately and come prepared for the forecast weather conditions. Note - open toed footwear is **NOT** permitted on any of our activities.

<https://www.worcester.ac.uk/documents/Kit-List-Lakeside.pdf>

Code of Conduct/Behaviour Policy (So parents/carers are aware of our system)

- Respect for our instructors (who are delivering activities)
- Respect for University of Worcester property (equipment and environment)
- Respect for each other

Step 1 - Reminder of agreement made in the marquee and a warning given.

Step 2 - Participant asked to sit out for a short period of time.

Step 3 - Removal from the activity being disrupted.

Step 4 – Call to participants parent/carer to come and collect.

Please note in serious cases, it could mean the Senior Team chose to send your child straight to Step 4, due to safety reasons.

As always if you have any questions or concerns then please do not hesitate to call (01905 54 30 40) or email us (Lakeside@worc.ac.uk)

We look forward to seeing you at Lakeside Campus.

Many Thanks
The Lakeside Team