

# PARENT GUIDE (SUMMARY)

This Parent Guide is a summary of the main things you will want to know before sending your child on an Exsportise holiday. After you make your reservation you will be sent a full Parent Guide with the confirmation of your booking. But, if you want to know more now, please get in touch.

## EXSPORTISE CREDENTIALS

For over 21 years Exsportise has been a leading provider of residential Sports and English Language Holidays for 10-16 year olds. Students come from all over the world to our prestigious venues at some of England's top private schools and colleges. We are accredited with, and regularly inspected by, both British Council and BAHA (British Activity Holiday Association) to ensure we meet their exemplary standards.

English language and sports courses give children from overseas the opportunity to further develop their spoken English through contact with English coaches and English children at camp.

## STAFFING AND CHILD SUPERVISION

### Our staff

Everyone has passed a CRB (Criminal Records Bureau) check, which is compulsory when working with children in the UK. We choose our staff for their enthusiasm, dedication and commitment. Before our camps start all staff receive additional training in health and safety procedures, first aid and pastoral care.

### Our specialist sports coaches

Are fully qualified in their chosen sport and many have an interest in other sports.

### Our language teachers

All hold a TEFL (Teaching English as a Foreign Language) qualification.

### Health and welfare

Each camp has house-parents who provide pastoral care and night supervision for your child; plus a sick room with a fully qualified First Aid officer on-call 24 hours a day. We also have close links with local doctors, dentists, opticians and hospitals.

### Supervision

We provide 24 hour supervision (on and off site).

## BOOKING A HOLIDAY

We can only accept bookings when all sections of the Booking Form are fully complete and legible and a deposit paid. The balance must be paid by the due date or the booking is void. For details please see the Booking Form (p22-23) and Booking Conditions (p25).

### Travel insurance

Our holiday prices include travel insurance. Once you have booked we will send you a Travel Insurance Certificate setting out details of cover.

### Travel as an Unaccompanied Minor

Before booking your travel tickets please check with your carrier as the minimum age for Unaccompanied Minors varies from company to company. It is very important to tell us in advance if you have paid for your child to travel as an Unaccompanied Minor. (When you book we will send you a Travel Form to complete and return.)

### Changing courses

Here's what to do if you or your child would prefer to change their course:

**Before camp starts:** Please contact our Head Office. We will advise you if there is room on any alternative courses or course dates, and whether changing will affect the price.

**After camp starts:** Students must first discuss changing courses with their coach who can decide whether a change is appropriate or not. If you agree and there is room on the preferred course then your child can make the switch. If this involves an upgrade there will be an additional charge to pay but we will not be able to refund the difference if switching to a cheaper course. Your agreement will be sought before finalising any change.

## HEALTH AND WELFARE

Please tell us if your child has any existing medical conditions, allergies, asthma etc (even if they are not currently taking medication for it). If your child develops any illnesses or injuries while at camp we will contact you straightaway.

### Medication

We have safety procedures for children who need to take prescribed medication at specific times while at our camps. This is controlled by Centre Medical Officer who stores all medications and their instructions in a suitable, secure environment.

### Personal problems

If your child has a history of any personal problems please let us know before booking; although it is rare that we cannot accommodate a child.

If your child tells us of any problem they have while at camp we will do our best to resolve things. However, if anything comes to your attention please let us know immediately - while your child is still at camp.

## GENERAL INFORMATION

### Free laundry service

If your child is staying with us for one week please pack clothing to last about 10 days. If they are staying longer, we offer a free laundry service every Wednesday. Clothes will be collected and returned within 2-3 days as long as they are named.

### Sports equipment

Ideally your child should bring their own equipment for their chosen sport, particularly if they are doing a Sport Academy course. If not, or they are trying a new sport for the first time, we have a limited supply at the camps that children can use.

### Valuables

Exsportise cannot accept responsibility for any lost or stolen property - so please ask your child to leave valuables at home (eg laptops, mobile phones, IPODs, MP3 players, cameras, stereos, electronic games etc).

However, if they do bring valuables they must hand them in on arrival to the Centre Manager for safe-keeping with any tickets, passports and pocket money. Your child will have access to their personal items from the Centre Office at allotted times during their stay.

## ARRIVAL AND DEPARTURE DAYS AND TIMES

### Arrivals

**If you are bringing your child to camp:** Arrivals are on Sundays between 15.00hrs and 17.00hrs UK time. You can join your child in a tour of the camp if you wish. After you leave they will have an evening meal and settle in.

**If your child is arriving from overseas:** We will meet their flight or Eurostar train at the designated arrival points shown below, and transfer them to camp; plus we will take them back on their departure day. Please arrange this with us either when you book or at least 2 weeks before the holiday is due to start - see page 18.

We hope this information helps you select suitable times for your child's flight/train to the UK.

ARRIVALS - UK TIME		
Our centres	London airports and Eurostar station	Flight/train must arrive
Seaford College	Gatwick, Heathrow; St.Pancras	Sunday, between 10.00 and 15.00
Clayesmore School	Gatwick, Heathrow; St.Pancras	Sunday, between 10.00 and 14.00
Oundle School	Stansted, Heathrow; St.Pancras	Sunday, between 10.00 and 15.00

If your child arrives outside of these times, we will arrange for a taxi transfer at an extra cost.

**Later or earlier travel times:** Arriving at a different time from other children could mean your child won't start to bond with other students on the way to camp, they may arrive too late for their camp tour or evening meal; or if arriving too early in the day they could be on their own at camp until others arrive.

## Departures

**If you are collecting your child from camp:** Please come between 9am and 11am on the Saturday of departure. (Please note rooms must be vacated by 9am prompt.)

**If your child is returning overseas:** We will return them to their relevant airport or train station at the designated departure points shown below. Please arrange this with us either when you book or at least 2 weeks before the holiday is due to start - see page 18.

DEPARTURES - UK TIME		
Our centres	London airports and Eurostar station	Flight/train must depart
Seaford College	Gatwick, Heathrow; St.Pancras	Saturday, between 12.00 and 17.00
Clayesmore School	Gatwick, Heathrow; St.Pancras	Saturday, between 12.00 and 17.00
Oundle School	Stansted, Heathrow; St.Pancras	Saturday, between 12.00 and 17.00

## AT CAMP

### Safe arrival

We encourage children to phone home on arrival - staff will help if necessary.

### Contacting your child

You are welcome to contact your child at camp. Details will be provided in the full Parent Guide sent with the confirmation of your booking .

### Posting items to your child

If you send letters/parcels please ensure items arrive before your child's departure as we cannot guarantee to return undelivered post. The address is in the full Parent Guide.

### Visiting your child

You are very welcome to visit but please contact the relevant camp before arriving (contact details in the full Parent Guide). For security reasons, when you arrive please go to the Centre Manger's office to sign in. You will be asked to wear a bright orange Exsportise wrist band during your visit that identifies you as a guest. Please sign out when you leave the site. Head Office can let you know of suitable accommodation nearby.

### Ability groups

On arrival we will place your child in a mixed group of similar ages so they can quickly make friends and overcome any language barriers.

### Homesickness

If you think your child is likely to become homesick it is best if you keep contact to an absolute minimum during the first 48 hours. By day 3 all homesickness should have vanished. UNFORTUNATELY, WE CANNOT OFFER A REFUND IF YOUR CHILD HAS TO LEAVE CAMP EARLY DUE TO HOMESICKNESS.

### Bedtimes

Bedtimes start at about 9.30pm for the younger students and go through to 11.00pm for the older ones. After a full day of sports coaching followed by evening entertainment most children find they are tired, so we try to ensure that everyone gets a good night's rest.

## Bedrooms

Children sleep in single sex rooms or dormitories, with supervising staff nearby. You can ask for a single room or make a room share request when making your booking. We cannot guarantee that this will always be possible, but we will do our best.

## Birthdays at camp

If your child has a birthday at camp we will try and make it a really special day with a birthday cake. It is always helpful if you can remind us about a birthday nearer the time!

## Behaviour

Our camps provide a safe and happy environment where children are expected to be courteous and well behaved at all times. Anti-social behaviour is almost unheard of but if we do discover any teasing, bullying, rowdy or other unacceptable conduct the Centre Manager will deal with it instantly. Persistent bad behaviour can result in a child being sent home early at the expense of the parent/guardian in which case no refund will be offered. If your child tells you about any problems please let us know immediately.

## Damages

If your child causes any damage at the camp our Head Office will contact you and then send you a bill for the damage, which should be paid immediately.

## Camp certificates

At the end of camp your child's coach/teacher will present them with an Exsportise Sports Certificate and an Exsportise Language Certificate (if applicable) in recognition of their effort and achievement.

## Excursions off site

If your child is staying for two weeks or more there will be two excursions every weekend. Saturday is a visit to a theme park/fun/adventure destination, and Sunday a visit to a cultural place of interest or the beach, weather permitting. All the outings are fully supervised by our staff and included in the holiday cost. However, you may wish to give your child extra pocket money to spend on these outings.

## Bad weather

We have provisions in place if bad weather prevents outdoor sports.

We hope you are enjoying your winter/spring and playing lots of sport. A note of advice – please start playing as much as you can – our holidays are tiring so you need to be in shape! They are also designed to give you the chance to learn new skills and develop existing ones. Whether on the sport's field or in the classroom you have a unique opportunity to develop and enhance your talent under the careful eye of our expert tutors.

## Who is going to meet me at the Airport?

An Exsportise representative will meet you as soon as you come through Arrivals. This will either be one of our staff from your chosen location or one of our certified taxi drivers.

## How will I know who to meet?

Look out for a person wearing a bright orange shirt and/or holding a sign with 'Exsportise English Language and Sports Holidays' on it.

## How long will I have to wait before I can go to the centre?

We will not keep you waiting more than 2 hours at the Airport, unless there are flight delays or cancellations. We organise transport from the Airports in accordance with flight arrival times.

## What should I do if I feel ill at camp?

Please go straight to the office and speak to the Medical Officer who will look after you and give you any medication that might help you feel better.

## How about if I get injured?

If it happens when you are playing sport then your coach will be able to deal with the immediate situation. However, if he or she feels that you require further attention they will get a qualified First Aider to take over. If your injury is serious then you will be taken to a local doctor or hospital. If it happens when you are unsupervised then please get the attention of a coach or if you are able, go straight to the office for assistance.

## Where do I get my clothes washed?

You can get your clothes washed once a week (if you are staying 2 weeks or more). There will be laundry baskets placed in the houses where you can put your clothes and you will get them returned washed and dried two days later. Please make sure that all items have your name clearly written on them.

## If I lose something where should I go?

Please go and see the Administrator or Centre Manager in the office. This is where all lost property is kept. We will also hand out lost items in the morning meeting. If your lost item has not been handed in, the Centre Manager will record the loss and make every effort to locate it.

Please note Exsportise cannot accept any responsibility for lost or stolen items.

## What do I do if I want to change my course?

Please speak to your coach first. If they agree then go and see the Centre Manager to see if a change is possible. If it is, the Centre Manager will speak to your parents to get their permission for you to change courses.

## What can I buy at the shop?

You can buy a wide variety of snacks, drinks.

## Do I have to behave in a certain way?

There are a number of rules that you have to abide by and respect. You and your parents have read and signed a declaration agreeing that **Exsportise has the right to send you home if you break any of these rules**. The Centre Manager being the sole judge of this.

1. No alcohol, no drugs and no smoking.
2. No fighting or bullying either physical or mental.
3. Boys and girls are NOT allowed in each others rooms.
4. No stealing – you are not allowed to be in someone else's room without their permission.
5. No student is allowed to leave the centre without the Centre Manager's permission.
6. Students MUST show respect for staff and other students at all times.

These rules are in place to ensure that everybody at the centre has a great time.

## Where do I go if I have a problem or if I am feeling homesick?

Please go to the Centre Manager, Administrator, Medical Officer or any coach that you feel comfortable talking to. They will be able to use their knowledge and experience to help solve the problem for you or, in the case of homesickness, cheer you up. Remember, we can only help you with any difficulties if you tell someone while at the camp.

## Bringing Valuables:

We do **NOT** recommend that you bring any valuables to the centre. However, if you do have to bring any of these items – mobile phones, MP3 players, IPODs, cameras, stereos, electronic games etc – you **MUST** hand them in to the Centre Manager for safe keeping. The Centre Manager will also collect tickets, passports and pocket money from you upon your arrival. You will be able to access these items from the office during your stay at specific stated times.

**Remember Exsportise cannot accept responsibility for lost or stolen property.**

We are certainly looking forward to the summer and we hope you are too. If this is your first time on an Exsportise course we are really looking forward to meeting you, and if you are coming back, we can't wait to see you again!!



## BOOKING CONDITIONS

### **Booking responsibility**

Responsibility for the details of bookings and for payments lies with the person making the initial booking.

**Confirmation and Payment of Deposit:** When we receive your booking and appropriate deposit payment we will send you a letter or email confirming your child's place with a statement showing details of your child's holiday, plus your insurance certificate.

**Payment of the Balance:** The balance must be paid, by credit card only, by May 1st 2011. The amount is non-refundable and is your acceptance of the booking conditions. If payment is not received before the start date, we may refuse entry to the course and may also withhold a cancellation fee (see below). If you book less than 10 weeks before the camp starts you must pay the full amount before your booking will be accepted.

**Administration Charge:** If you change your booking after the initial confirmation, we may charge a £25 fee.

### **Cancellation**

If you cancel your booking, for any reason, all or part of your payment will be forfeited to cover our costs:

- Over 44 days before: Loss of deposit £100 per week
- 30-44 days before: Loss of 50% of full course fee
- Less than 30 days before (or once course has started): Loss of 100% of full course fee.

We pay no compensation or refunds if we cancel or change a course because of low uptake, war, strikes, technical problems with transportation, weather or any other event outside the control of the company.

### **Negligence**

We accept responsibility for those course elements under our direct control, if caused by proven negligence of Exsportise or its employees. We cannot accept responsibility for loss of enjoyment due to travel, strikes, weather, loss/damage to luggage or personal property, personal injury or illness while on the course, including use of sub-contractors such as transport companies.

### **Programme Changes**

We always try to fulfil the requirements given on your booking form, but we reserve the right to alter or cancel any courses, accommodation and other arrangements that are in our control. We reserve the right to cancel a sport in case of insufficient numbers. The client accepts that certain activities may in extreme circumstances not take place on camp.

### **Incompatibility**

We reserve the right to exclude or refuse any person at any time prior to or during the activity or course if, in our opinion, that person is not compatible with the general enjoyment and wellbeing of other clients or the satisfactory administration of the activity or course. If so, we will not refund the cost of the course. All students are subject to the course rules laid out in the final information pack. Any breach of rules may result in students being sent home at their own expense.

### **Compensation**

In the unlikely event that a child experiences a problem or difficulty while at camp, the matter should be reported immediately to:

1. The Centre Manager who has the authority and direct knowledge to deal with most queries.
2. If he or she fails to solve the problem to your satisfaction, then write to us at our Head Office within 10 days of your child leaving camp. We will only consider compensating complaints if both conditions are met.

### **Disclaimer**

The charge per week is inclusive of VAT (17.5% at the time of going to print). We guarantee not to increase our holiday charges unless there is an increase in VAT, in which case the increase shall only cover this additional tax. The details on this brochure are published in good faith as at October 2010. This brochure is the responsibility of the company. It is not issued on behalf of any other centres used by the company (Exsportise Ltd).