



Dear Parent/Guardian

## **Children's Activity Weeks 2009**

Please find enclosed your receipt with details of the course and confirmation of your booking.

### **Frequently Asked Questions:**

1: **Will there be an opportunity for parents/carers to meet the staff?**

A: There will be an introductory meeting at 9.00am (for approx ½ hour) each Monday (or the first day of your course if a different day) in the **lecture theatre at the Heversham site** with the Outdoor Education Co-ordinator. All parents and carers are encouraged to attend. The lecture theatre is 50m opposite the car park entrance.

2: **What are the day's timings?**

A: All courses start at 9.00am. Before this time staff are very busy preparing for the day and are not available to supervise children, therefore please do not arrive before 8.50am. Children should be collected promptly at 5.00pm.

3: **Is it possible for me to accompany my child on the course?**

A: The courses are specifically designed for children and are run to tight staffing ratios. It is not possible to accommodate parents/carers in any capacity during the day.

4: **Will my child do all the activities outlined in the brochure?**

A: We will make every effort to fulfil the advertised course, however due to the varied nature of the environments in which we work and a wide range of factors, such as weather, which are beyond our control, it may be necessary to alter programmes at short notice.

5: **Where shall I park at Heversham?**

A: If you are bringing children by car please park **only** in the car park opposite the school. Please take great care crossing the road, it will be very busy.

**Please do not park on the roadside or drive onto the school site as it causes a serious obstruction to us and the local residents – whose goodwill is vital to us.**

6: **What shall I do if my child is going to be absent?**

A: Please ensure that you phone us directly on 015395 62818 so that we can inform the relevant staff.

7: **Are my child's belongings covered by the school's insurance?**

A: Our insurance does not cover loss, damage or theft of personal items whilst attending a course or whilst in a minibus. **Please ensure valuables are not brought.** Lost property will be held at the Heversham site until September.

8: **Is it possible for my child to bring a mobile phone?**

A: Mobile phones and other electronics are not allowed. Each member of staff will have a mobile phone and will contact the centre if necessary.

We wish to remind you that we expect your child/children to behave responsibly at all times. If behaviour is found to be unsuitable, then your child/children may be excluded from activities and no refunds will be given. It is also critical that no information about individual children is withheld from us that may compromise our ability to look after them and their peers effectively; all information will remain confidential.

Please do not hesitate to contact us at Dallam Outdoors on 015395 62818 should you require any further information.

On a final lighter note, we are very much looking forward to meeting your children and having a fun filled week.

Yours sincerely,

Dallam Outdoors

### **WHAT TO BRING**

#### **For all courses:**

Packed lunch and cold drink (at least 1 litre & no glass bottles)

Activity clothing (Tracksuit bottoms, t-shirt, and 2 fleeces)

Warm clothing including hat and gloves (whatever the weather)

Waterproof jacket and trousers

Suitable footwear

Full change of clothing including footwear.

Towel

Sunglasses and sun cream

