

## Beaudesert Residential FAQ's – a guide for parents and teachers

Q: What experience does Beaudesert Outdoor Activity Centre have in working with schools?

A: Beaudesert opened in 1938 and has been delivering outdoor activities to youth groups ever since. Over the last 20 years we have also been delivering programmes to a wide range of other youth-based customers including Schools, colleges and the Princes Trust.

Q: What accreditations does Beaudesert have?

A: We have the Learning Outside the Classroom Quality Badge, AALA, Adventuremark and BAPA accreditations. We also have membership to the Institute of Outdoor Learning and we are members of the Association of Scout and Guide Centres.

Q: Will children need additional pocket money?

A: All children's needs are cared for. We do have a shop where young people can buy postcards, limited refreshments, pencils & souvenirs like key rings & bookmarks.

Q: What are your accommodation arrangements like?

A: Boys and girls sleep in bunk beds in separate rooms in basic, but warm and comfortable lodges. They need to bring a sleeping bag and pillow. Toilets are provided in the corridors. Further toilet and shower facilities are in communal blocks close by to dormitories. Your group will not share a lodge with any other group.

Q: Can parents contact their children?

A: In special circumstances, of course, please contact reception and we'll get a message to a teacher to arrange for the child to call home. It is advisable to go through the school first if you wish to speak to your child as they may have the direct mobile number of one of the teachers on site.

Q: What care is available during the night?

A: Teachers are located in separate rooms in the same building and there is always a Duty Manager and First Aider on call throughout the night. Each building is exclusive to a school and can be locked internally (fire exits are not affected by this.)

Q: When is bedtime?

A: The evening programme generally runs until about 8-30pm and we then serve hot chocolate. We generally suggest a lights-out policy of 10pm, but this may vary depending on the age of the group

and their teachers' preferences. Once the evening programme is complete the teachers take responsibility for bedtime.

Q: What is included in the Price?

A: The price covers a fully supervised centre-based programme, evening entertainment, basic but comfortable accommodation and good healthy meals.

Q: Can you arrange insurance?

A: Whilst on site Beaudesert Outdoor Activity Centre provides, at no extra cost, our standard Public Liability Insurance. Some schools prefer our additional travel insurance or cancellation insurance.

Q: Will my child cope?

A: All Beaudesert Outdoor Activity Centre staff are trained to take responsibility for the well-being of the children who are in their care. We strive to create a warm & supportive environment at all times. For obvious reasons some activities, such as high ropes, are age restricted and/or subject to correct fitting of equipment. As a nonprofit making organization we focus more on ensuring our participants enjoy their stay than the money. No child will ever be refused a go because we run out of time, for example; if a child hasn't had a go at climbing and the session ends, the instructor will over run the session, if he or she still doesn't get through the group, arrangements will be made for those who missed out to come back later. Participants are encouraged to take part in all activities but will never be forced to do so.

Q: What about children with special needs?

A: Beaudesert Outdoor Activity Centre has a commitment to improving its ability to work with special needs groups. We can cope with many needs as long as teachers make us aware of them at the time of booking. Pupils with special needs who are used to taking part in activities with the rest of the class are given extra care and attention as soon as they are identified to us. We will advise if we think we are not equipped to cope with a specific situation.

Q: What's the food like?

A: Breakfast, lunch & dinner are all centred around food that children love to eat – but with health & nutrition foremost in mind. Meals are all home cooked. Meals are served in a communal dining room. We can also cater for children with special religious or dietary needs if we are informed well in advance. Whilst we can't cater for fussy eaters en mass our catering staff will always do their best to find something for the really fussy eater.

Q: Do children from different school's mix?

A: In principle, no. There are usually several schools staying at a time, each remaining together with their own classmates throughout the day. Most importantly children from different schools never share the same dorms. There are moments of free time when the schools may mix, play a game etc and they may share the dining room at meal times with other customers.

Q: What does my child need to bring?

A: A kit list is available from the school and is included in our information pack and available on our website <http://www.beadesert.org/wp-content/uploads/2018/08/Kit-List.pdf> .

Q: What should my child not bring to Beadesert Outdoor Activity Centre?

A: Mobile phones, expensive cameras, electronic games, iPods or mp3 players, expensive jewellery, expensive or favourite clothing or shoes.

Q: What should parents do regarding illness?

A: We ask parents to be vigilant before your child's trip to Beadesert Outdoor Activity Centre. If your child shows symptoms of illness please inform their teacher or trip leader who can contact us directly for information.