



FAQ's

WHAT AGE DOES MY CHILD NEED TO BE?

ALS accepts children aged 9–13 inclusive.

WHEN DO THE CAMPS RUN?

Monday–Friday during the summer school holidays.

Children can attend for anything from a single day to five days (non-residential).

Our core timetabled hours are 0845hrs – 1730hrs.

Please drop your child off by 0845hrs at the latest, so that they have time to settle in before the activities start.

All children must be collected by 1730hrs. We reserve the right to charge an additional fee of £5 per additional 15 minutes. If you are running late, please call the Duty Manager's mobile number (provided on the first day at camp) to keep our staff informed.

WHAT TIME CAN I PICK MY CHILDREN UP IN THE AFTERNOON?

Children can be collected between 1630hrs and 1730hrs.

WHAT HAPPENS AT DROP OFF/COLLECTION?

We ask you to sign your child in when you drop off, and sign them out at the end of the day.

We assume that whoever signs a child in at drop off will also collect them out in the afternoon, unless told otherwise. If this is not the case, please tell the member of staff at the sign in desk. If your plans change during the day, please call the Duty Manager's mobile number (provided on your first day at camp) to let the staff know who will be collecting the child on your behalf. If you need to collect your child before 1630hrs on any day, we ask you to pick them up at 1500hrs (during afternoon break) to minimise disruption, and to make the Duty Manager aware of your plans at drop off.

HOW WILL MY CHILD BE GROUPED?

Occasionally we need to combine age groups to meet ratio requirements and ensure the best experience for the children on camp. This only tends to occur during quieter weeks. If your child would like to be grouped with a friend we are happy to try and accommodate this. Please advise us at the time of booking - we are not always able to accommodate grouping requests on the day, as the groups will have already been arranged by then.

WILL MY CHILD NEED TO BRING A PACKED LUNCH?

Children should bring a packed lunch and drinks suitable for an active day, plus any snacks for break times. Please note we are unable to provide refrigeration facilities. Squash is provided for the morning and afternoon breaks, and water is available throughout the day. It is a good idea for children to bring their own plastic refillable water bottle, so that this can be taken with them for outdoor activity sessions.



WHAT TYPE OF CLOTHES DOES MY CHILD NEED TO BRING?

Sporty, comfortable clothes and trainers are ideal to wear. Children will be outdoors for most of the day, so please provide appropriate clothing – a sun hat for the sun, a jacket for cooler weather, a waterproof jacket and wellies if wet.

WHAT ABOUT SUN CREAM?

We ask you to ensure that children have had their first application of sun cream in the morning, and then send them with sun cream – we will then remind them to reapply it during the day.

WHAT SHOULD MY CHILD NOT BRING?

Money, mobile phones, knives and any other valuables or precious possessions – we cannot be held responsible if items go missing, nor compensate for them.

WHAT IF MY CHILD LOSES SOMETHING?

We cannot guarantee the return of lost property, but we ask that all clothing and kit is clearly named with the child's name to help us to return on request any lost items

HOW MANY STAFF WILL SUPERVISE THE CHILDREN?

The normal group size is 8-12 children. Sessions will have 1 or 2 members of staff, depending on the activity. A qualified medic will be available on-site throughout the day.

WHAT EXPERIENCE DO ALS STAFF HAVE?

At ALS we know that the key to running a successful camp is to employ great staff! We select our staff from a wide range of backgrounds to ensure a great balance of skills, experience and qualifications on camp. Our staff are highly qualified in outdoor education and hold the correct NGB qualifications for each activity. Additionally the Duty Manager, who takes overall charge of the site and who will be your main point of contact is usually a qualified Mountain Leader and Medic. All our staff are fully trained and have been enhanced CRB checked.

DO YOU HAVE QUALIFIED FIRST AIDERS ON CAMP?

We employ suitably qualified first aiders and medics at our sites as well as having a private ambulance on-site for emergencies.

WHAT IS THE TIMETABLE?

The core hours of 0830hrs – 1730hrs are divided into a variety of different activity sessions of approximately 40 minutes each, plus an hour for lunch and two 20 minute morning and afternoon supervised breaks. The timetable will be on display from Monday for the week ahead. Please note that sometimes activity programmes have to change due to unsuitable weather or other circumstances beyond our control.



WILL MY CHILD CHOOSE THE ACTIVITIES?

We put together the timetable, using our extensive experience of what works best. Children will be encouraged to participate in all activities, but will not be made to take part in something they do not want to.

WHAT HAPPENS IF THERE IS BAD WEATHER?

We always try to make the most of the good weather by using the outdoor areas, however when this is not possible, we will make greater use of our large marquees.

MY CHILD HAS SPECIAL NEEDS – CAN THEY COME TO CAMP?

It is our policy not to exclude any child due to special needs, wherever possible. The needs of each child vary, so decisions are made on a case-by-case basis, depending on the level of support each individual child requires to enable them to fully participate in and enjoy activities at ALS. We request that parents of children with special needs contact Head Office to discuss how ALS can best accommodate their child, and consider whether any special arrangements need to be made.

ENGLISH IS NOT MY CHILD'S FIRST LANGUAGE

We welcome children for whom English is not their first language. We do however ask that your child is able to communicate in basic English. This is in their best interests to ensure their enjoyment and safety. For example, your child will need to be able understand the instructors, let a member of staff know if something is wrong, understand emergency procedures, and be able to interact with other children on camp. We would be happy to discuss this with you if you are unsure.

WHAT IF MY CHILD IS ILL AND UNABLE TO COME TO CAMP?

We regret that there are no refunds available.

WHAT WILL HAPPEN IF MY CHILD FALLS ILL AT CAMP?

If your child is ill on the morning of camp, we regret that we are not able to take them that day. If they fall ill during the course of the day, we will contact you and ask you to come and collect them, and we will make them as comfortable as possible in the meantime. In an emergency, medical advice or emergency treatment will also be sought.

CAN I PAY A DEPOSIT?

Full payment for Summer 2010 bookings is due by 1st June 2010. Bookings made after this point need to be paid in full due to the proximity of camp. If you have an outstanding balance, balance payments can be made by cheque (please write "Balance payment" and your booking reference number on the back of the cheque), BACS or by credit/debit card over the phone – please note that there is a 2.5% transaction fee for credit cards. We do not issue reminders, so we ask you to remember the balance deadline if you have paid a deposit.



CAN I CHANGE MY BOOKING?

If you give us 14 days or more notice before the date you would like to change, we can change dates within the same holiday season (eg. summer) for you subject to availability, free of charge.

If you give us between 7-14 days notice before the date you would like to change, we can change dates within the same season for you subject to availability, on payment of a £10 amendment fee. Any additional payment needed (eg. if a full week is broken up into 5 individual days) would also be payable. The amendment fee applies each time you contact us to make a change and is necessary to cover admin and staffing costs.

Within 7 days of the date you would like to change, we regret that no changes are possible as staffing levels and programmes have already been set. This would be regarded as a cancellation and no refund would be payable.

CAN I CANCEL MY BOOKING?

If you give us 14 days or more notice before the date you would like to cancel, we will refund all monies paid less the equivalent of £10 per day deposit.

If you give us less than 14 days notice before the date you would like to cancel, we regret that no refund is payable.