

WHAT TO EXPECT ON CAMP

ARRIVAL AT CAMP

Change Over Days - If your camp is commencing, your group will be welcomed by our staff and we would then ask for your co-operation in following the instructions given by the campsite regarding access to accommodation when cleaning is finished following the departure of outgoing groups.

Car parks - Many campsites have designated car parks, which may be some distance from your actual accommodation. This is done to ensure the safety of all campers and therefore we ask you to remind teachers / parents etc who may be arriving in their own transport, that car parks are to be used at all times.

DURING CAMP

Campsite Rules - Please ensure that you (and others on your staff) have read the campsite's rules. They are there to ensure the smooth running of your camp.

Supervision - It is expected that teaching staff / supervising adults will be accommodated in close proximity to students to ensure observation of noise curfews and other behavioral expectations.

Changes during camp – Our program & catering staff ensure the smooth running of the camp and will discuss any changes with you. This enables you relax, join in the activities and have fun!

Managing incidents on camp (such as gastro) – the management of any incident on camp requires a coordinated team approach. Please ensure you contact your principal to discuss management of the incident. Because our staff are more familiar with managing camps & with the campsite, they will be a good resource to you. Please note our staff are hourly paid and additional work outside of their rostered hours may attract an additional charge to the school. The best way to prevent a gastro outbreak on camp is to ensure that parents understand they should not send their child to camp if they or anyone at home have had any episodes of vomiting or diarrhoea within 48 hours of going on camp.

DEPARTING CAMP

Departure procedures – At the end of camp please follow the cleaning requirements of the campsite. Our staff will talk this through with you. Be aware that charges apply if cleaning is not done properly.

Accidents & breakages - Please inform the campsite staff about damage, the school may be charged a replacement cost. Wetting or soiling of mattresses will incur a cleaning or replacement cost.

AFTER CAMP

Payment – We will fax an invoice to your school whilst you are on camp. A copy will also be sent to you. Please help us by attending to this invoice immediately upon return from camp. The charge on the final invoice will either be the minimum number quoted on the booking form, the final numbers information provided by you prior to camp or the number attending whichever is greater.

Feedback and Rebooking – We will give you a feedback form at the end of camp and hope you will help us to continue providing quality services by completing the form & returning it to us. If you had a great time tell others, if you didn't tell us! We hope you will rebook with us! Remember we have many programs from which to choose and use many different locations to run our quality programs & catering services. There are many options for each year level including day programs, in school programs, catering or school holiday activities.