

# Parent Welcome Guide



Schools: 0800 655 6564  
Groups: 0800 288 9990  
[kingswood.co.uk](http://kingswood.co.uk)



Over 35 years' of  
inspiring adventures

# Why Kingswood?

**There is no better way to help a child than to inspire them, and an unforgettable residential trip can do just that. It can offer a wonderful opportunity to open minds and nurture potential, to teach life skills, build confidence and create a better understanding of the world. Spending time away from home can also offer young people a chance to embrace adventure and take calculated risks, face new challenges, build self-esteem and make life-long friends along the way.**

At Kingswood this is exactly what we do. Working closely alongside schools and groups from across the country we have developed an enriching range of programmes which help young people to develop and grow as individuals.

Aiming to both challenge and inspire, our range of activity programmes put theory into practice, promoting resilience and perseverance and encouraging young people to take pride in their achievements, both individually and as part of a team.

Combining educational modules, challenging adventure activities and fun evening entertainment (with the added camaraderie of overnight stays and an experience shared), we offer an unforgettable life-changing adventure in a safe, controlled and nurturing environment. With each of our nine UK centres and our centre in France offering stunning locations, outstanding facilities and exceptional standards of care, safety and guidance from our friendly, highly trained team, we're confident that not only can we provide an amazing experience for your child, we can also offer complete peace of mind for you too. With 35 years' experience and over 165,000 visitors who join us every year, we're proud to deliver exceptional outdoor learning experiences and adventures and we look forward to welcoming your child to Kingswood soon.



# What we do...

Whether your child is visiting us as part of a school residential or as part of an extracurricular adventure, all of our Kingswood experiences are designed to support a child's personal development and educational needs. Here's what we do...

## Learning outside the classroom

We work closely with the Council for Learning Outside the Classroom and we believe that a residential should be seen as a fundamental part of a well-rounded education.

## Home from Home

We provide three tasty hot nutritious meals a day and students sleep in comfortable dormitory style accommodation with bathrooms and a daily housekeeping check.

## Cirriculum Links

We support schools in creating life chaning experiences that have a measurable impact back in school.

## Safety Management

Our centres are regularly inspected and we work closely with outside experts to ensure we remain at the forefront of best practice.

## High Quality Activities & Experiences

We offer a wide range of activities including challenging, high adrenaline and skill-based indoor and outdoor activities like zipwire, bushcraft, climbing and achery.

## Fun, Which Comes as Standard

We regularly receive fantastic feedback from our guests about the fun and enjoyment that's been had on their residential. Over our 35 years of experience, we're delighted to have helped make lifelong memories, contributed to great stories and inspired a whole new generation of adventurers.

## Growing Young People's Independence

From encouraging communication and teamwork skills, to making sure that every child remembers to make their bed while on a Kingswood residential – we ensure that our young people go home that little bit more grown up.

## Learning Outcomes

We believe learning works best when it is fun and all of our activities are based around 3 learning outcomes which are embedded in all areas of our activity delivery.

**CONFIDENCE!**

**LIFE SKILLS** ⚙️

**RESILIENCE** ➡️



# Peace of mind, safeguarding & wellbeing

Kingswood creates and maintains an inspiring and adventurous environment that allows us to have a positive impact on the lives of young people, whilst protecting them from harm.

## Safety & Staff

- All Kingswood staff are vetted, inducted and trained to the highest levels.
- All staff complete a comprehensive induction programme that includes safeguarding training.
- Throughout their employment with Kingswood all staff are monitored to ensure compliance with our health and safety procedures.

## All activities have rapid access to first aid trained staff and facilities

- Instructors are trained to recognise each individual child's own capabilities and teach to his/her individual level and pace.
- All staff wear identification badges and uniforms at all times, with all visitors and teachers required to wear a security badge.

## Safety & Standards

- Every Kingswood centre is independently inspected by the British Activity Providers Association (BAPA).
- We also conduct rigorous internal health and safety audits.
- We operate comprehensive risk assessments on all activities.
- We are fully responsible for all emergency procedures, safety systems and security arrangements at each centre.

## Safety & Supervision

- For most activities children are placed into groups of no more than 15.
- Our strict supervision policy ensures that children are always accompanied by Kingswood instructors. Between 9.00 pm and 9.00 am and at meal and break times they are supervised by their teachers. Teachers are in loco parentis throughout the visit.
- Kingswood campuses have secure and clearly defined boundaries. Some centres have CCTV in operation.
- Teacher and party leader rooms are situated close to their students.
- The Kingswood Duty Manager and first-aiders are on call 24 hours a day.

## Safeguarding & Wellbeing

- We employ designated safeguarding trainers, and we have committed to having Designated Safeguarding Leads to provide 24 hour cover.
- We give all our employees, party leaders and site visitors badges so you can easily identify them. We adopt a 'challenge no badge' policy and all of our centres have a sign in/sign out process, plus coded gates with intercoms.
- We actively encourage young people to voice any concerns and to never be afraid to ask for help.



# A home away from home

A residential experience with us is all inclusive. Your child will enjoy tasty and nutritious meals in our diners to keep them going throughout their action-packed itinerary and will rest up in dormitory-style accommodation.

## A fun-filled experience away from home

We offer schools and non-school groups a range of fun, educational and development-focused programmes to choose from. Each programme is made up of a selection of high-adrenaline daytime and evening activities. Here's just an example of what your child can expect to do on their trip...

## Comfy and clean accommodation

Your child will find welcoming rooms in our dormitory style accommodation, which has a daily housekeeping check to ensure everything stays clean and comfortable.

All dormitories are gender separated and house 2 to 16 in bunk beds where clean duvets and pillows are all provided. Some rooms are en-suite but there are always separate toilet and shower facilities for guests close to dormitories.

## Tasty, healthy food

To keep our young adventurers going during their packed itinerary, we serve three freshly prepared, healthy, buffet style meals each day, with plenty of variety available - including hot and cold meals, a salad bar and plenty of water available at all times. We can also cater for most faith and dietary requirements, which we'll ask party organisers about before your child arrives on centre.



# Packing Checklist

## Please use the following checklist to help pack bags:

- One swimming towel and costume (where required)
  - One bath towel
  - Toiletries bag containing: toothbrush, toothpaste, soap, hairbrush etc
  - Night clothes
  - Socks and underwear
  - Four t-shirts, shirts, blouses (at least one with long-sleeves), sweatshirt (two in winter)
  - One thick sweater plus one light sweater
  - Three pairs of trousers and/or jeans and/or tracksuit bottoms
  - Clothes for the evening activities
  - Waterproof jacket (and trousers if you have them)
  - Sturdy shoes or wellingtons (even in summer)
  - Two pairs of trainers (one old pair)
  - Large plastic bag for dirty clothes
  - Gloves, hat, scarf (in winter)
  - Water bottle
  - Hat and sunscreen (in spring and summer)
  - Rucksack for off-site studies (if applicable)
- We recommend advising your young people to bring some money with them (no more than £10) in case they would like to make a purchase in our centre shop. Our shops sell snacks and drinks, as well as postcards, souvenirs, games and mementos.

\*Please note that most activities require long sleeves.

### Please do not bring

Mobile phones, expensive cameras, electronic games, iPods or MP3 players, expensive or much cherished jewellery, expensive favourite clothing or shoes. Kingswood can't accept liability for the loss, theft or damage of any personal property your child may bring.

**Incase of lost property please put your child's name on all items of clothing!**

# Frequently asked questions

## **What experience does Kingswood have in working with schools and groups?**

Kingswood has been delivering high-quality residential education programmes to schools for over three decades. Our teams currently reach over 165,000 young people every year from UK and international schools and non-school groups. All instruction is given by our team of professionally qualified outdoor educators, supported by a strong centre management team. We constantly review our programmes so we can quickly respond to the changing needs of non-school groups and the educational needs of an ever changing curriculum.

## **Will children need additional pocket money?**

All children's needs are catered for but every Kingswood centre does have a gift shop where children can buy postcards, limited refreshments, pencils and souvenirs so we recommend young people to bring £5-10 during their stay. You can also purchase souvenirs.

## **What are your accommodation arrangements like?**

All of our dormitories are gender separated and sleep between 2 to 16 in bunk beds in each room. Sheets, duvets and pillows are provided. Some rooms are en-suite but there are always separate toilet and shower facilities for girls and boys close to dormitories.

## **Can parents telephone their children?**

In special circumstances, of course. However, it has been our experience that parents phoning their children just to talk often makes the children's time away from home harder, rather than easier.

## **What care is available during the night?**

Teachers and party leader rooms are located nearby to young people's dormitories so that they are never too far away in case care is needed. Every centre has a night duty team on call throughout the night.

## **What is included in the booking price?**

Your booking price covers: fully supervised centre-based programmes and evening entertainment, comfortable accommodation and freshly prepared, healthy meals.

## **When is bedtime?**

Our evening activities typically end around 9pm when students enjoy a refreshment before returning to their dorms. We suggest a lights-out policy of 10pm but this may vary depending on the age of the group and their teachers' preferences.

## **Can you arrange insurance?**

All visitors to Kingswood are covered by our standard £5 million public liability insurance while on site. Some schools also prefer our additional comprehensive group travel insurance at £3 per individual. This covers children and party leaders from the time of booking your Kingswood visit to your return to school.

## **Will my child cope?**

All Kingswood staff are trained to take responsibility for the well-being of the children who are in their care. We have found that the best way to help children cope with being away from home is to keep them busy. As such, we create a warm, supportive environment for students so they quickly feel at home. Our activities are progressive, allowing students to join in at whatever level they're comfortable with. For obvious reasons some activities are age restricted and/or subject to the correcting of equipment.

## **What about children with special needs?**

Kingswood is committed to an inclusive approach and values the involvement of all young people. We can support special needs students with many of their requirements as long as teachers make us aware of them at the time of booking. We're happy to provide extra support to those who are used to taking part in activities with the rest of their classmates – but if we think it won't prove a positive experience for them, that it might prove overwhelming, or that we're not equipped to cope with a specific situation, we'll let you know.

## **What's the food like?**

Our breakfast, lunch and dinner menus are all created to boost energy, with health in mind and meet government recommendations on nutrition. Menus vary day-to-day according to the season but there is always a choice of hot and cold dishes, vegetarian options and fresh salad bars, with meals served in communal dining areas. We're happy to cater for special faith or dietary requirements if we are informed well in advance. You can view a sample menu in this pack or online ahead of your child's trip.

## **Will our child mix with others from different schools or groups?**

Our centres usually have several schools and groups staying at any one time, but children will all stay together throughout the day. The only time groups can meet is in the evenings as part of our Social Sundown unless participating in the Interaction module. Students from different schools never share the same dorms.