GWERSYLL YR URDD LLANGRANNOG

Llangrannog

INFORMATION FOR PARENTS

Dear Parent / Guardian,

We look forward to welcoming your child to the Urdd Centre at Llangrannog. This leaflet gives information on what will be needed for your child's stay at the Centre.

A CHILD SHOULD BRING: you should ensure that a name is shown on each item of clothing

1. Sleeping bag
2. Night clothes and toiletries
3. Spare clothes (not the best) including long sleeved tops and trousers
4. A warm jumper and anorak or raincoat
5. Sports clothes, swimming costume and towels
6. Trainers or suitable shoes for walking, and an old pair of shoes or wellingtons for the horse-riding and quad bikes
7. Suitable clothing for skiing and tobogganing i.e. old gloves and an old tracksuit or jeans
8. Pencil and notebook (for courses only)
9. VERY OLD CLOTHES FOR OUR MUDDY ADVENTURE COURSE (April – October). Very old clothes, shoes and towel should be sent for this activity – clothes you don't mind getting very dirty or even thrown away after the activity or on returning home as this activity is very muddy – but a great deal of FUN. A bag is provided for the dirty clothes after the activity.

IMPORTANT: You should ensure that a name is shown on each piece of clothing (especially swim wear) - a large number of untagged items are left every week!

WHAT IS NOT NEEDED

Please don't allow your child to bring a radio or personal music player (e.g. iPod), video games or expensive toys, torch or **mobile phones** (there is no reception in the area) to the Centre, and due to Health and Safety regulations, a pocket knife, aerosol sprays (please bring roll-on deodorant), portable electric equipment e.g. hair dryers, straighteners and travel irons are not permitted. If children do bring these personal items then they will be collected at the beginning of the course and returned at the end. Any other valuables may be left at Reception for safekeeping e.g. cameras.

WE WILL NOT BE RESPONSIBLE FOR ANY LOSS OR DAMAGE TO THE ABOVE ITEMS IF BROUGHT TO THE CENTRE

SHOP

The Centre has a shop that sells sweets, drinks, souvenirs and presents. The shop is usually opened by accompanying staff at a convenient time to the timetable.

THE BEDROOMS

All children sleep in centrally heated bedrooms. The children are responsible for making their beds and keeping the rooms tidy. We ensure that each child knows where to find help during the night from staff who are close at hand. Corridor lights are on throughout the night. Foam pillows are provided.

MEALS

Up to four meals a day are provided: breakfast, dinner, tea and supper - with a variety of Healthy Eating menus to suit all tastes. The Centre has been awarded a Food Hygiene Rating of 5 (see http://ratings.food.gov.uk/Welcome.aspx) under the Food Standards Agency's Food Hygiene Rating Scheme. If your child has an allergy or has special dietary requirements e.g. nut allergy, gluten free, diabetic or follows a specific diet for religious reasons - **please inform us a week in advance so that the necessary arrangements can be made.** Please remember to include this information on the Health Certificate as well. Vegetarian meals are available at all mealtimes. Cold drinks are provided free of charge at all times. Hot drinks can be purchased outside of meal times.

THE TELEPHONE

Please do not arrange for your child to phone home at the beginning of the course. If you do not hear from us you can be sure that your child is safe and well. We will contact you immediately there is a problem with health or homesickness. If you have a message for your child you are welcome to contact Reception (01239 652140) or email (llangrannog@urdd.org) we will be happy to ensure that the message is passed on.

THE PROGRAMME

The programme will be designed in conjunction with the course leader and Centre staff. A full programme is provided in line with the course leaders requests, with a range of activities - Skiing, Tobogganing, Go-karting, Archery, High Ropes Course, Climbing Wall, Team games, Ropes Challenge Course, Nature Walk, Quad Biking, Muddy Adventure Course (April – October), Swimming, Bushcraft, Trampoline, Horse Riding, Shelter Building, Orienteering, heritage lessons in the Caer Chwedlau Heritage Centre. There is also a multi-purpose sports hall, outdoor playing fields, and an all weather playing area. During the evenings there is an array of activities on offer from, night walk, folk dancing, bingo, quiz, talent show, games, disco and much more.

CARE
The course/group leader will arrange the course in conjunction with the Centre's management and specialist activity staff. The children are closely supervised on all activities, and all equipment is regularly inspected to ensure that it is safe and suitable for use.
Arrangements at the Centre have been developed over 80 years to provide a safe and caring environment for children at the Centre, and on activities. We have Risk Assessments and strict staff guidelines for every aspect of the Centre's work as well as for any problems that might arise. If you would like to see a copy of these guidelines, please contact us. We ensure that children know what to do in an emergency. There is someone available at all times, day and night. On average there is a staffing ratio of 1 to 10 (primary) or 1 to 15 (secondary). There is a night porter on duty throughout the night. There are also CCTV cameras strategically placed around the Centre. All Centre staff have been scrutinised by the Disclosure and Barring Service (enhanced system). The accommodation blocks and main gate are locked during the night.

SAFETY
We operate our activities to the highest safety standards. Each activity is carefully monitored on a regular basis to ensure safety and suitability. Our Activity Safety Management Systems and Policies have been independently inspected and verified.
The Centre has also achieved the bronze standard of the Investors in People award and the Green Dragon level 2 standard.

ACCIDENTS AND ILLNESSES
Minor accidents or illnesses will be treated as soon as is possible by our local doctor, dentist or local hospital e.g. stitches for a minor cut, precautionary X Rays, provision of antibiotics for infection etc. Parents will be contacted before treatment is administered should the treatment involve a stay at the hospital or anaesthetic (see Health Certificate). Parents of children who are taken to hospital or the Doctor's Surgery for any other reason will be contacted immediately the child returns to the Centre. Should parents wish their child to return home for medical reasons we will normally assist with the arrangements. There is a fully qualified First Aider on duty 24 hours a day.

DISCIPLINE
To ensure the smooth running of the Centre a number of simple sensible rules are obviously necessary. These are made known to children on arrival and our policy is to administer them in a fair and sympathetic spirit. Our aim is to ensure a happy time for all at the Centre.

PROBLEMS
We encourage every child to visit the main reception at the Centre should any problems arise so that the matter can be dealt with immediately.

HEALTH CERTIFICATE
It is important that each child brings the **HEALTH CERTIFICATE** to the Centre with details of any illness or problem that the child may have, and a telephone number should we need to contact the parents or family.

PAYMENTS AND REFUNDS
Usually, each group is required to pay a deposit of 25% per head of the cost of the course at least 12 weeks prior to staying at the Centre. The deposit is non-refundable except in exceptional circumstances whereby non attendance due to illness is supported by a medical certificate. Should a child leave the Centre due to medical reasons no refund of the deposit is made but a proportion of the final payment will be refunded on a daily basis.

FIRE DRILL
A fire drill is held on the first evening of each course to ensure that each child knows exactly where the exits are and where to go in emergencies.

PHOTOGRAPHS AND VIDEO CLIPS
Photographs and video clips of activities may be shown on our website, social media, advertising materials and occasionally television programmes. If you do not want your child to be included in these pictures please inform us on the Health Certificate.

INSURANCE
The Urdd has third party public liability insurance for £20 million in case of any negligence in our arrangements. No Personal Insurance is included in the price. Should parents wish insurance for personal accidents, illness, lost property etc., they should make their own arrangements.

ADVERSE WEATHER CONDITIONS
Some of the activities can be affected by adverse weather conditions e.g. Quad bikes. The decision to cancel activities is done for safety reasons. Alternative indoor activities will be arranged.

COMPLAINTS
If you have any enquiries regarding the Centre's arrangements, or any problem arising from your child's stay at Llangrannog, please contact us immediately.

We look forward to welcoming your child to Llangrannog. Over 20,000 children visit us each year; we are proud of our record for care and safety and are sure that your child will benefit from and enjoy the residential experience. We would be most happy to answer any enquiries you may have.

Yours sincerely

Lowri Jones Bethan Roberts
Iestyn Evans Gwydion ab Ifan

Gwersyll yr Urdd, Llangrannog, Llandysul, Ceredigion, SA44 6AE
Tel: 01239 652140 **Fax:** 01239 652141 **Email:** llangrannog@urdd.org **Website:** www.urdd.cymru/llangrannog/