

WE CAN'T WAIT TO SEE YOU AND YOUR CHILD AT CAMP; HERE'S WHAT YOU NEED TO KNOW...

## WHAT TO BRING

- Refillable drinks bottle
- Packed lunch and snacks
- Comfortable clothing and closed toe footwear
- Camps with pools – Swimming kit every day (inc swimming hat, if possible, don't worry if not we have spares). Swimming sessions are offered subject to pool and lifeguard availability
- Camps without pools – swimming kit including T-shirt every day for water activities (summer only)
- Sun cream & sun hat
- Long-sleeved top, trousers and ankle socks for activities like \*archery, \*motorsports & \*inflatables (\*Easter & summer only)
- A change of clothes for little ones



## WHAT NOT TO BRING

- **We have a no nut's policy. Please don't bring any products containing nuts**
- Valuable clothes, mobile phones\*, smart watches\*, computer games, ipods/music devices, money etc
- It's easier if children do not wear jewellery to camp as there are certain activities where these items will need to be removed\*\*
- It's a great shame but for health and hygiene reasons we can't allow any birthday cakes (or other food treats) to be brought onto camp to be shared with the groups
- ★ Mobile phones: Although we understand the need for older children who make their way to and from camp to have a mobile phone, they are not allowed to be used once on camp, during break times or for photographs. They must be kept in personal baggage at the risk of the owner at all times. Please ensure your child is aware of this. Smart watches can not be used for anything other than time checking
- ★★ Please note: Unfortunately, staff are unable to look after anything for children during sessions. We cannot accept any responsibility for loss or damage to personal items or clothing and these are not covered by Barracudas insurance or the Flex Cover



## REGISTRATION & DROP OFF

### Contactless check-in and the online Essential Information form

Our online registration and collection systems are designed to increase security and efficiency for you and your child. We will store all information electronically and through our unique QR code process record as children enter and leave the site.

Ahead of camp you must complete your child Essential Information form online. We cannot accept children onto camp without this completed information. You will find this form via your online account under the 'Bookings' or 'My Children' section or through the parent app under 'View booking details'. This online information is used by the camp to auto populate other reports for use on camp and therefore **must be completed by midnight on the Sunday ahead of the week your child is attending.**



### BARRACUDAS APP

Download our Barracudas Parent App now, available on Android and iOS. Just search 'Barracudas Activity Day Camp'. The App provides you with easy access to check your bookings, complete your child's Essential Information form, see your child's daily timetable, get directions to the camp, find your contactless registration QR codes plus a handy pre camp checklist! You can log into the app using the same email address and password as your online account.

- Drop off is between 8.30-9.30am (8am for Early Club) Please allow 15 mins to register on your first day
- When you arrive at camp, show your QR code to the registration staff. This can be accessed through the app or as an attachment in your confirmation email
- Staff will scan your QR code to check your child in to camp and our system will confirm the Essential Information form has been completed and whether we need any additional information
- If you have been sent any other additional forms ahead of camp e.g. for medical reasons, please complete at home, print and bring these with you on Day 1

## PICK UP & SECURITY

### Contactless check out

- Collection is between 4.30pm -5.30pm (6pm for Late Club)
- At the Collection desk, show staff your QR code once again
- Staff will scan the code to confirm the child's details and check the child out of camp  
This QR code is unique to each child and confirms authorisation for collecting that child
- If someone else is collecting your child, please forward the QR code to them
- If someone else is collecting and they do not have the QR code, our staff will check the Essential Information form to see who is authorised to collect your child. This adult will be asked for photo ID to confirm their identity
- Please note, our sites are only registered from 8am-6pm, therefore all children must be collected by 6pm
- Please avoid dropping off or collecting your child between 9.30am to 4.30pm as children and staff will be taking part in sessions. Please call the Camp Manager if you need to make this arrangement



## UNABLE TO ATTEND

If your child is unable to attend, please phone the camp directly before 9.30am. All camp telephone numbers are available on the camp pages of the website. Please do not send your child to camp if they are ill as this can spread infection to other children and staff.

If you've booked our Flex option you can change your dates or cancel right up until the last working day before your child's first day at camp in any week. [Find out more.](#)



## YOUR CHILD'S KEYWORKER

Each child will be assigned a Keyworker, also known as their Group Leader, during their time at camp. They will be responsible for your child's welfare at Barracudas. You'll be notified of who this is when you arrive at camp. You can speak to their Group Leader/Keyworker at any time, just contact the camp directly to arrange this.

## MEDICATION AT CAMP

If your child needs medication at camp, you must let the staff know and complete a medication form at registration. If your child suffers from Anaphylaxis or Epilepsy, please complete the form sent with your confirmation email and hand into camp. [See more on medication](#) at camp.

## THEME DAYS

Fancy dress Theme Days will take place on the last day of camp each week. We have a different fun theme each week. [See our Theme Days.](#)

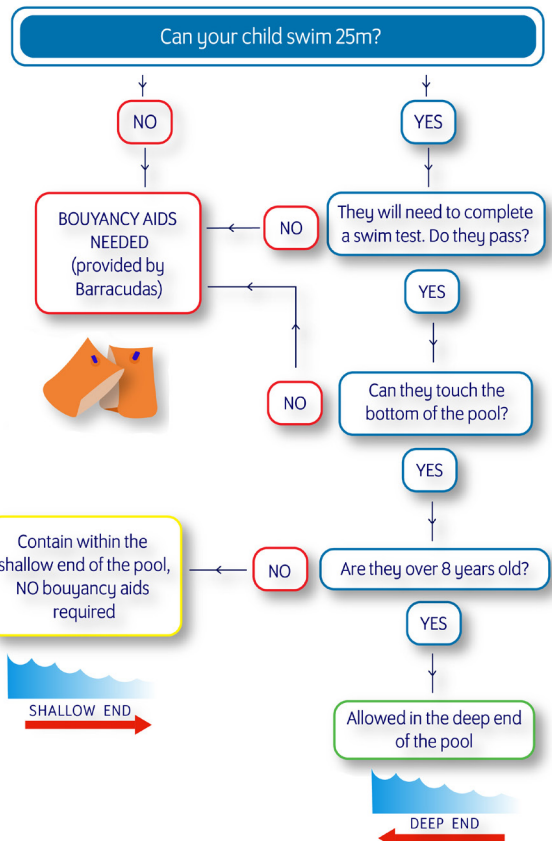
## SWIMMING POLICY

In the Essential Information form, we ask if your child can swim 25m. For camps with pools, we use your answer to determine the support your child will need in the swimming pool. Please note all children under 8 years old are only permitted to swim in the shallow end of the pool.

To avoid any upset, please check the information about your child's swimming ability is up to date on the Essential Information form.

[See more on our swimming policy.](#)

## BARRACUDAS PARENT GUIDE FLOW CHART: SWIMMING ACTIVITY



## GROUPINGS AND FRIEND REQUEST

Your child will always be placed in a group with children of a similar age. The number of groups we have each week varies depending on the number of children attending and their ages. If your child is attending camp for more than one week you might find that they're placed in a different group each time. Please don't worry about this, your child will still be with children of a similar age. It does not mean your child has been moved up or down between the age groups.

If your child would like to be grouped with a particular friend, we must be informed of this at the time of booking. Please ask the person responsible for the other child's booking to add your child as a friend request also. This is on the booking form under the 'Friend request' box.

We can only guarantee one advance and reciprocated grouping request per child of the similar age (max 2 years difference and older child normally comes down a group). We will try to accommodate later requests but cannot guarantee this due to maximum group sizes and staffing ratios. Please note: Siblings are not automatically grouped together.

## LOST PROPERTY



- Please remember to clearly label all items as our camp staff can contact you if they have found anything
- Lost property items will be displayed in the registration area. Please check regularly
- If your child misplaces any personal items, please speak directly to the camp
- On the last day of each season any unclaimed lost property will be taken to a local charity shop. We are not responsible for any items left at camp
- [See more on lost property](#)

## CAMP COMMUNICATION

There will be a whiteboard displayed in the registration area. If there is any reason that the camp need to speak with you at the end of the day about your child they will write their name on this board.

## DAILY TIMETABLE



We confirm the timetable on the day of camp. This is because external factors such as the weather may affect what we are able to offer on the day. You will be able to see the timetable for your child's group each day in our parent app. This is a great way to discuss your child's day at camp.

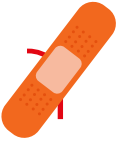


## WANT TO KNOW MORE?

We've tried to fit as much as possible into this guide, however for more details you can read our FAQs page on our website. Alternatively call us on 01480 467 567 or email [fun@barracudas.co.uk](mailto:fun@barracudas.co.uk)



## ACCIDENT FORMS



Should your child have a minor accident and require first aid whilst at camp, we will notify you of the incident via email. On the rare occasion that a more serious incident occurs our camp staff will call you with notification immediately and follow up with an accident form.

## CAMP FEEDBACK

If you have any feedback on our services, please make the camp aware. We'd love to hear about the fun your child is having at camp and would welcome a review on [Trustpilot](#). Should you have an issue or concern around your child's time with us, we'd ask that in the first instance you speak to the camp. The staff on site are working with the children directly and will be able to quickly help you. Should you not be happy with the outcome from camp, you are welcome to contact our Customer Service team on 01480 467567.

Visit [barracudas.co.uk](http://barracudas.co.uk)

or call 01480 467567