

STAYING SAFE & HAPPY

Conduct & behaviour at PGL

We work hard to make sure that the balance we strike between enjoying freedom and fun on our camps, whilst staying safe and happy, is the right one.

Prior to your child/children arriving at PGL for their chosen camp/s, you can help us, by letting us know if there's any additional information about your child that we might need, to ensure we make their holiday as successful and safe as possible.

As part of our booking process we will ask you to submit information on any specific behavioural, medical, dietary or social requirements your child may have, so that we can try and understand them as best as possible before their arrival on centre. We also ask that you have read and understood our main policies and feel that your child is able to adhere to them. Please see below for an outline of key points that may be relevant to your booking.

Discipline and responsibility

Living alongside and mixing with other children is a valuable part of the camp experience and we try to ensure that no one feels left out. Every member of the group has an equal right to enjoy themselves and we keep a close check on teasing, bullying and any other antisocial behaviour that may spoil an individual's enjoyment. Our experience over many years means that this rarely becomes a problem but please tell your children that if they feel they are not happy for any reason, they should inform their group leader or any other member of staff immediately.

When necessary, we will be firm with children who are jeopardising the enjoyment of others or behaving inappropriately towards PGL colleagues; This includes inappropriate or unwelcome comments, gestures, actions or physical contact and we will not tolerate any such behaviour. Our behaviour management system follows 'levels' and if problem

behaviour is persistent or serious, we will contact the parent or guardian to decide on further action. Please note it may on occasion be necessary to contact parents/guardians during unsociable hours and that PGL reserve the right to curtail any camp if we feel necessary. Because of this we ask that a parent/guardian is contactable and available to collect 24hrs a day in case the need arises for them to attend centre.

Our behavioural management system

We want every child to enjoy their camp from beginning to end and feel safe whilst they are with us. This means that we operate a clear, fair, behavioural system to set boundaries with the children, with 3 clearly defined levels:

Level 1

This level will be utilised for small misdemeanours that negatively affect the enjoyment of the camp for the child or others. It is used as a reminder of the behaviours that we expect.

Level 2

A level 2 is a firmer warning that the behaviour a child is displaying is unacceptable and won't be tolerated. This may be issued either when the behaviours identified at Level 1 are continued, or when the issue is considered serious enough to warrant bypassing Level 1 altogether.

At both levels 1 and 2, we will work with your child to create an action plan of positive behaviours. We will also contact you to discuss the situation and work with you to help support your child to conduct themselves appropriately.

Level 3

Unfortunately once we reach this level the result is immediate curtailment of your child's adventure. Gross misconduct will also result in an immediate escalation to level 3. It is our policy to impose a 12 month exclusion period for any child whose camp was curtailed due to their behaviour.

Our team will always try and work with your child, using information submitted on their essential guest information form, to see if we can work through any challenges in a positive manner. As part of day to day management on a camp the team will establish clear ground rules, acknowledge guests voices and role model expectations. When our intervention to manage behaviour problems are not having the impact, we will step through the following levels, including you as a parent/guardian at each stage so that we have a clear and transparent line of communication.

Chatterbox and 1:1 sessions

During their holiday, we aim for each child to have at least one 1:1 catch up session with their Group Leader. The Group Leader will check how your child is getting on, whether they are enjoying their holiday, have made friends, are enjoying the food and how they are sleeping. Any issues will be discussed and if the Group Leader feels more 1:1 sessions are needed, they will make the time for each child. For children who aren't happy with any aspect of their holiday and do not feel they can tell their Group Leader, each centre has a 'chatterbox' where your child can write down any thoughts or problems and post them. These are checked every day and any issues are picked up with your child discretely.

Prohibited items

The below items are banned at all of our centres. It is essential to check that your child does not have any of the following items with them during their stay at PGL.

- Alcohol and drugs (including any associated paraphernalia - grinders etc)
- Medicines of any kind, whether prescription or common over the counter (for example paracetamol, hay fever tablets, travel sickness tablets etc.) that you have not handed in upon arrival at the centre and declared to our staff on a medical form in your MyPGL account
- Hazardous substances (e.g: glue, gas canisters, legal highs)
- Cigarettes, vapes and e-cigarettes.
- Any item that could constitute a weapon - for example, a pen knife or scissors. Please note that razors are not fully prohibited but DO have to be signed into our centre team at check in if the child wishes to bring one to shave with. Children are then required to sign in/sign out their razor with the centre team to ensure appropriate and safe use.
- The means of lighting a fire (e.g: matches, lighters, lighter fluid)
- Inappropriate material (e.g: adult explicit content)
- Highly caffeinated energy drinks e.g. Monster, Prime, Red Bull and similar highly caffeinated energy drinks.



Self-reliance

Our Kids' camps require a level of self-reliance and all children are expected to be able to take responsibility and independently manage their own personal care, such as showering, washing, dressing themselves and cleaning their teeth.

We use specific small group staff ratios and specialist equipment, to ensure all our care standards are upheld and to be as inclusive as possible, in the settings we operate in. Our average ratio of staff is 1:12 and therefore if you feel your child needs additional levels of support for any personal issues or has any issues requiring 1:1 care, this must have been discussed with our customer care team at point of booking. If you feel there is any information you need to add to your booking please contact our Adventure Team.

It's important to note that we are not able to accommodate children in all circumstances. This would typically be where a child's needs require a staffing level beyond those we work to, or the use of equipment, qualifications or facilities that our settings are not reasonably able to provide.

Alcohol and smoking

Consumption of alcohol and smoking by guests under 18 is banned at all PGL centres, even if parents/guardians are willing to give their permission.

Please note that guests who break this rule will be excluded from the camp and collection will be at the expense of parents/guardians.

Please note that the above rules covering smoking also extend to E-cigarettes and vaping.

For full details of our policies and expectations please visit pgl.co.uk/safeandhappy or contact a member of our team.

