



Frequently Asked Questions

Health, Wellbeing & Emergencies

➤ ***What happens if my child has an accident?***

Inevitably, bumps and scrapes happen from time to time and there will be at least one First Aid qualified team member on site. For minor accidents, an accident form will be completed and discussed with you when you collect your child. We will contact you by phone in the case of a more serious accident or incident.

➤ ***My child has a medical condition, can they attend?***

We trust that you will give us as much information as possible about any medical conditions for your child before camp starts via your account. Medical information will remain confidential and only referred to by our on-site personnel. If you have any questions or concerns about the suitability of camp for your child, call 0151 433 6941.

Additional Needs Policy – [click here](#)

➤ ***My child has a nut allergy, can they attend?***

Our camps are 'nut-free' and we reiterate this to children each day.

At the time of booking, allergy details should be provided for your child. Please speak to the booking team if your child has had, or is at risk of anaphylaxis and requires an epi-pen. [Click here to complete a form and take with you to camp.](#)

➤ ***What insurance do you offer?***

We have public liability and employer's liability insurance.

➤ ***Where can I access your policies?***

We adhere to all Kings Camps policies. These include behaviour, complaints and child safeguarding. Click below to access individual or click here:

<https://www.kingscamps.org/kings-camps-policies/>

Positive Behaviour Management Policy

Child Safeguarding Policy

Complaints Policy

Equal Opportunities Policy

Mobile Phone Policy

➤ ***Are you registered with Ofsted?***

All Birkenhead Activity Weeks are registered with Ofsted. We work closely with Ofsted to ensure we work within guidelines and ratios.

➤ ***Extreme weather is planned, what will you do?***

Our teams adapt the timetable and activities to ensure we can provide the best experience whilst ensuring the children's wellbeing and safety.

When very hot weather is forecast, we'll ensure children have plenty of breaks, access drinks and able to refill their bottles throughout the day. We'll keep them out of the sun during the height of the sun and ensure we use shaded areas as much as possible.

Plenty of drinks, a hat and sun lotion should be brought to camp, and children should have sun cream already applied. Please note; our coaches will remind and advise children how to re-apply during the day, but they're not able to apply the cream directly to children.

If heavy wet or cold weather is forecast, our teams adapt the timetable and activities to ensure they stay dry indoors. If it is light rain, children may still be outdoors so waterproofs are recommended.

Day to Day

➤ ***What do I need to do before arriving?***

Log into your Account – ensure all your contact information and details of your child(ren) is accurate and up to date in your account.

Membership Number – this is available in your account – you can either show this on your phone or tell it to our Red Tops on collection at the end of the day.

Venue information – access and parking varies, so please check your [venue page](#) for accurate details of facilities, directions and important messages.

➤ ***What should my child bring?***

You will need:

- **Packed lunch** – we operate a No nuts policy at camp.
- **Snacks** – for morning and afternoon breaks and a refillable bottle with your child's name on it
- **Clothing for indoor and outdoor activities** – for varying weather conditions
- **Hat and/or Suncream** – please apply suncream prior to camp
- **Pack of tissues** – should a child need to, they can 'Catch it, Kill it, Bin it'

You won't need:

- **Mobile phones** (the use of mobile phones is not allowed, any child bringing a phone must keep it in their own bag)
- **Sports equipment** (we've got plenty!)
- **Money and valuables** (including non-essential jewellery)

➤ ***Do Birkenhead Activity Weeks provide food and drink?***

Children should bring a packed lunch, snacks for morning and afternoon breaks and a refillable drink bottle with their name on it. We have a no nuts policy on camp.

➤ ***Can I contact my child?***

If you need to contact your child whilst on camp, please call us and we'll contact the Site Manager directly on your behalf.

Community & Support

➤ ***What ages can attend camp?***

The Holiday Activity Weeks are available for 5 – 14s. Children must have had their 5th birthday by the time they attend.

➤ ***What if my child is sick or unable to attend?***

If your child is unable to attend that's ok! Call 0151 433 6941 to speak to one of the team.

➤ ***My child has left something, how do I get it back?***

To reduce the likelihood of items being lost, please label clothing, drinks bottles and lunch boxes. We keep all lost property until the end of each season of camp, making it easy to collect.

➤ ***I need to contact you***

You can contact our team via online chat, by phone 0151 433 6941 or email birkenhead@kngs.org.

The team are available Monday – Friday, 9am – 5pm and during camp Monday – Friday 8am – 6pm.

Activities

➤ ***Can I see a timetable of activities before attending?***

Our programmes are structured to bring the best out of every child and are timetabled to make the most of the facilities, the group dynamics and of course, the weather. Although children cannot choose activities, we ensure they experience a wide variety of sports and active games. Timetables designed for each group are displayed on camp.

➤ ***What activities will my child participate in?***

There's a variety of sports, games & activities (about 30 across the week!). Here is an example of the sports and games children may participate in: Athletics, Badminton, Dodgeball, Basketball, Benchball, Cricket, Crazy Tag, Camouflage, Golf, Tag Games, Danish Longball, Football, Gymnastics, Handball, Hockey, Kwik Cricket Lacrosse, Netball, Orienteering, Rugby, Softball, Tennis, Ultimate Frisbee & Volleyball.

An exact timetable for each group will be displayed on camp

Arrival & Collection

➤ ***What is a Membership Number?***

Your Membership number is used as part of our security process when collecting your child. This can be found on your online account under 'Membership Card'. If someone else is collecting your child, they will need to know this number (they don't need access to the online account you can share via text for example).

➤ ***Can my child walk home?***

Children aged 11 and over can sign themselves in and out, with prior permission from their parent/ guardian. This must be selected online in the child's details. If a sibling is attending camp too, the older child (11+) can sign out a younger sibling aged 8 and over, this must also be selected online in the child details.

➤ ***What if we arrive late?***

If you arrive after 9:30am and you're unable to gain access, please call 0151 433 6941 and our team will contact the Site Manager.

➤ ***What if we're running late to collect?***

If you're unable to arrive by 5:30pm please call 0151 433 6941.

➤ ***What time is drop off and collection?***

Children can be dropped-off between 8.15am and 9.30am and collection is between 4.00pm and 5.30pm.

If you arrive after 9.30am and you're unable to gain access, please call 0151 433 6941 and we'll contact the Site Manager. On collection, if you're unable to arrive by 5.30pm please let us know.

Making & Amending a Booking

➤ ***How do I make a booking?***

The quickest and easiest way to [secure your places is online](#). Alternatively call 0151 433 6941 Mon – Fri 9am – 5pm.

➤ ***Do you offer part-week (day) bookings?***

Our programmes are designed to get the best out of every child, and operate from 8.15am – 5.30pm. You can select partial week booking of 3 or 4 days as well as the full experience for 5 days.

➤ ***Do you offer discounts?***

We offer a 10% early booking discount at the start of each year – this ends on 28th February.

When booking 4+ weeks (eg. 1 child for 4 weeks or 2 children for 2 weeks) a 10% discount is applied.

Please note discounts cannot be added to a booking retrospectively, other than within the first 14 days of booking.

Discounts cannot be used in conjunction with one another, the higher level available will always be honoured.

➤ ***Do you offer a monthly payment option?***

We offer monthly payments if you are booking well in advance of the start of camp. If you wish for your card to be debited over a few monthly instalments rather than in one lump sum, you can choose this at the time of booking. There is an additional £2 booking fee for this service where available. All payments must be completed by the start of camp. An initial payment of 30% of the total amount is taken to secure the booking.

➤ ***How do I pay for camp?***

Payment is required at the time of booking (payment options available). We accept all major credit/ debit cards. We also accept childcare vouchers and Tax-Free Childcare.

➤ ***Can I pay with childcare vouchers?***

We accept childcare vouchers and Tax-Free childcare payments

➤ ***Can I change / cancel my booking?***

Call and we'll do our best to accommodate your request, including date changes, subject to availability. Please provide as much notice as possible – a minimum of 24 hours before your child's first day is required. We're unable to move individual days or part weeks.

[Booking Terms and Conditions – click here](#)

Preparing for Camp

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➤ ***Is parking available?***

Parking is available on-site – please follow the signs.