

FAQ

Mount Cook Residential

18th-22nd November 2024

1) What does the cost cover?

The price of the residential includes the charge from Mount Cook to the school per child. This covers board, lodgings, food and activities plus the cost of the coach.

£319 – Cost per Child Mount Cook

£16 – Per child Transport

£335 – Total

2) What happens if the trip does not go ahead because not enough children want to go. Will I get my deposit back?

Yes – if the trip is cancelled by the school or provider deposits will be refunded.

3) If me or my child changes our mind after we have made payments, am I able to get the money refunded?

In this circumstance we would refund all payments apart from the deposit*.

*If when the final numbers are confirmed and there is no detriment to the school i.e. this does not impact on the viability of the trip and/or we have not yet paid the coach company or provider yet we would also look to refund the deposit.

4) What happens if it rains do the activities still go ahead?

As long as the activity has been risk assessed as safe to go ahead the weather will not prevent them from happening.

There is a good range of activities they will be able to try and if the weather is an issue there will be something else that they will do instead.

5) Will children be able to dry wet clothes?

Children will be encouraged to look after their belongings and hang things up so they dry if wet. The kit lists includes changes of clothes so if something does get wet they have something dry to change into.

6) What happens if the bus is going to be late arriving back?

We will send out an email and Facebook post notifying you of the estimated time of arrival if anything has changed.

7) What does my child need to bring?

There is a kit list on the powerpoint presentation that details what children will need to bring.

8) Will they have help to carry bags and unpack?

No – children will need to take a bag/suitcase which they are able to carry themselves into their rooms. Suitcases with wheels if you have one are helpful.

Help will be provided to help to lift bags on and off the coach.

9) Do they need to take money with them?

A small amount of pocket money is permitted (£5-£10) as there is a small shop on site which sells small souvenirs and treats. Please can money be sent as change in a plastic bag with the child's name on it.

10) What time will they be leaving school?

11.30am

11) Can parents come and wave them off?

Yes

12) If they have an accident will I be informed?

Yes – you will be notified by email/phone call and accident paperwork will be completed.

13) If they need to take medicine will this be allowed?

Yes, medical forms will be sent out by the office. Please speak to a member of staff if you need to talk through any medication.

14) Can they take a phone if they are nervous so they can ring home?

No due to safeguarding we do not permit phones to be taken. If your child is nervous we can work with you to think about strategies and support that we can use to support them.

One of the benefits of going on a residential is that it promotes independence and resilience which can really help their development.

15) Can they take a camera?

No due to safeguarding cameras are not permitted

16) Can they wear a smart watch?

We ask that children do not bring any expensive items with them as we cannot guarantee they will not get broken. Some of the activities they will be doing are physical and may involve water etc.

If you still want them to wear a smart watch we cannot take responsibility for it if it does get broken or lost. We also state that it cannot have a camera/video or phone facility due to safeguarding reasons.

17) What are the bedrooms like?

Children will sleep in small ensuite rooms. Approximately 4-6 per room. All members of staff are available for any issues throughout the night.

18) What food will they eat?

Example menus are included in the copy of the power point.

19) My child has an allergy will they be catered for?

Yes – the provider can cater for most dietary requirements when told in advance including vegan, halal, dairy and gluten free.

Please ensure any allergies/dietary requirements are updated on Arbor, so that we have accurate information.

20) Will we get any updates while they are away?

We understand that parents are sometimes anxious to hear from us regularly to know everything is okay.

The days are very busy! Please be reassured that if there are any problems, we will contact you.

We will endeavour to update Facebook daily so you can see/read about which activities the children are participating in.

There will also be an opportunity to see photos when the children return.