



GENERAL INFORMATION

Dear Leader/Parent/Guardian

We look forward to welcoming your child/group to the Urdd City Sleepover, Cardiff. This document gives information on the Centre that will ensure you have a safe and pleasant visit.

A CHILD SHOULD BRING

1. Night clothes, toiletries and a towel.
2. Spare clothes including a warm jumper and anorak or raincoat.
3. Suitable shoes for walking.
4. Pencil and notebook (for courses only).

****please ensure that each item of clothing/belongings have your child's name on them.**

WHAT IS NOT NEEDED

Sleeping bag – we provide all bedding. Please don't allow children to bring expensive personal belongings such as ipods, smart phones, game consoles etc to the Centre. Due to Health and Safety regulations if your child was to bring a pocket knife it would be collected at the beginning of the course and retained until they leave. Any other valuables may be left at the office for safekeeping e.g. cameras, passports, money etc. and used as and when required.

****please note that the Urdd City Sleepover does not take responsibility for any personal belongings**

THE BEDROOMS

We have 29 rooms here at the Sleepover, with most of them sleeping up to 6 people. Each room has central heating and an en-suite facility. The group leader will be responsible for arranging and allocating the rooms. The children are responsible for making their beds and keeping their rooms tidy. We ensure that each child knows what to do in an emergency, and where to find help if needed at any point.

MEALS

Three meals are provided each day, breakfast, lunch and supper - with a variety of foods to suit all tastes. All our catering is provided by Just Perfect Catering and is prepared on site. Please let us know of any allergies and special diet requirements e.g. a nut allergy, gluten free, diabetic, no dairy products, etc. - **please inform us two weeks in advance so that the necessary arrangements can be made.** Remember to include this information on the Health Certificate also. Vegetarian meals are available at all mealtimes. Drinks vending is available and there is a water cooler accessible all day.

THE TELEPHONE

Please do not arrange for the children to phone home during the visit. If you do not hear from us you can be sure that your child is safe and well. Rest assured that we will contact staff and parents immediately if there is a problem with health or significant homesickness. If you have a message for one of the children you are welcome to contact the office (029 20635678) or email (Caerdydd@urdd.org). The Duty Manager will ensure that the message is passed on.

CARE

The course/group leader will arrange the course in conjunction with the centre's management. We ensure that the children know where to turn in an emergency at all times, night and day. There is a night watchman on duty throughout the night. In addition there are security cameras situated throughout the building. Each room and corridor has an unique electronic key card system to ensure safety. Also, all centre staff undergone an enhanced investigation by the Disclosure and Barring Service (DBS).

As centres that have been designed and developed for the benefit of children and young people it is expected that adults act appropriately at all times during their visit to the Centre. Leaders are expected to ensure a supervision ratio of 1:10 for primary school age and 1:15 for secondary school age that are available at all times to accompany a child to the hospital or to demonstrate effective leadership at a time of emergency. Adults in a position of authority are expected to follow their employer's Code of Conduct whilst responsible for the welfare of children and young people.

ACCIDENTS AND ILLNESSES

There is a fully qualified First Aider on duty 24 hours a day. We have detailed policies and guidelines for all aspects of the running of the centre. Copies are available for inspection.

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. If children ignore these rules then there is a possibility that they will be sent home. Please note that no refund will be given if a child is sent home in an instance of rule breaking.

PROBLEMS

Please ensure that the children and young people visit the main office at the Centre should any problems arise so that the matter can be dealt with immediately.

HEALTH CERTIFICATE

It is imperative that each parent/guardian completes the enclosed **HEALTH CERTIFICATE** and that a copy is available from the leader at all times. This may contain details of any illness or problem that the child may have, and a telephone number should we need to contact the parents or family.

FIRE INSTRUCTION

Fire instruction is given on the first evening of each course to ensure that each child knows exactly where the exits are and where to go in emergencies. Please note that the Urdd City Sleepover operates a no smoking policy.

PHOTOGRAPHS

Photographs of activities may be shown on our website and advertising materials. If you do not want your child to be included in these pictures please inform us on the Health Certificate.

INSURANCE

The Urdd have third party public liability insurance for £20m 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.

COMPLAINTS

If you have any enquiries regarding the Centre's arrangements or any problem arising from the visit that hasn't already been addressed then please contact us immediately.

We look forward to welcoming your group to the Urdd City Sleepover, Cardiff. We 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. Please telephone 029 20635678.

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