



KDV Kids Holiday Camps FAQs'

Please see below some **important info** & answers to **frequently asked questions** to read through before your day to ensure your child has the best time with us:

Sign In (8:30-9am):

Please check in at the "Kids Club" desk located near the BBQ & Playground areas when you arrive. **Please check in with a staff member and sign the sign in/ out register.** KDV Kids Camp staff will give your child a **wristband** to wear then direct them into the fenced camp area to find a place for their bag and wait until camp starts. Wristbands must stay on your child for the duration of the camp as a safety requirement to be easily identified to all staff as a camp member.

The playground area and games room will be available plus other sports activities to keep them busy before camp begins. Alternatively they may choose just to find a seat and wait until the camp's activities begin. **Sign in/ drop off is strictly between 8:30-9am.**

Please note: staff are NOT allowed to check your child in until 8:30am when all staff have clocked on and are ready for full supervision of your child. There is a **before camp care service available** if you require an early drop off. These are also booked online through the same booking portal as the camps via our website.

After signing your child in it is **recommended for parents to leave straight away.** Previous experience shows that kids settle in with staff and other students when parents are not hanging around watching.

Camp begins at 9am- this is when all kids will be called in and the camp coordinator will run through the day's schedule, safety instructions, introduce staff and split up into groups. Each coach will have a group of approximately 10 students each. Groups are generally split in ages but we are fairly relaxed with the kids finding their own groups to stay with friends and siblings etc. Just tell your child to ask the staff for help with this if they need it.

Kids Club phone & email

We have a Kids Club mobile phone and email that you can send messages to or call if you have any concerns before, during or after camps. Our camp coordinator will do their best to respond in a timely matter. For more urgent responses please contact the reception team and they can get a direct message to a camp staff member.

Kids Club Phone- 0450 465 525

Kids Club Email- kidsclub@kdvsport.com

Reception Phone- 55 960 404

Reception Email- reception@kdvsport.com

Government Rebates

Unfortunately we are not registered as an affiliated outside hours care program through the government CCS rebate scheme. We are a private sport centre and run sports programs (not specific day care programs). As we run out of one of the Coast's premier sports centres though, we do have many great activities jammed into our program timetable (all inclusive- no extra charge) and are able to offer much more than most 'holiday care' centres can offer. Plus food is also included. Please compare our daily activity schedule to other centres and you will see that we still offer amazing value for money.

Age Groups:

We generally group the kids into 2 **age groups approx. 8/ under and 9+**. We are pretty relaxed with having siblings/ friends staying together. We do prefer if an older sibling wants to stay with a younger sibling that they move together into one of the younger groups if the younger sibling is only 5-6 years old as little ones may accidentally get hurt playing sports activities with older 10+ kids. If a 7/ 8 year old wants to move up to the older group with a friend or sibling that should be fine. Just ask the coaches on the morning. Again, we are pretty relaxed with letting the kids find their own groups with friends and siblings to get the most enjoyment out of their day. Kids generally stay with these age groups for their activities. During the day there will be times when all the groups meet back together though for food breaks and free play time.

What to bring:

Please make sure your child has a **HAT & DRINK BOTTLE.**

Also **swimmers and towel** (we have a heated pool) if they wish to swim. There will be a swimming session each day. If your child does not wish to swim that's fine. They will still however have to stay with their group at swim time for some relaxing time by the pool.

Electronic devices are permitted BUT at your own risk and **not recommended**. These are permitted to be used during free time, morning tea and lunch periods only.

BYO Food:

Due to so many allergies and our restaurant unable to keep up with the demand of alternative meals our camps are now **BYO morning tea and lunch**. Please pack a suitable lunchbox as you would for a school day. If want to bring extra snacks or money for the canteen during breaks you can. Please keep in mind we often have children attending with nut allergies- **NO NUT PRODUCTS PLEASE**).

Please help remind your child to store it in a cool/ shady place. We also recommend the use of an insulated/ **esky type lunchbox with an ice brick** as some days do get hot and we do not have a large enough fridge for all the kid's snacks to go in.

Coach Check-ins:

During the day your child will be called back to their group leader for 'check ins' in between activity rotations. Coaches will check that your child has their hat, has topped up their water, has topped up sunscreen and will ask '**R U OK?**'. This is obviously where your child can have a talk to their coach if something is worrying them at all or if they need anything.

Behaviour Expectations:

We have a strict behavior policy at KDV where **poor behaviour is not tolerated** at all. **We want all our kids to have FUN** and not have to worry about a thing. Any type of **rough play/ fighting, name calling, bad language, bullying or rude/ poor behaviour** will result in that child being sat out from an activity and parents will be spoken to at the end of the day. If the behaviour continues parents will be called and asked to collect their child. It is expected that all camp kids show basic **respect and manners towards all other camp kid and staff at all times.**

Special Requirements/ Allergies Register:

If your child has any special requirements that need our attention please make sure you chat to a camp head coach in the morning when you drop off. There is a **medical condition/ allergy register** at the check in desk. This needs to be **filled in daily** when you drop your child off if your child has any medications or allergies as all camp coaches check this list before the day begins and make a note on their daily records.

Medical Conditions:

If your child has any medical conditions, medications, epi-pens, asthma inhalers etc please make sure they are clearly marked with your child's name and sign this off with the camp coordinator at drop off time and go through any necessary instructions. These items should be kept with camp staff in a secure place **NOT left in bags**. The main reason for this is in the case of emergency we need our staff to know how to get to these items quickly and not have to search through bags. During the day these are locked in a cabinet out of harm's way. **Please remember to collect them again before you leave.**

Sunscreen & appropriate sun-safe clothing:

Please make sure your child has sunscreen on all over at time of drop off. During the day we will remind the kids numerous times to reapply. We do have sunscreen for them to use. Coaches are available to help your child apply during the day if they need it. If your child requires a specific sensitive skin sunscreen please pack this for them to use. **If you think they will need help please chat to a coach in the morning at drop off time** and remind your child to ask a coach for help when we reapply.

If you know your child can be forgetful with this please make sure you speak to staff at drop off time so we can make a note of their name with their group leader for the day to follow up with them. Again, we will call out reminders to each group numerous times during the day at check points in between activity rotations. We do not physically go around and rub sunscreen on every child but if you want us to apply sunscreen for your child let us know and we are happy to help.

Hats are essential so please make sure your child brings one for the day. If they forget it we have lend hats for them to wear. Same as schools our rule is **'NO HAT, NO PLAY'**

We also recommend kids wear **sun-safe clothing like shirts with collars and sleeves** (no singlets please). We do endeavour to keep the kids out of the sun wherever possible and have plenty of shade breaks. In saying that we are an outdoor sports camp and kids will be exposed to the sun lots during the day. **Sun safety is extremely important to us**

and we appreciate your help with explaining this to your kids before they come along. We will definitely be reminding them and having talks with them each day of camp about this.

Sign out:

Pick up/ sign out time is between 3pm -3:30 pm.

The sign out area is back at the same point where you signed in. If your **name is highlighted** this means staff need you to check in with them regarding either missing info in our system, booking questions or payments.

If you are going to be **later than 3:30 pm** we do have an **after-hours service** for an extra charge until up to 6pm if required. If you are running late please let staff know. If you are not able to be there by 3:30pm your child will be checked in with the after-care staff to be supervised. **This is a set fee of \$15/ day/ child** regardless of whether it is for 10mins or the full 2.5 hours.

All **before and after hours care must be booked and paid in advance**. There are limited places for this service. This can be done through the same online booking page of our website that you booked your camp through.

LOST PROPERTY:

Each day we always end up with piles of left over belongings. These will stay in a bag outside the after-care hub near the playground. These will be **kept until one week after the camps end**. If they are still there after this they will be sent to charity. **Please make sure you collect all belongings each afternoon**. If you lose something ask staff to direct you to the lost property section.

FREE Tennis or Golf Assessment:

Being the Coast's premier tennis & golf training facility we have world class professional coaches who run regular lessons. If you would like your child booked in for a **FREE assessment** during our camp program please text or email us to book one in.

KDV Kids Facebook Page:

During the week you can check out pics and videos of the fun the kids are having on the KDV Kids Facebook page. Follow the link below to give the page a “like”. You can also stay up to date with future camp dates and information:

<https://www.facebook.com/kdvsport/>

Activity Schedule:

We try and arrange well in advance the scheduled camp activities and external bookings and shows. We do our best to stick to these as much as possible and generally get all activities on the schedule done (sometimes with even extra activities added).

Alternate schedules due to weather, events & or activity cancelations:

Obviously if we experience wet weather (or extreme heat) we may need to alter slightly our planned schedule for the day. We do have many undercover options available to us and will always run our camp regardless. If the heat is too much (35 degrees or over) we will move to more indoor/ wet weather options. There is also the odd occasion we have a booked show or entertainer cancel. Or from time-to-time other large events are booked at the centre which may affect what type of activities we are able to run (eg professional tennis tournament). In these situations, will always add in extra activities and make sure the kids still have an amazing day anyway. Please be patient and understanding with our camp team and trust they will do whatever they can to stick as closely to the scheduled program but there will be times they will need to make changes last minute.

Swimming Pool:

Swimming is included every day in our camp program. Our pool is located on the second level of the main building (gym level). It is a 20m heated lap pool with 1.1m depth in the shallow end to still only 1.2m in the deep end. We always go up to the pool in age groups (eg the younger kids use the pool at a different time slot to the older groups for safety reasons).

We have extremely strict pool rules. There is **NO running, diving, jumping, and climbing** on other kids, ball games or any silly games. Basically it's just a 30 min cool off session

after the lunch break. There is a training platform with a railing at the shallow end for younger less competent swimmers to stand on and hold on to if they need.

We have a daily talk with the kids about pool safety and pool rules. Please help us explain to your child before they come that camp pool time is different to home pool time for safety reasons.

Coaches all sit in arms reach around the edge of the pool with all eyes on the water at all times. We always have staff members at pool supervision times who hold current CPR certificates. If you have any concerns about the pool visit please either give me a call or talk to one of the head coaches at sign in time. Students do not have to swim. They will still stay with their group at swimming time though. If they are not swimming, they will just sit in the shade for the 30min swim period and have some chill out time until the next activity.

Refund Policy:

We do not offer refunds for change of plans/ change of mind. We can however offer credit to be used either on a later date during the same camp or the very next camp (provided there is space and a minimum 24 hours' notice is given).

If your child has an illness or medical reason they cannot attend, same again, if enough notice is given we can keep your credit to be used at a later date. If you do not show to a booked session and do not provide any/ enough notice your credit will still be taken. Credits can be transferable if submitted in writing, again with a minimum 24 hours' notice. If you are not able to use your missed camp credit for another camp day or transfer to a friend, credits can also be put towards activities at the KDV Sport centre (eg. Tennis Lessons, Golf Lessons, Driving Range, Mini Golf). Please request this in writing if that is what you prefer. Camp credits are only valid for 4 months (or until the next holiday period). To use credits do not book online. Send us an email to let us know you want to book using credits and we will add you manually and use the credits for you.