

CARE

The course/group leader will arrange the course in conjunction with the Centre's management and specialist activity staff. The children are closely supervised on all activities, and all equipment is regularly inspected to ensure that it is safe and suitable for use.

Arrangements at the Centre have been developed over 80 years to provide a safe and caring environment for children at the Centre, and on activities. We have Risk Assessments and strict staff guidelines for every aspect of the Centre's work as well as for any problems that might arise. If you would like to see a copy of these guidelines, please contact us. We ensure that children know what to do in an emergency. There is someone available at all times, day and night. On average there is a staffing ratio of 1 to 10 (primary) or 1 to 15 (secondary). There is a night porter on duty throughout the night. There are also CCTV cameras strategically placed around the Centre. All Centre staff have been scrutinised by the Disclosure and Barring Service (enhanced system). The accommodation blocks and main gate are locked during the night.

SAFETY

We operate our activities to the highest safety standards. Each activity is carefully monitored on a regular basis to ensure safety and suitability. Our Activity Safety Management Systems and Policies have been independently inspected and verified.

The Centre has also achieved the bronze standard of the Investors in People award and the Green Dragon level 2 standard.

ACCIDENTS AND ILLNESSES

Minor accidents or illnesses will be treated as soon as is possible by our local doctor, dentist or local hospital e.g. stitches for a minor cut, precautionary X Rays, provision of antibiotics for infection etc. Parents will be contacted before treatment is administered should the treatment involve a stay at the hospital or anaesthetic (see Health Certificate). Parents of children who are taken to hospital or the Doctor's Surgery for any other reason will be contacted immediately the child returns to the Centre. Should parents wish their child to return home for medical reasons we will normally assist with the arrangements. There is a fully qualified First Aider on duty 24 hours a day.

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.

PROBLEMS

We encourage every child to visit the main reception at the Centre should any problems arise so that the matter can be dealt with immediately.

HEALTH CERTIFICATE

It is important that each child brings the **HEALTH CERTIFICATE** to the Centre with details of any illness or problem that the child may have, and a telephone number should we need to contact the parents or family.

PAYMENTS AND REFUNDS

Usually, each group is required to pay a deposit of 25% per head of the cost of the course at least 12 weeks prior to staying at the Centre. The deposit is non-refundable except in exceptional circumstances whereby non attendance due to illness is supported by a medical certificate. Should a child leave the Centre due to medical reasons no refund of the deposit is made but a proportion of the final payment will be refunded on a daily basis.

FIRE DRILL

A fire drill is held on the first evening of each course to ensure that each child knows exactly where the exits are and where to go in emergencies.

PHOTOGRAPHS AND VIDEO CLIPS

Photographs and video clips of activities may be shown on our website, social media, advertising materials and occasionally television programmes. If you do not want your child to be included in these pictures please inform us on the Health Certificate.

INSURANCE

The Urdd has third party public liability insurance for £20 million 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.

ADVERSE WEATHER CONDITIONS

Some of the activities can be affected by adverse weather conditions e.g. Quad bikes. The decision to cancel activities is done for safety reasons. Alternative indoor activities will be arranged.

COMPLAINTS

If you have any enquiries regarding the Centre's arrangements, or any problem arising from your child's stay at Llangrannog, please contact us immediately.

We look forward to welcoming your child to Llangrannog. Over 20,000 children visit us each year; we are proud of our record for care and safety and 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.

Yours sincerely

Lowri Jones Bethan Roberts
Iestyn Evans Gwydion ab Ifan