



**CHARTERHOUSE
SUMMER SCHOOL**

Parent Guide

2024

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Introduction

Thank you for booking a place at Charterhouse Summer School. This guide will help you and your child to prepare for the course and hopefully answer your questions. We encourage you to read it all the way through with your child to ensure you both know what to expect and how to prepare.

Close to the start of the course we will email you with direct contact details for the course and other essential information. In the meantime, if you have any questions, our office team or your authorised agent will be happy to help you.

Travel and Venue



Address: Charterhouse School, Godalming, Surrey, GU7 2DL

[Click for Google Maps link](#)

➔ Arrival

Unless you have booked our airport transfer service, please arrive between 09:30 and 12:30 on the camp start date (Monday). Please let us know in advance if you are not able to arrive during these times. We will email you with detailed directions to the camp registration area nearer to the date. An adult must accompany your child to registration unless you are using our airport transfer service. Every student must bring their passport to registration. We can keep passports securely at the camp or pass them back to a parent/guardian for safe keeping. The adult **MUST PROVIDE A COPY OF THEIR PHOTO ID** for our records. During registration we need to know the name of the authorised adult collecting your child from the course. You will receive a collection password that must be quoted by the person collecting. If you would like someone else to collect your child (family friend/driver) you need to complete an official permission form in advance. Please contact us to request this.

← Departure

Unless using our airport transfer service, please collect your child between 09:30 and 12:30 on the last day of the camp (Sunday). Only the parent/legal guardian named on arrival is permitted to collect the student unless we have received an official permission form in advance for another nominated person to collect the child. The parent, legal guardian or authorised adult **MUST PROVIDE A COPY OF THEIR PHOTO ID** and quote the collection password when collecting the child. No child is allowed to leave the course alone. This is essential for our safeguarding obligations.

What to Bring

PLEASE LABEL all clothing with sewn-in name labels or a laundry pen.



Clothing...

- Sports kit and trainers for sports and activities
- Swimming kit
- Everyday clothes such as jeans, shorts, t-shirts, underwear etc
- Warm clothes including jumper and hoodie
- A formal outfit (dress/suit/tie) for our smart evening events
- Something to sleep in
- Waterproof Jacket
- Old clothes / clothes that can get dirty!
- Dark clothes for Mission Impossible!
- Shoes and a sunhat or cap for warm weather (you never know!)



and the rest...

- Passport and proof of travel and medical insurance (non-UK residents)
- Toiletries including sunscreen
- A towel
- Laundry bag
- Mobile phone and charger / adaptor
- 2-pin to 3-pin UK plug adapter
- Payment card or contactless payment device (at your discretion)

We will provide stationery – books, pens, etc.



PLEASE DO NOT BRING valuable items like jewellery. Any medication that does not comply with the rules in the Medication section of this document.

Student Welfare

We have a dedicated staff team on site all day and night to ensure the safety and wellbeing of every child, both physically and emotionally. All our staff have been subject to an Enhanced Disclosure & Barring Service (DBS) check and trained in Child Safeguarding. Please help us to provide the best care for your child by reading this information.

Student Welfare Information Required

You must provide us with student welfare information including dietary, medical and emergency contact details for your child so that we can provide the best possible care.

If your child DOES NOT have an existing medical condition or allergy:

Please ensure you provide this information at least **TWO MONTHS BEFORE ARRIVAL**. Students will not be accepted on to the camp without completed Student Welfare Information.

If your child DOES have an existing medical condition or allergy:

You must complete the Student Welfare Form as soon as you have made your booking. We may ask for further information before we accept your booking and in certain circumstances, we may not be able to accept the booking if we believe that we do not have the expertise, experience or facilities to properly care for the student.

More instructions on how to complete the Student Welfare Form are available in your confirmation email, or through your authorised agent.



Nutrition and Dietary Requirements

The student welfare information will ask about allergies and dietary requirements. We can cater for almost all dietary requirements when notified at least **TWO MONTHS BEFORE ARRIVAL**. Meals on the course are nutritionally balanced and designed for young people. We provide a variety of meal options to choose from including at least one vegetarian option. Nuts are not permitted on any of our courses. Please do not bring any food containing nuts onto the school.



Contacting Camp

Close to the start date of the course you will receive an email from us or your authorised agent detailing the email address and contact numbers for the course. The course is a busy and vibrant place and we ask that you email us with anything administrative rather than call. We can also pass on any messages to your child sent via email.

We endeavour to always have a member of staff available on the phone. However, sometimes our phone lines can get busy. Please bear with us. If you leave a voicemail or send a text, we will get back to you as soon as possible.

In advance of the course, please direct any questions about your booking and administration to our head office. During the camp, please only contact our head office about administrative enquiries related to your booking. All other questions can be addressed to the course office.



Settling In

We understand that for some children, being away from home can be stressful to begin with. Our staff are trained in identifying and helping children who are worried about being away from home. Most children settle in and love their time on the course after meeting new friends and enjoying some fun activities.

Too much contact with home in the first two to three days can prolong homesickness so we ask parents to encourage children to be independent during their time with us and keep contact to a minimum. We will, of course, inform you if there are any persistent issues that occur. We will also pass on any personal messages that you send to us via email. If you have any concerns you can speak to our staff on the phone number provided. You can follow the course activities through our closed Facebook group. We will send you the links to these groups just before the course.

Illness

Our Medical Nurses on site have experience in first aid and the administration of medicines. They will assess and monitor any illness and take children to the local doctor or hospital if required. They will contact you if your child is unwell to discuss the best course of action.

Medication

If your child takes medication, you must submit detailed information about this in the Student Welfare Form. If your child starts taking medication less than 10 days before the start of the camp, please email medical@charterhousesummerschool.com with detailed information about this. Our doctor will review the medication requirements to ensure we can accommodate this and notify you by email. On site, our team will assist the student to take their medication and will keep it in a safe place.

Any medication brought onto the course must:

- Be stored in the original container in which it was dispensed (not in a pill box/organiser).
- Where more than one medicine is prescribed, these should both be stored in separate, clearly marked, containers.
- Be appropriate for the child's age

- Be identifiable, appropriate and not illicit in the UK

All medication must also have the following information clearly marked in English:

- Name of the medication
- Name of the child the medication is prescribed for
- Date the medication was prescribed
- Dosage, time and frequency of administration

It is illegal for us to administer medication that does not comply with the above list. Prescribed medication that does not meet any of the above criteria may be confiscated and returned to the parent/guardian on departure from the programme.

Students that arrive with undisclosed medical conditions or medication may be refused entry to the school.



Teaching Groups

For English lessons we will group students by age and ability after a short entrance test at the start of the camp. This is used in conjunction with the pre-course assessment we will send in early June.



Room Sharing

We try to accommodate everyone's needs when organising rooms. Due to the number of single rooms at our venues, it may not always be possible for your child to share a bedroom with another student. We always encourage students to share with someone from a different country.



Payment Methods

Our site is now cash free. The course shop only accepts card or contactless payments. All retailers/food outlets on excursions also accept card and contactless

payments. While we provide all meals, if you would like your child to have spending money for snacks and souvenirs, we recommend providing your child with a card or contactless payment device to bring to the course. Any cash brought on site will be submitted to the bank on arrival and won't be reissued until the end of the week for the excursion.



Mobile Phones & Valuables

For students to make the most of their time on camp, we operate a phone and valuables 'bank' system. This means we look after phones, payment cards and contactless devices, important documentation, and other electronic devices in a secure location during the camp activities and overnight. This helps keep valuables safe and ensures that phones do not distract students during sessions or keep them up at night. Less screen time also creates a great social course atmosphere. Students will have a dedicated time each day where they can use their phones. Please explain this to your child before the course so they know what to expect.

Although we will wake the students each morning, they may wish to bring a watch or alarm clock. We also ensure students have access to all their valuables when they go on excursions.



Laundry

A free laundry service is available at the course once a week, usually at the weekend. Please ensure your child has enough clothes for at least one week of activities, excursions and downtime and label all clothing with sewn-in labels or a laundry marker. Please also bring a laundry bag or string bag to assist with keeping laundry organised.

Airport Transfers

Please book any transfers you require at least **ONE MONTH BEFORE ARRIVAL**.

More detailed information on transfers is available in a separate Transfers Information Pack.

AVAILABLE FROM:



London Heathrow Airport (LHR)

London Gatwick Airport (LGW)

HOURS OF OPERATION:



For flights arriving: 08:00 – 16:00 on Monday, the first day of the camp

For flights departing: 11:00 – 18:00 on Sunday, the last day of the camp

We have a dedicated team of staff located at selected airports on arrival and departure days. If you book an arrival airport transfer, your child will be met by a member of our staff as they walk through to the arrivals hall. Your child will be escorted from this point all the way from the airport to the course.

On departure, our staff will assist your child with the check-in process at the airport. We can also arrange to transfer your child to the airline's unaccompanied minor service if you have booked this service with the airline and informed us in advance.

Visa Support Letters



We are accredited by the British Accreditation Council, so we are authorised by the UK Border Agency to issue visa support letters. If you would like us to provide a support letter, please ensure you request one in plenty of time for your visa application to be granted prior to travel. Please note we can only issue these letters for players, not adults.

Useful Information

Travel and Medical Insurance

You are required to purchase adequate travel and medical insurance to cover the costs of any medical treatment that may be required by your child. This insurance should also cover any additional costs associated with accommodation, travel, transport and/or repatriation to your home country. You should be aware that following the UK's exit from the EU, European citizens can no longer be guaranteed free healthcare at the point of delivery in the UK. Your insurance policy needs to take account of that. Your child must bring the relevant medical insurance policy documents with them to the camp and provide these to course staff at registration.

Behaviour During the Course

The children on the course are expected to always do their best. Our Child Behaviour Policy forms part of our booking terms and conditions and is designed to ensure that each child is safe and enjoys their time with us. A copy of the Child Behaviour Policy can be found in our Booking Terms and Conditions or requested through your authorised agent.

We respond quickly to issues of fighting, verbal and physical intimidation, or persistent bad behaviour. Our camps are a supportive educational environment, and the use of alcohol, tobacco and drugs is strictly prohibited.

Sharing of Course Photographs

You will be invited to join a password protected photo sharing link where we will post updates and photos from the activities and fun on the course. This platform is only for parents and staff and enables us to share large numbers of images and information about the course to this select group of people. Our course staff send

updates at least once a day although we cannot guarantee every child will feature every day. This platform is designed as way to keep up to date with the course activities. Please do not share the link with anyone.

At the start of the course, we will email you details of the link and the password required.

Any Questions?

Thanks for reading. Hopefully you now have all the information you need to help your child get ready for a great course experience that they'll never forget.

You can find even more information in our Booking Terms and Conditions, which you should also read in full. These are available online, in your order confirmation or through your authorised agent. Also, don't forget to read the Transfer Information Pack, which will be sent to you if you have booked an airport transfer or you can request it. If you have any questions at all, please contact us or your authorised agent by phone or email.



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