



52
YEARS OF
EXPERIENCE

CAMP INFORMATION BOOKLET

ZELL AM SEE, AUSTRIA

EDUCATION THROUGH RECREATION™

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"A spectacular Summer Camp mountain and lakeside experience in Austria!"

PREPARING YOUR CHILD FOR CAMP

Camp is just around the corner and you want to be sure your child is ready for an exciting two weeks. Preparation comes in many different forms from ensuring the campers have packed correctly to helping them understand what to expect when they arrive. Children generally integrate quickly into camp life, enjoying activities making new friends and in the end wishing they never had to leave. Some campers, of all ages, may miss home at the start of camp and with the information in this booklet you can help to ensure a positive experience.

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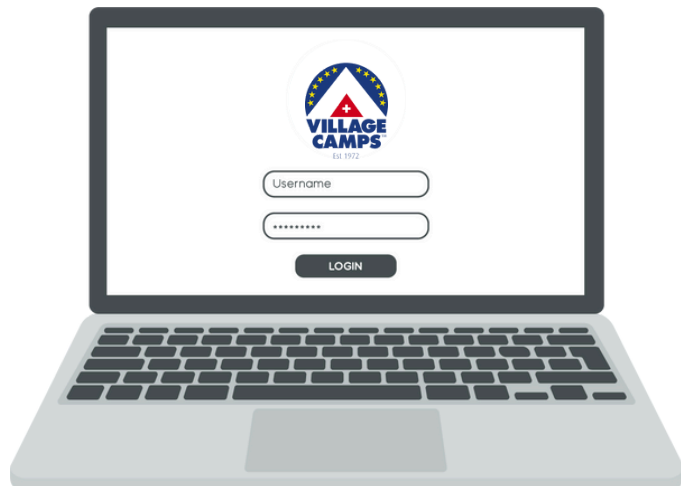
A TYPICAL DAY AT CAMP



07:30	Everybody wakes up
08:00 - 08:45	Breakfast
09:00 - 11:45	Chosen specialty programme
12:00 - 12:45	Lunch
13:30 - 13:50	All Camp Meeting
14:00 - 15:15	Period C
15:15 - 16:30	Period D
16:30 - 18:00	Free Time
18:00 - 18:45	Dinner
19:00 - 22:00	Evening Programmes

PARENT PORTAL

Please note that all parents have access to their Parent Portal with the email used to register the booking. When the booking is made a parent account is created automatically. **This portal is extremely important as it gives parent access to their child(ren)'s Travel Form, Health Form, and Mobile Phone Agreement, all which must be completed electronically.** Additionally, the portal serves as a convenient platform for making payments, adding pocket money to your child's account, and grants parents access to the Camper Journals section, featuring daily photos.



Forgotten your password? No problem, just click “forgot password?” using the email with which you registered and we will send you a new one.

PACKING LIST

The following is a minimum recommended list of items to bring to this camp based on a 2-week stay. Bed linens and studying materials will be provided. Campers are advised not to bring valuable items. Village Camps will not be responsible for items lost or stolen.

CLOTHING

- 3 Comfortable trousers - suitable for general activities
- 14 T-Shirts
- 3 Sweatshirts / Pullovers
- 1 Coat / Fleece
- 14 Underwear
- 6 Shorts
- 2 Pyjamas
- 1-2 Swimsuits
- Waterproof rainjacket
- Indoor sports shoes
- Trekking / Trail walking shoes (worn in)
- All-purpose activity shoes
- Sunhat / Baseball cap
- Inexpensive sunglasses

GENERAL EQUIPMENT

- Small backpack eg. 20 litre capacity
- Water bottle (0.75 litre+ capacity)

TOILETRIES

- Toothbrush and toothpaste
- Shampoo
- Soap
- Brush or Comb
- Personal hygiene items
- Bath towel
- Swimming towel
- Waterproof sunscreen and lip balm (SPF 20+)



POCKET MONEY

Please provide your child with pocket money for snacks and souvenirs, depositing it in the camp bank upon arrival. Village Camps cannot be held responsible for money not deposited. **Please ensure your child brings enough local currency for the duration of camp in small denominations to facilitate distribution each day.** We recommend €150-250 for a 2-week session based on camper age.



MEDICAL INFORMATION



If you haven't done so already, please be sure to complete the medical form and submit it to your parent portal at least 4 weeks before the start of camp. It is essential that this form is completed as clearly and accurately as possible, as it provides both the camp director and the health care staff with vital health and other information.

MEDICAL AND INSURANCE PROCEDURES

The camp fees cover basic first aid care provided by our staff. Should your child require special care, medication or hospitalisation and you have not subscribed to the Village Camps accident/illness insurance you will be fully responsible for all the costs incurred. In this case, we will make the following arrangements for any costs to be settled:

- For small amounts, or where the care provider is not able to send invoices directly to your own insurance company, we will either deduct the amount from your child's pocket money, or settle the costs from camp funds and send you an invoice. In either case, the care provider's invoice will be sent to you should you wish to claim from your own insurance company.
- For larger amounts, where direct settlement is necessary, we will supply the care provider with the details of your own insurance policy.

If your child is covered by the Village Camps accident/illness insurance, we will make all the necessary arrangements for any costs to be settled by the insurance company.

MEDICATIONS

It is camp policy that all medications are presented to the health care staff on arrival at camp and they will be kept and dispensed by our staff. If your child requires any medication (prescription or non-prescription), please ensure that it is clearly labelled with your child's name and provide clear written instructions as to how it must be dispensed. Prescription drugs must be in the original container with licensed physician's instructions. Should your child be required to keep any medication on his/her person (e.g. an asthma inhaler), please provide a written medical certificate from your family doctor to this effect.





TRAVELLING TO CAMP



TRAVEL FORM

In order to provide the best and safest experience for your child, it is important that we receive comprehensive information about his/her travel method. Arrivals and departures outside the validity period will not be accepted.

The Travel Form must be returned at least 4 weeks before the start of camp via the online Parent Portal. Please complete this form as clearly and accurately as possible, and return it to us as soon as you have confirmed travel arrangements for your child. If your child does not require our escorted travel service please be sure to inform us about it. Your child will often be one of many children arriving at the airport or train station to be escorted to camp. Whilst our representatives will always try to arrange for onward transport to camp with the minimum of delay, it should be understood that your child may be required to wait at the airport or train station for up to two hours before he/she commences the onward journey, due to flight delays affecting other children and/or difficult traffic conditions.

Upon arrival at the destination airport or train station, your child should look for a Village Camps representative, who will be displaying a Village Camps sign. Airports and train stations can be quite crowded and hectic, you should instruct your child to wait at the airport's or train station's information desk should he/she not locate our representative on arrival.





TRAVELLING TO CAMP



PASSPORT AND VISAS

Please ensure that your child has a valid passport and appropriate visas for all the countries he/she will be visiting. No refunds will be made when a child is unable to start camp due to delays in obtaining appropriate passports or visas. Passports and other travel documents will be collected for safekeeping upon arrival at camp and returned at the time of departure. Please note that to comply with local police regulations, all children must have either a passport or other valid identification deposited at the camp office for the duration of the camp, even when they have been brought to camp by their parents.



CHILDREN TRAVELLING AS UNACCOMPANIED MINORS

Most airlines offer an unaccompanied minor (UM) service to parents for children travelling alone. Generally, this service is offered to children 12 years and under, but some airlines extend this service to older children on request.

Upon arrival at the destination airport, your child will be accompanied from the plane to the arrivals gate by an airport or airline representative, where they will be handed over to a Village Camps representative. For the return, your child will be accompanied to the plane by either a Village Camps or airport representative, depending on the airport's policy.

If you wish your child to travel as a UM, you will be required to complete the airline's Handling Advice for Unaccompanied Minors Form. Please complete this form for both the outward and return journeys and ensure that any charges levied by the airline are settled for the return journey to avoid any problems at the airport.

While filling the UM form with your airline, they will require the name and phone number of our staff member meeting your child upon arrival at the airport. Please contact our office to obtain the required information.

LOW COST AIRLINES

If you book your child's flight with a Low Cost airline, please be sure to check their age policy. Most Low Cost airlines have strict age requirements and will not let your child travel alone if he/she is not old enough.



PARENT-CAMPER COMMUNICATION

We understand the importance for families to stay in touch with their children while they are at camp. An email can be a nice way for the campers to hear from family and friends while at the same time allowing them to stay in the rhythm of camp. Emails to your children are to be sent to: zell@villagecamps.com

Please mention your child's first and last name in the subject line.



CALLING YOUR CHILD

Days at camp are full of activity from wake-up to lights out with campers constantly on the move. It is a rule at camp for children to not use their phones during activity periods not only for safety reasons but to ensure they make the most out of each day. We encourage parents of campers who do bring their phones to camp to not call during these periods and instead ask that calls to campers be made during their “free-time” period. The time frame varies slightly from camp to camp however is generally between 16:30 – 18:00. Please be sure and refer to the mobile phone policy for specifics by age group.

It is also important to note that the first few days at camp can be difficult for some children and speaking with parents can increase the feeling of homesickness. Parents can help their children during this period by being supportive and asking about the good parts of their days encouraging the children to share positive moments.

If at any time you would like more information on how your child is doing please contact the camp and we will be happy to help.

VISITING YOUR CHILD

We welcome visits to camp by children's parents or guardians, but please consider how your visit will affect your child's adjustment to camp life. Receiving a visit from a parent can be more upsetting than a phone call for a homesick child and can be disruptive to his/her growing sense of independence.

If you would like to visit your child, please telephone the camp director to arrange a time that is convenient both for the camp and for your child.

For obvious security reasons, we normally only allow visits from the parents or guardians named on the Summer Application Form. If you wish other family members or friends to visit your child(ren), please provide a written request to the camp director in advance of their visit. In addition, please ensure that the camp reception is advised of your child's departure from and return to the camp, should you wish to take them away from the centre.

PARENT-CAMPER COMMUNICATION

HOMESICKNESS

If you receive a telephone call or message from your child expressing concerns or strong feelings of missing home, you should telephone the camp and discuss the situation with the camp director. If your child is taking time to adjust to camp life, his/her counsellor will already be paying special attention and encouraging him/her to make new friends and join in with games and activities. The camp director will ask that you reinforce the same message with a positive reply. Let your child know that you understand the feelings but maintain confidence in his/her ability. Ask specific questions to help him/her to focus a reply. With positive reinforcement from both camp and home an ideal atmosphere is created for an enriching camp experience! In very rare cases a shortened stay at camp may be considered as the only answer for a homesick child. You should discuss this with the camp director, and never suggest this to your child until a decision has been made. Once you show doubt that your child can make it through to the end of the camp, he/she may lose confidence in his/her own ability and give up trying if they feel that going home early is an option.

We know that parents also miss their children when they are away and with this in mind pictures and journals are put online everyday by our dedicated photography staff and allow family and friends to see campers in action, enjoying camp.



RULES AND POLICIES AT CAMP



SMOKING AND DRINKING ALCOHOL

At all our camps, we maintain a very strict policy that **children are not allowed to smoke or drink alcohol at anytime**. This policy is reiterated very clearly to all children on the first evening of camp. This policy applies to all children at camp, whether or not they are allowed to smoke or drink at home, and whether or not they are legally old enough to smoke or drink in the country of the camp. Should your child smoke or drink alcohol at camp, the camp director will contact you immediately to discuss what action he or she feels is appropriate in the specific circumstances. In the case of drinking alcohol, the appropriate action is always that your child is sent home at your expense as soon as is reasonably possible. In the case of smoking, the camp director may feel that a strong warning is more appropriate, on the understanding that a second violation of the rule will result in your child being sent home, again at your expense. In this case, the camp director will look for your support and ask that you explain the situation very clearly to your child by telephone in order that there is no misunderstanding. It is very important that you discuss this policy with your child before he or she travels to camp, in order that he/she fully understands the implications of smoking or drinking alcohol at camp.

POSSESSION OR USE OF ILLEGAL DRUGS

Should your child possess or use any drugs at camp, other than those prescribed for medical reasons, he/she will be sent home immediately at your expense. We reserve the right to also notify the police given the seriousness of this matter.

MOBILE TELEPHONE

If children decide to bring their mobile phone to camp, it is important to note that **all campers** are required to hand in their mobile telephones and tablets. Devices will be issued once per day during the official free-time period using the sign-in/sign-out procedure. Additional guidance will be communicated on the first day of camp. Any breach of these rules will result in the device being retained by camp management and returned only at the Director's discretion.

DAMAGE TO PROPERTY

It is important that children treat the property of Village Camps and its suppliers with the greatest of care and respect. **Any damages resulting from negligence, even if accidental, will be invoiced to the parents or guardians**, who, as part of the booking conditions, agree to this stipulation. Where individual guilt cannot be accurately assessed, damages will be shared amongst those involved and families invoiced accordingly.



RULES AND POLICIES AT CAMP



FREE TIME

Every day at camp is well-structured and very busy, with a wide variety of activities on offer. For this reason, we find it extremely beneficial to both children and staff to offer them some free time during the day. During free time, there are always alternative activities available and counsellors are assigned to supervise children in both the activity and accommodation areas. Should a visit to the local village be offered in free time, children will be supervised according to our excursion supervision policy, as stated below.

EXCURSION SUPERVISION

At some point in all excursions, children are given “free time” for shopping for souvenirs, having a snack, etc., in a designated, controlled area. During this time, not all children are with a counsellor. The following explains our supervision policy on excursions:

- Children 12 years and younger are always accompanied by a counsellor (the exception to this is inside Aqualand and similar activity parks where counsellors are stationed about the various attractions).
- Children 13 years and older will not be accompanied at all times, but will always be in groups of a minimum of three children.
- All children will be given emergency phone numbers.
- Meeting points and times will be established and shown to the children. The maximum amount of time between meetings will be 90 minutes.
- Counsellors will be stationed at various locations around the designated area in case of an emergency.

If your child is 13 years or older, but you prefer that he/she be accompanied by a counsellor at all times during excursions and visits to local villages, etc., please indicate this preference in writing to us before the start of camp. If we do not receive your written instructions to the contrary, we will assume you agree with the above supervision policy.





CONTACTING THE CAMP

LOCATION OF THE CAMP

Located in the city of Zell am See, Austria the Village Camps programmes are operated out of the Kitzsteinhorn Klub. Just five minutes from the lake shore and 10 minutes from the city centre this purpose built hotel truly offers an ideal location for campers to enjoy everything the site and area has to offer.

If you're using Google Maps you can click the following link or simply use the address noted here:



Gletschermoosstraße, 13
5700 Zell am See

Please try to bring your child(ren) to camp between 10:00 and 16:00 on the first day of camp and pick them up before 12:00 on the last day.

CONTACTING THE CAMP

Village Camps Austria

-  Gletschermoosstraße 13
5700 Zell am See, Austria
-  +43 6549 20090
-  zell@villagecamps.com

Village Camps Admin

-  Route du Belvédère 35
Leysin 1854, Switzerland
-  +41 22 990 9400
-  camps@villagecamps.com



EMERGENCY NUMBER

In case of **EMERGENCIES ONLY**, if you are unable to contact the camp office directly, please call:

+41 22 990 9409





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