

FAQs for parents, guardians and carers

How safe is Ufton Court?

Ufton is a very safe place for children to visit and staying at Ufton Court is great fun. Just like schools, all our staff have a DBS check and are trained in safeguarding. All our Teaching staff are trained in paediatric first aid.

All activities are underpinned by robust and rigorous Health and Safety policies and procedures, including risk assessments and our team work together to be vigilant and enforce our Health and Safety Policy. Ufton Court is staffed 24 hours a day and is situated on private land where public access is not permitted. All doors have regularly changing codes and entry at our gate is via an intercom to ensure the security of all of those staying with us. All adults on site are identifiable either through their clothing or the lanyard they must wear. We also hold a level 5 food safety rating and can cater for all dietary needs.

Can I send food or snacks to Ufton with my child?

We ask that children do not bring food to Ufton as there may be children in their group who have severe allergies. We can cater for all dietary needs and encourage you to call us on 0118 983 2099 if you have concerns or questions.

What footwear do they need?

Three pairs please!

- 1) Send your child wearing their outdoor shoes (wellies, walking boots or trainers)
- 2) Put a pair of indoor shoes (these can be slippers but NOT slipper socks or flip-flops/sliders) in a separate bag
- 3) Your child will be having a banquet or fiesta night so will need something like school shoes or other trainers that they can dance in

What clothes should they bring?

Please send children with clothes that you do not mind getting dirty, Ufton can be muddy! For a detailed list of items to include when packing, please ask your school to share our kit list or find it on our website.

Is there a shop on site? Do they need any money?

We do not have a shop and there is no need for any money.

Can we come to look around before they visit?

If your child has a specific need or there is anxiety within the family around the visit, we are happy to arrange pre-visits. Please arrange these via your school or group.

Are there accessible and inclusive facilities at Ufton Court?

There are many facilities at Ufton Court, including a fully equipped cabin with a hoist and adjustable beds, ramps and offroad wheelchairs. Please contact our office for information on what facilities we can offer your child.

Will you cater for my child's food allergies?

Your child's school will provide Ufton Court with a detailed list of children's food allergies and preferences. We order our groceries based on these forms. Ufton Court is a nut free site.

Does my child need to bring bedding?

All bedding will be provided by Ufton Court. Pillows and duvets are changed between groups to allow a rest period and bedding is washed with a sanitiser and eco laundry non-bio liquid.

If your child has allergies that may be worsened by our bedding, please notify your school and in this case your child may bring their own bedding (pillow and duvet with covers)

Is there somewhere to store my child's medication?

Yes, there is a fridge dedicated for your school's use and a lockable cabinet school staff can access. You will need to explain what your child needs to your school who will administer any medicines.

What if my child is ill on the visit?

Please do not send your child on the visit if they are unwell. This puts other young people, school staff and Ufton staff at risk. Just as schools do, if a child vomits or has diarrhoea, you may be asked to collect them. Should your child need external medical assistance, our staff will liaise with school staff on ensuring the needs of your child are met.

Unfortunately, we do not offer refunds for children that leave the visit due to illness.