

## Parent FAQs

### How safe is Ufton?

Staying at Ufton is great fun, children have considerable freedom and are encouraged to be adventurous. All activities are underpinned by robust and rigorous Health and Safety policies and procedures, have been risk assessed and our team work together to be vigilant and enforce our Health and Safety Policy.

We have been awarded several quality kite marks, including Learning Outside the Classroom Quality Badge, Adventuremark and AHOEC Gold which all endorse our approach to Health, Safety and Welfare.

Ufton is staffed 24 hours a day and is on private land so 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.

### What clothes should they bring?

Please make sure that your child(ren) has appropriate clothing for the season and the weather, including sturdy shoes. Do not pack their best clothes; comfortable, casual wear is much more suitable for the activities they will be participating in, and will maximise their enjoyment of the visit.

Please name all clothes and belongings, especially shoes, coats and cameras.

For a detailed list of items to include when packing, please see our kit list in the Parent Hub which can be printed to use as a check list.

We recommend you pack their belongings in a holdall, case or rucksack that they can carry comfortably by themselves.

### What footwear do they need?

Please send your child with a pair of indoor shoes (avoid slippers – light trainers are much more suitable) and a pair of outdoor shoes (these can be wellies, boots or trainers). In addition, if your child is having a banquet or feast, they will need school / black shoes.

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

We ask that children do not bring food themselves. If they have special dietary needs, we are happy to either cater for them or for you to provide the food via your school staff.

### What sorts of things are on the menu?

Healthy eating and social meal times are an important aspect of time at Ufton. We ensure there is adequate time to eat and chat about the activities and learning they have experienced in the great outdoors.

Three healthy, balanced meals and two healthy snack breaks are available daily and are freshly prepared on site by our catering team.

Sample menus are available on the website in the Parent Hub

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

There is no need for children to bring their own money on site. We do not have a shop.

### **Can we come to look around before they visit?**

We only offer personal tours to families where children have a specific need or concern in which case we are happy to arrange visits before they come. Please contact the Main Office on 0118 983 2099 to speak with a member of staff or email us at [enquiries@uftoncourt.co.uk](mailto:enquiries@uftoncourt.co.uk)

### **Are there disabled facilities at Ufton?**

There are disabled facilities here at Ufton, including a fully equipped cabin with a hoist and adjustable beds.

We have a deafguard system in place for children that are hard of hearing or deaf, which will alert them in an emergency.

Please contact the Main Office for more information

### **Will you cater for my child's food allergies?**

We cater for medical and religious dietary requirements. Your child's school will provide Ufton with a detailed list of children's food allergies and preferences. We order our groceries based on these forms. Where possible, Ufton is a nut free site.

### **My child is a fussy eater, will they be hungry?**

If your child feels unable to eat anything on offer we will give them cereal, a sandwich or toast. We can always find something a child will eat.

### **Does my child need to bring bedding?**

All bedding will be provided by Ufton. If your child has allergies that you feel may be affected by our bedding, please notify your school staff that your child will be bringing their own bedding.

As part of developing the children's independence, children make their own beds, we put on the flat bed sheet and children do the rest! It is a good idea to run through this at home (putting a duvet cover and pillow case on). The children really enjoy this extra room-time.

### **Is there somewhere to store my child's medication?**

Yes, there is a fridge available to visiting staff where your child's school can keep any medication safely. If a fridge is not required your children's school staff will look after any medicine.

### **My child is afraid of the dark, do you have night lights?**

Yes, we have night lights in all the children's rooms

### **Can my child bring their teddy?**

Of course!

### **Can my child bring their phone?**

We would prefer you not to give your child a phone for the trip as most children do not bring them and it is also very unsettling for children to be in contact with home during the trip. If this worries you, please speak to your school staff who will work out something for you.

**Can I call Ufton to speak to my child?**

If you need to speak to your child please liaise with your school office who will contact your child's teachers and they will call you.

If there is an emergency at home please do call our office and we will ask your child's teachers to speak to you. It is your child's teacher who will liaise with your child and not Ufton staff.

**What happens to lost property?**

Lots of items go home in the the wrong bags and it makes sense to ask the parents of children who stayed in the same room for missing items. If an item has been left at Ufton we will keep it for half a term. Please contact our office [enquiries@uftoncourt.co.uk](mailto:enquiries@uftoncourt.co.uk) if something has been left behind.