



Information for Parents 2019



D'OVERBROECK'S

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Welcome to Bucksmore

We are very excited about this summer and we are really looking forward to welcoming your child to Bucksmore. We will do everything possible to ensure that their stay in the UK is enjoyable and memorable. This document contains all the information you need to prepare for your child's stay.

If you need any extra information please don't hesitate to contact us at info@bucksmore.com.



Before Arriving

English summer weather is very changeable so you should be prepared for anything. We suggest that your child brings the following items:

Clothing

- 8 x sets underwear
- 8 x pairs of socks (including sports socks)
- 2 x jeans/trousers
- 2 x shorts
- 2 x jumpers/sweatshirts
- 8 x t-shirts/shirts
- 1 x nightwear (suitable for dormitory life)
- 1 x swimsuit
- 1 x waterproof jacket
- 2 x set of sports clothes (shorts, tracksuit, etc.)
- 1 x pair of trainers
- 1 x pair of smart shoes
- 1 x formal outfit

Personal Items

- 1 x wash-bag
- 1 x towel
- 1 x bathrobe
- Toiletries (soap, shampoo, tooth paste, etc.)
- Personal items (toothbrush, hairbrush, etc.)
- 1 x indoor shoes (e.g. slippers)



Laundry

Laundry is washed once per week so students should bring enough clothes for 8 days. All clothing should be clearly marked with your child's name. All laundry costs are paid for by Bucksmore, but students will be expected to use the machines themselves (assisted and supervised by Bucksmore staff).

Medical Information & Dietary Requirements

If you haven't already provided us with any important or relevant medical information for your child, or any dietary restrictions or requirements, please make sure you send this to info@bucksmore.com **at least two weeks** before your child arrives.

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Airport Transfers

Flight Information & Transfer Requests

If you have requested a Bucksmore transfer please ensure we have your child's flight details at least two weeks before arrival. If you have not completed a [UK Transfer Request Form](#), please download it from our website and return it to us as soon as possible. Failure to send this information may mean we are unable to meet your child. Should there be any last minute changes to the flight details, please inform us immediately.

Unaccompanied Minors

If your child is flying alone or without an adult you need to contact the airline to see if they require an Unaccompanied Minor service. Each airline is different and you must book this in advance directly with the airline. When they arrive in the UK, the airline staff will hand them directly to one of our Counsellors. If they ask you for a contact in the UK please use the name: Matt Doherty.

A full list of Centre Manager names and contact details can be found in the document ['Contact Information 2019'](#).

No Transfer Required

If you are bringing your child/children to the centre, please inform the Centre Manager or Head Office of your expected arrival time. There is no fixed arrival time as we are happy for you to arrive at any time that suits you.

If you are taking your child to the centre directly, please report straight to the office so we know you have arrived. The school will be clearly sign-posted, so the office will be easy to find.

Airport Arrivals

When a student arrives at the airport a Bucksmore Counsellor will meet them. The Counsellor will be wearing our distinctive dark red Bucksmore polo shirt and will be holding a Bucksmore branded sign with the student's name clearly written on it.

Airports are busy places and students coming through arrivals on their own can be a little disorientated. Students should look for someone wearing a dark red Bucksmore shirt holding a sign with their name on!

Please tell your child not to panic if they cannot find a staff member at first. Arrivals can sometimes be very busy, so students should check all along arrivals for someone wearing a Bucksmore top.

In the highly unlikely event that your child still cannot find a Bucksmore Counsellor, they should go to the Information Point and ask to call Bucksmore head office (+44 208 312 8060) or home.



Arriving at Bucksmore

Registration

Upon arriving at the summer school, all students must register with the Centre Manager. Your child will need to bring the following information with them:

- Date of birth
- Home address
- Home telephone number
- Next of Kin (parent/guardian)
- Next of Kin mobile number
- Allergies
- Medical information
- Dietary requirements
- Other special requirements

Although we do ask for this information before arriving, it is important to collect this a second time, in case anything has been missed or forgotten!

Passports, Travel Documents & Money

On arrival students MUST deposit all their money with us (including travellers' cheques and all currency) for safekeeping in their pocket money account. Each centre has 'banking sessions' most days of the week when students can withdraw money. We cannot be held responsible for any money not handed over to us.

Students must also hand in their passport and travel documents upon arrival for safekeeping.

Pocket Money

All summer school courses at Bucksmore Education are all-inclusive (e.g. all meals, entrances to attractions, travel, academic materials, etc.). However, all students want to spend money on souvenirs, extra sweets and drinks, and personal shopping.

We suggest a maximum of £50 per week, although you can send more. However, for obvious reasons, we do not recommend that you send amounts of cash much larger than £150 per week.

If necessary, you should consider giving your child a credit card or ATM card.

We recommend sending your child with enough money for the summer, as we can store this in a safe. If you wish to send your child additional money by wiring it through Bucksmore, please note that this can take several working days, as payments must clear in our bank account before we can give cash to your child.



Mobile Phones & Laptops

All Bucksmore summer schools have Wi-Fi available on-site throughout the campus. Mobile phones and laptops are a great way for students to stay in contact with families back home (e.g. via WhatsApp or Skype). Whilst Bucksmore Education will make every effort to provide as safe and secure a school environment as possible, we cannot take liability for lost, stolen or broken personal items.

Mobile phones are very useful but also very distracting for students! We want the full attention and input of our students so if we find any student using their mobile phone during lessons or organised activities we will confiscate it for 24 hours.

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At the Summer School

School Life

Living in dormitories and shared accommodation is an important part of the Bucksmore experience. It helps students integrate and make new friends. If the rooms are singles or twins, a group of rooms will make up a 'dormitory'. Bucksmore Counsellors stay near the students and are always close by for supervision purposes. Boys and girls are accommodated separately.

Boarding Houses

d'Overbroecks has three boarding houses (Islip, Hayfield & Nash). Islip is located directly across the road from the sixth form and will accommodate all female students. Hayfield is a five minute walk down Banbury Road and will accommodate younger male students. Finally Nash House is a 20 minute walk from the school and will accommodate old male students.

Meals

It is very important to us that your child has a nourishing and balanced diet during their stay with us. It is also important to realise that catering for so many different nationalities and cultures means that the food will be different from what your child eats at home. But the food is good (we *have to eat it ourselves!*) and we do realise how important it is as part of the overall experience.

There is always a vegetarian option at all meals, and if notified in advance, we can cater for special diets.



Contacting Your Child

If you want to ring your child's mobile please contact them outside of lessons and organised activities. The best time to call is between 1630 and 1830 (Eastern Standard Time time), or just before bedtime.

There is also a **Bucksmore Blog**, which we aim to update at least twice per week, to provide families with information on what is happening at the summer school.

This can be found at bucksmore.com/news

(Note - please click 'Categories' to filter by summer school location).



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At the Summer School

School Life

Emergencies

Each centre has its own 24 hour emergency telephone number. This number can be used by a student needing to contact a member of staff urgently. In the case of an emergency it is vitally important that we have the right contact details for students and their families, so please ensure that all contact information you give us upon registration is correct and up to date.

Illness and Medication

At each centre, there is a minimum of two first aid trained staff member. Our first aid trained staff can provide students with basic medications such as paracetamol or throat lozenges. Permission for this must be indicated on the medical form completed by the parent before the course begins.

If a student needs to visit the doctor, it will come with an extra cost. Students who are not resident in the UK for more than 6 months are not eligible for National Health Service (NHS) treatment. Bucksmore travel insurance will cover any medical fees that they incur whilst attending. However, students are responsible for a £50 excess on medical expenses.

Students must indicate if they are regularly taking medication or have any medical conditions when they make their application.



Leaving the Summer School

Final Reports & Certificates

At the end of their stay, every student will be provided with a full Bucksmore written report and Certificate of Attendance to take home with them. Make sure your child knows this so you can expect to review the report when they arrive home!

Lost Property

If items are lost during your child's stay with Bucksmore, we hope to be able to recover them and send them to you at your own expense. However, we cannot guarantee this and if we have any unlabelled items not claimed after one week, we will give them to charity.

Departure Transfers

Students taking advantage of the Bucksmore airport transfer scheme will be taken to the airport in plenty of time for their flight. Bucksmore Counsellors will help your child at check-in, and then will escort to them to passport control when it is time to wave goodbye.

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Additional Information



Additional Information

Student Welfare

The safeguarding and well-being of all students on our courses is our main priority. At each Bucksmore summer school, all residential staff will have received “Level One” safeguarding training, and the school management team will have received “Level Two” training.

In the unlikely event that your child has concerns about their well-being during their stay, please encourage them to contact the Centre Manager.

Alternatively, the Designated Safeguarding Lead for all of Bucksmore Education’s schools is Matt Doherty (mdoherty@bucksmore.com, +44 (0)208 312 8060).

All schools in the United Kingdom take part in the government’s ‘Prevent’ strategy, to stop people becoming involved in violent extremism and/or supporting terrorism.

More information on Bucksmore’s ‘Prevent’ strategy, as well as our Student Safeguarding Policy, can be found in detailed written welfare policies, located on our website: bucksmore.com/downloads.

Timetables

Whilst lesson times are fixed, the social programme is planned and organised by a dedicated Activity Manager, who is responsible for choosing and coordinating weekly activities and excursions. One of the key responsibilities of an Activity Manager is to respond to student requests and ensure that all students have a fantastic time during their stay.

Therefore, it is impossible to provide exact timetables (including excursion destinations and activities) until a few days before the start of each week. This allows activities and excursions to be amended and acknowledge student feedback, which we have found results in higher levels of student satisfaction and enjoyment.

However, sample timetables can be found on our website.

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