



ZELL AM SEE

Austria

- CAMP INFORMATION -



**EDUCATION
THROUGH
RECREATION™**

www.villagecamps.com

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Welcome to Zell Am See!



CAMP DIRECTOR
Paul Stafford

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



PREPARING YOUR CHILD FOR BEING AWAY FROM HOME

In most cases, children quickly become integrated into camp, enjoy the activities and make new friends without any problems. However, many children have some feelings of missing home when they spend time away from their normal environment. They may miss parents, friends, home or pets. This is a normal reaction that can be lessened by careful preparation. Pre-camp preparation may involve some "practice" time away from home, possibly staying with relatives or friends. In addition, children who have been involved in planning their summer camp feel that they are in control of the event and tend to feel less homesick at camp than those who haven't had any input in the decisions. Ask your children about their concerns and talk about them, particularly as camp approaches. Communicate your confidence in his/her ability to cope with being away from home.



07:30	Everybody wakes up
08:00 - 08:45	Breakfast
09:00 - 10:30	Chosen programme - Period A
10:45 - 12:45	Chosen programme - Period B
12:30 - 13:30	Lunch
13:30 - 13:50	All Camp Meeting
14:00 - 15:15	Activity Period C
15:30 - 16:45	Activity Period D
16:45 - 18:00	Free Time
18:30 - 19:30	Dinner
20:00 - 22:00	Evening Programme
Bedtime depending on age groups	

**A
TYPICAL
DAY
AT
CAMP**

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
- All-purpose activity shoes
- Indoor sports shoes, with non-marking soles
- Trekking / Trail walking shoes (worn in)
- Waterproof rainjacket
- Sunhat / Baseball cap
- Inexpensive sunglasses

TOILETRIES

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

GENERAL EQUIPMENT

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



POCKET MONEY

Your child should bring pocket money for the purchase of snacks and souvenirs. A “camp bank” is operated at every camp and children should, therefore, deposit their pocket money on arrival at camp. Village Camps will not be responsible for money that is not deposited in the camp bank. As availability of money exchange facilities varies from camp to camp, **please ensure that your child brings enough local currency for the duration of camp in small denominations to facilitate its distribution each day.** We suggest that your child should bring €150-200 for a 2-week session depending on his/her age.



Medical Information



If you haven't done so already, please be sure to complete the medical form and submit it to our Head Office in Nyon 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. 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 Nyon 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.



Let's go!

Parent-student Communication

We highly recommend that communication with family and friends be done by e-mail.

E-mails to your children are to be sent to: zell@villagecamps.com.

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



CALLING YOUR CHILD

Many of our camps are large and operate in a number of different buildings. All of our camps are very busy, with a full programme of activities from wake-up to lights-out. Telephone calls to your child, therefore, can interrupt a child's camp routine, and homesick children in particular do not often benefit in the long term from telephone conversations with their parents. In fact, hearing parents' voices often makes the situation worse. In addition, a child who has regular telephone contact with his/her parents can make other children without such contact, particularly those sharing his/her room, feel forgotten and encourage feelings of homesickness which would otherwise not occur.

It is for these reasons that **we do not encourage incoming telephone calls to children at camp**, and counsellors strongly discourage children from telephoning home. One of the main reasons for children attending residential camp is to encourage independence, and speaking to parents breaks the continuity of the experience.

If you would like information on your child's progress at camp, please contact the camp during office hours to arrange a suitable time to speak to either the camp director or your child's counsellor.

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-student Communication

HOMESICKNESS

If you receive a letter, fax or telephone call 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. Communicating by letter or e-mail is preferable to telephone calls as hearing a parent's voice can make the situation worse. Ask specific questions to help him/her to focus a reply. With support from camp and home, most children, even those who seem extremely upset in the first few days of camp, can make it to the end of the session. The majority of these children will have enjoyed their stay and will feel a huge sense of achievement – some even wish they could stay longer! In very rare cases, though, 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.





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 any time**. 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 please understand that campers younger than 13 will be required to hand them in at reception to be kept safe and that they can have access to them only during afternoon free time using a sign-out / sign-in procedure. Campers who are older than 13 years old will be allowed to keep their phones with them under very strict rules which are explained to them on the first day. If these rules are broken the mobile phone is confiscated and returned to the camper on departure day.

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



DIRECTIONS TO CAMP

From SALZBURG, follow the motorway to BISCHOFSHOFEN. Exit BISCHOFSHOFEN/ZELL AM SEE and follow signs to MITTERSILL. About 3km after the ZELL AM SEE GOLF COURSE, pass the first right towards PIESENDORF and continue on the main road past the village. Take the second right and double back towards the village. The NOTBURGAHOF is on the right after 100 metres. Look for the Village Camps signs to guide you to our reception. For a detailed route from any European location, visit www.viamichelin.com.

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

Address:
Village Camps
C/o Notburgahof
A-5721 Piesendorf, Austria
T: +43 6549 20090
F: +43 6549 20092
E: zell@villagecamps.com



ADMINISTRATION

Address:
Village Camps
Rue de la Morâche 14,
1260 Nyon, Switzerland
T: +41 22 990 9400
F: +41 22 990 9494
E: 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 9490**