

## Questions about Packing

### What should my child pack?

We will be sending out a kit list closer to the time of the retreat that we feel is needed for the trip. Please do check the weather forecast a week ahead and pack items that you feel will be appropriate in line with the kit list. Please also ensure that students do not bring anything bigger than a medium size suitcase.

### Should my child bring spending money?

If you'd like, you can send up no more than £10 with them. Children will be responsible for their own money and teachers will not be expected to look after it on their behalf.

### Are the children allowed to have mobile phones?

Unless stated otherwise, mobile phones will not be allowed during the trip to encourage children to fully engage in the activities and foster a sense of community among the group. Teachers and staff members will have their own communication devices in case of emergencies or any necessary communication.

### Can they bring a camera with them?

Yes, but only a disposable camera. We request you don't send any electronics on this trip as the students won't be able to bring them on their daily activities and it may get lost.

## Questions about Accommodation

### Do the kids get to choose who they will share a room with, or will they be allocated by the teachers?

When filling out the registration form provided to you by the school you will have a chance to let us know who your child would prefer to share a tent with. The final arrangement is then made by the local trip leader to ensure a balanced mix of students and a harmonious environment, teachers will ensure that they are staying with at least one of their selected friends. We do everything we can to have friends stay with each other since it makes it more fun for everyone. We don't tell the students who they are staying with until we get to the destination. Please know your child and friends rarely spend a lot of time in the rooms, we're too busy having adventures the whole week!

## Questions about Cost and Cancellations

Just want to reconfirm, is the payment non-refundable, regardless of illness or other circumstances?

At Avanti, we're just the in-between facilitator for this trip. Your down payment doesn't go to us, rather it goes to the Provider. Refunds are therefore at their discretion.

Do we need insurance?

You do not need to take out any travel insurance as the trip is covered by the schools.

How have you costed out the trip?

Please know we don't make any profit off these trips – we host them at cost for your children. We've also noticed the increase in cost across the country and do our best with each vendor to get the lowest possible price (without limiting the experience or safety of the children). The cost of the trip includes accommodation, transportation, meals, activities, and supervision. The largest increase we've noticed around the country is a significant price increase in transport.

## Questions about Communications

In case there is an emergency, how will I contact my child?

For emergencies, call your school phone number and ask them to get in touch with the trip lead. They will do this immediately and we can connect you with your child on the trip. The school will also provide an out of office phone number.

Will we have contact from the school to let us know how the children are getting on in the trip?

Yes of course. There will be daily updates from the school in regard to how the trip is going and photos will be uploaded by staff when it doesn't conflict with children's supervision. The school will let you know the format for communication closer to the time of the trip.

Will we be able to keep in touch whilst they are on the trip?

The simple answer is no, unless it's an emergency. For numerous children, the Avanti Quest trip involves the significant aspect of being away from home, which may be their first time

experiencing such independence. We kindly request parents to grant their children the opportunity to acclimate and fully immerse themselves in this valuable experience. Consequently, we ask parents not to provide their child with any electronic devices, as our teachers will actively share photos and updates via the communication channels, enabling you to stay informed about their activities and adventures. Rest assured that in the event of any emergency, you will be promptly contacted without delay.

## Questions about Child Needs (Medical, Dietary, Safety)

### If my child is anxious or nervous, will they be looked after?

For all our trips, we're here to support each unique child's experience. Our staff are committed to providing the necessary support to help your child navigate through their anxieties. We actively promote emotional well-being and offer various strategies and resources to help children manage their emotions effectively. We offer choices for them to participate in their own way with the different activities and workshops we host. They are in safe hands and will be cared for with great attention.

### Who do I talk to about the medical needs of my child on this trip?

For all medical requirements, please fill out the details in the form provided to you by the school. On receiving the form, the trip leader or medical representative from your local school will reach out to discuss this with you. We will ensure that your child's medical needs are taken care of during the trip.

### How will they be treated for travel sickness? Will there be any help available?

Our staff and teachers are trained to handle various situations, including travel sickness. They will be prepared to provide assistance and support to children who may experience travel sickness during the trip. If necessary, appropriate care will be provided, and any required medical attention will be sought. If your child experiences motion sickness or has specific concerns, please inform us in advance.

### My child is not a strong swimmer/scared of heights, will any of these be included in the activities?

We understand that each child has their own unique strengths, weaknesses, and fears. Our priority is to ensure the safety and well-being of all participants during the trip. While we strive to offer a variety of engaging activities that cater to different interests and abilities, we also take into consideration individual concerns such as swimming proficiency and fear of heights. Activities involving swimming or heights will be clearly explained in the trip itinerary, and alternative options will be available for those who may not feel comfortable participating. Our experienced and trained staff will be on hand to provide appropriate supervision, guidance, and support throughout the trip, ensuring that every child feels secure and included. If you have any specific concerns or questions regarding activities, please feel free to reach out to us, and we will be happy to address them.

### My child has dietary needs, will it be catered for on the trip?

We understand that dietary needs vary from child to child, and we are committed to accommodating special dietary requirements during the trip. All food that is provided fits within the ethos boundaries of Avanti (vegetarian). As part of our planning process, we gather information about any dietary restrictions or allergies your child may have. Our team will work closely with the appropriate staff, such as chefs or food service providers, to ensure that suitable meals and snacks are available for your child throughout the trip. We take food safety seriously and strive to create an inclusive environment where everyone can enjoy their meals comfortably. Please make sure to provide us with detailed information about your child's dietary needs during the registration process so we can ensure they have everything they need.

### Will meals be ethos-friendly on the trip?

All meals on all Avanti Quest trips from Avanti follow the ethos guidelines of no meat, fish, eggs, onion or garlic. We ask students to respect this ethos while purchasing any snacks with their spending money.

### What is the adult to child ratio for this trip?

The adult to child ratio will be carefully maintained to ensure the safety and supervision of all children. We follow guidance from the DfE and aim to have a ratio of 1 adult to every 10 children, which allows for effective management and support throughout the trip.

## Questions about Travel and Schedule

### How will the children travel there and back?

Children will travel by coach with experienced drivers and our staff. Timings will be confirmed and emailed to you closer to the trip.

### What time will the children be departing from school on Monday and returning on Friday?

We will send this information closer to the date. Expect to leave sometime around the drop off time on Monday morning, and to pick up your child in the afternoon/evening on Friday.

### Will there be any excursions outside of the site?

Yes. We will be venturing to different places around Lincoln for some of our off-site activities.

## All other Questions

### What is the plan for students who might miss this event? Will they have regular school?

The arrangements for students who cannot attend the event will vary school to school. It is advisable to consult with the school administration to understand their plans for students who will not be participating in the trip. Generally, schools have alternative arrangements in place for the week, but we leave this to each school to organise separately.

### Will parents be allowed to volunteer?

Parent volunteering opportunities are not available for this trip, as we have a well-prepared team of teachers, staff, and instructors who will be responsible for the supervision and support of the children throughout the trip.