

Avanti Quest – Year 5 Trip FAQs

What should my child pack?

We have attached (and linked) a [kit list which is recommended by PGL](#). They will need to bring their own sleeping bag/duvet to this trip, so please ensure this is a part of their luggage. Please also ensure that students do not bring anything bigger than a medium size suitcase.

Will my child be staying with their friends?

Children will have the opportunity to choose 2-3 friends to share with, and teachers will ensure that they are staying with at least one of their selected friends. The accommodation consists of rooms housing 4-8 children, with staff bedrooms located nearby to supervise the children.

Do we need insurance?

You do not need to take out any travel insurance as the trip is covered by the schools and by PGL while on their campus.

If my child falls sick before the trip, will we get refunded?

To adhere to PGL's policies, if you need to withdraw your child from the trip, it is necessary to initiate an insurance claim with PGL's insurance provider. To facilitate the refund process, you must submit a doctor's note as supporting documentation for the claim.

How to Claim (by PGL): If you need to make a claim, please call our claims line on 08000 516 583. Our line operates 9am to 5pm, Monday to Friday.

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.

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.

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. The school will let you know their form of communication closer to the time of the trip

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.

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-friends 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.

Should my child bring spending money?

Spending money is not needed for this trip.

Can they bring a camera with them?

Yes, but only a disposable camera only. 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.

Will there be any excursions outside of PGL?

No. We will be staying in PGL for the duration of the trip. Even with a full week there, we won't be able to participate in all the exciting games and activities.

How many other Avanti children will be coming from other schools?

Registration for this trip is open to all children from Year 5 within Avanti schools. We're aiming to bring between 200 – 250 students with us. Children will be staying within their school groups; and we will explore fun and meaningful ways for the different schools to meet and do activities with each other. We've have hosting joint trips for the past couple of years and they have all been very successful – students have come back making new friends from different Avanti schools!

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

As the schools are a different distance from PGL, the children will leave at different times. 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.

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 15 children, which allows for effective management and support throughout the trip.

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 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.

Do the kids get to choose who they will share the cabin 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 cabin with. The final arrangement is then made by the local trip leader to ensure a balanced mix of students and a harmonious environment. 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!

Are the kids allowed to have mobile phones?

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.

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.

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.

Why is the trip so expensive?

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.

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 and therefore your down payment doesn't go to us (rather it goes to PGL). You can reclaim your payment through their insurance provider if there is illness or other extenuating circumstances. Unfortunately, we can't facilitate this on your behalf or provide you a refund via Avanti.

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.