

Camps NSW



Forster

Organisation Package 1





Organising a camp with Camps NSW

Email (office@adventureland.com.au) or phone (1800 334 994) the office to request available dates and costings.

**Email is our preferred method of contact as we then have a paper trail of all correspondence. Even if we receive a phone call we require an email confirmation for our records.



Pay the deposit for your camp to secure your dates

**Deposit invoices are sent once you have confirmed your dates and are payable within 30 days of booking



Set up a payment plan for your students in regular instalments

**Payment plans help to keep a track of numbers for camps and make it easier for parents to pay.

**If at the second stage of instalments you feel your numbers are lower than anticipated please don't hesitate to contact us to see if we can arrange one of our instructors to come to the school to do a presentation to help increase interest.



3 MONTHS PRIOR TO CAMP

Begin filling out the Template

** You will be sent a template form that helps you collate the medical and dietary information as well as assign them to activity groups and room allocation.

Provide the office with updated approximate numbers and any specific activity requests

**Based on your payment plan you should have a more accurate number than your original booking.



2 WEEKS PRIOR TO CAMP

Return the Camp Information Template and finalise numbers and transport

**Once we have received this we can send a preview invoice.



ARRIVE AT CAMP

**Numbers are confirmed on arrival.



DEPART CAMP

**Prior to departure you will be given an evaluation form, we require you to sign off on the number of students that attended camp. The final invoice will then be sent based on this number.



ORGANISING TEACHER DETAILED CHECKLIST

If you have confirmed you are wanting to run a camp with Camps NSW you will receive this package with a number of helpful hints to help you keep on top of things. Organising a camp can be stressful but we have many many years of experience and are here to help you out. If you ever feel like you need an extra hand or something clarified please don't be afraid to contact us. We do prefer emails as it keeps a paper trail of all conversation and is easy if another person in the office takes over the reins but we are available most days by phone also. You will notice much of our focus is around student numbers as this is vital when organising a camp from our end to make sure we have enough beds to sleep in, staff to run activities, food prepared for meals and in some cases transport to and from camp. We do a lot of planning for this a term in advance so keeping us updated with increases and decreases in numbers is very helpful.

The following information will be delivered in 2 packages in the lead up to camp:-

Package 1 – Camp Confirmation, Deposit Invoice, Flow Chart, Detailed Checklist and Payment Plan.

Package 2 – Medical & Consent Form, Activity List, Souvenir List, Activity Permission Note and the Camp Information Template.

Secure your dates

If you have received this we have already placed a hold on your dates in the calendar to ensure no one else can take them from you. In order to completely secure these dates you need to pay the booking deposit invoice (by the due date) also attached in this email. General terms for the booking deposit is 30 days and failure to pay during this time may result in your dates being removed from the calendar. We will always inform you if this is the case and you can also email us if you require an extension.

Many schools either borrow the \$1000.00 from other funds or preferably you can obtain a \$20 or \$50 deposit from all students who wish to attend camp. If you are going with the students deposit we recommend emailing through an updated number based on the number of deposits you have received.

- *The booking deposit will be refunded (minus an administration charge of \$100.00) if the program is cancelled 3 months prior of the program commencement date. Any cancellation within 3 months of the program commencement date will result in your full booking deposit being forfeited*
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Confirm your camp details

It's always a good idea to confirm the information you have received has the correct dates. If we are organising your transport we generally have schools departing school at 9.00am and then departing camp on the final day at 1.00 – 1.30pm. If you are organising your own transport we recommend trying to arrive at camp around 10.30 – 11.30am.

Camp costings are based on a 1 to 15 ratio of adults to students per activity group (e.g. 1 instructor and 1 teacher per group). If you would like to request a lower ratio you should do so at the beginning of camp as this may not always be available at the time you camp is booked due to activity availability and staffing. Lowering the ratio will also increase the costing that you were originally sent.

We recommend once you have confirmed your camp providing us with a mobile number should we need to contact you urgently. Please be aware that we use the mobile phones as a last resort and only in the event of a piece of information that requires some urgency.

Getting the students organised

Payment plans - As mentioned above we recommend setting up a payment plan for the students to make your life easier when organising numbers and details for camp. Our experience has shown when organisers try and just get a deposit and then a final amount just before they come away on camp then numbers can change dramatically. If you find your numbers changing from our original estimate it doesn't hurt to send through an email to us so we can make a note on your file.

If you find during the course of these payment plans that your numbers aren't as high as you would like we are sometimes able to organise a presenter to come out to the school and hype the kids up and answer any questions they have. We have found this to be a very successful tool in the past when organised early.

Medical and dietary information - A medical and consent form is generally sent along with the Camp Information Template 3 months prior to your camp. This template will help you sort through the medical and dietary information and you are required to send that back to us 2 weeks prior to your camp. You don't need to use our Medical and Consent form as your school may have a preferred form they like to use. If you would prefer to have this form and the Template earlier then just let us know and we can send it out. As mentioned we only require the Template of any students medical and dietary requirements 2 weeks prior to camp and also request that you keep the medical and consent form during the course of your time at camp. We do ask that on your final day we are able to collect those consent forms to be archived.

Camp equipment – All students are recommended to bring a mess kit to camp (especially a cup). It should be stressed that parents don't send children along with valuable or sentimental items as these can be lost and hard to recover. We do have a varying amount of lost property messkits that have been left behind in past camps so if some students don't have a messkit handy we will be able to help them out.

A gear checklist is included in the student information and again its up to you when you'd like to send that home to parents. The checklist is only based on a general program and of course should be altered should you be running any additional programs that might require the students to be in alternate clothing.

Student Accommodation – Sometimes students are very eager and want to start organising rooms and friendship groups nice and early. We recommend not doing this till much closer to your camp dates as student relationships can change causing you some last minute grief trying to shuffle things round. However, even though sometimes the exact rooming layout isn't given till much later here is a guideline :- the majority of rooms have 10 beds in them, however, there are some of 4 and 6. A breakdown of males and females is required to give a more detailed breakdown.

3 Months Prior to Camp

By now hopefully things are going along smoothly and we have the base of information all sorted and now its just a case of collating it all. If we haven't already done so we will send you out the next package which will include the Medical and Consent form, Activity List and Camp Information Template. By this stage you have a good idea of your numbers as you would've hopefully received a couple of instalments so it would be good if you can update your approximate numbers for camp.

We recommend you send the Activity List along with the Medical and Consent form as its best that parents sign off on all activities. You are more than welcome to alter that list if there are activities you definitely don't want them to participate in, however, you never know what may need to happen during the course of your program with bad weather and other unforeseeable issues and its best to make sure everything that can be run is approved. We also stress on the consent form that parents be careful writing "not able to participate" next to activities as this can't be changed once the student arrives at camp and wants to participate.

Sometime in the next couple of weeks following receiving your Activity List you can send through any specific activity requests or program focuses. The programs are generally finalised around 1 to 2 weeks prior to camp and a copy will be emailed to the organising teacher once this is done.

2 Weeks Prior to Camp

Hopefully by now you have received all your payments and notes for camp. We request that you send back the Camp Information Template so that we can be prepared for your arrival. Students should be placed in activity groups up to a maximum of 30 participants (e.g. if you had 50 students it would be 2 activity groups, 65 and you would be in 30 activity groups). If you would prefer to have a lower ratio in your activity groups we need to be notified at the beginning of your camp process as your costings are based around the number of staff required to facilitate your group.

Please take special note to mention the dietary requirements for teachers as well as students. We like to make a special fuss over teachers as they are spending the time away from families and not getting paid any extra. Most commonly on day one is a seafood platter which all teachers share. It is preferable if we are able to find out if any teachers don't eat seafood as we can organise an alternative.

1 Week Prior to Camp

Invoicing - We require you to send through your final numbers for camp by no later than the Wednesday prior to your arrival as we need to organise catering, staffing and for some groups transport. We will send you a preview invoice based on this number. Payment should not be made on the preview invoice. The preview invoice does not have an invoice number as this can only be generated once an invoice has been finalised. If an invoice is finalised then it cannot be altered should there be the need for any additional numbers or partial refunds. A final invoice will be issued at the conclusion of the program.

Transport – If we are organising your transport we need to know the exact number of people that will require a seat on the bus. Many schools like to send a teacher in a car in case of an emergency at camp which obviously means we don't need a seat for them. As numbers can change a bit right at the end for a multitude of reasons and we are fairly flexible but we don't want to not have enough seats or send a whole extra bus when it isn't required. This is also where it can be really handy to have a mobile contact at the school to coordinate any last minute changes.

Final Check – A final check should be done to ensure we have all details covered. By now you should hopefully have received a program. If you would like to request any changes please email prior to camp to give us the best chance to facilitate this. If you haven't already done so please send through your Camp Information Template so we can print of group lists for the instructors and dietary information for the kitchen. This ensures that when you arrive at camp you can relax knowing our staff will be able to organise the students whilst you can head straight to the teachers only area and enjoy your camp experience.

After Camp

Evaluation – We usually provide you with an evaluation form on the final day of camp. Confirmation of student numbers, partial refunds, and additional teachers need to be verified and signed prior to departure, we can then send through the final invoice for payment.

We value your opinions as we are always endeavouring to improve ourselves. This evaluation form is also a great tool if you would like rebook your camp for the following year

Invoicing – A final invoice will be sent to reflect the verified numbers on the evaluation form.

Rebooking – We try and give priority to schools who book year in year out rolling over the same dates for camp. If you require your date to move or you'd like to change to a different centre we will do our best to facilitate your requests. Generally our calendars are only rolled over a year in advance, however, you can make requests to be added to future camps.

