

# Southsea

CENTRE GUIDE 2024







# Table of Contents

<b>About Us</b>	3
<b>Welcome to Southsea</b>	4
<b>Staff at Centre</b>	5
<b>Pre-Arrival</b>	6
<b>At the Airport</b>	7
<b>At the Centre</b>	7
<b>About Southsea</b>	8
<b>Language Programme</b>	11
<b>Student Code of Conduct</b>	12
<b>Excursions &amp; Activities</b>	13
<b>Group Leaders</b>	18
<b>Individual Students</b>	20
<b>Important Information</b>	21
<b>FAQs</b>	22

# About EC Young Learners and Embassy Summer

Embassy Summer is a trusted global leader in immersion language with over 30 years of experience in delivering rewarding English language programmes for young learners.

At Embassy Summer we provide a truly life-changing experience for students from all over the world.

Working with global centres and schools from around the world we've navigated through many years, challenges, and joys.

Learning English is only part of the journey. Our language programmes are available from 1 week to 6 weeks during the summer and include exciting activities based around our unique Embassy Life Skills. Our summer camps also introduce international students to local social life and culture through a variety of exciting excursions.







## Welcome to Southsea

Portsmouth is the Great Waterfront City, packed with world-class attractions such as the Spinnaker Tower and Southsea Castle. It is also very close to other interesting cities such as Southampton and Brighton.

Our centre is located next to the seafront in a building which is part of the University of Portsmouth. Both the centre and accommodation are within a short walk of the city centre, the Historic Dockyard and Clarence Pier. Students have a lot to explore!

# Staff at Centre

## **Centre Manager (CM)**

The Centre Manager is responsible for the smooth running of the centre as well as inspiring, motivating, and leading the entire school of staff, Group Leaders and students. Our Centre Managers are chosen for their experience, professionalism, and personalities.

## **Welfare Manager (WM)**

The Welfare Manager leads the welfare and safeguarding within centre to create a safe and healthy environment for students, Group Leaders and staff. The Welfare Manager is the go-to person for welfare, safeguarding and administration issues or concerns in centre. In some centres, they will also be the lead Hall Manager who is responsible for accommodating all clients and staff according to regulatory guidelines and best practice.

## **Activity Manager (AM)**

Responsible for all aspects of the activity programme. Group Leaders must meet with the Activities Manager at least 2 times a week to discuss the programme. They will also be able to help arrange optional excursions and make additional bookings if required.

## **Assistant Activity Manager (AAM)**

They assist the Activity Manager with all aspects of the activity programme, ensuring the onsite activities are inspiring, dynamic focused and enjoyable, they also assist the Activity Manager with the excursion itineraries.

## **Activity Leader (AL)**

The Activity Leaders are responsible for leading and supervising activities and excursions, as well as motivating and engaging students to create an inclusive environment.

## **Director of Studies (DOS)**

The Director of Studies is responsible for running the academic programme and ensuring the teaching and learning components of the programme are delivered to the highest possible standard.

## **Hall Manager (HM)**

The Hall Manager is responsible for the efficient management of all facets of accommodation in centre; this includes allocation (to regulatory standards of welfare), damage inspections/reporting and accurate record keeping of occupants.

## **Teacher**

Teaching staff are responsible for planning and delivering communicative based lessons that are fun, informative and engaging. Some centres will also have Academic Administrator who splits their time between teaching and providing academic support to the teachers and Director of Studies.

## **Night Supervisor**

The Night Supervisor is responsible for the security, supervision, welfare and discipline of students overnight and is on call in case of any emergency.



# Pre-Arrival



## Clothing

You will be participating in daily on-site activities and off-site excursions, so we recommend that you bring comfortable clothing, a hat and walking shoes. We also recommend that you party clothes, appropriate for student discos. Due to the unpredictability of the weather, bring an umbrella, rain/wind-proof jacket, sunglasses and sun protection (cream, spray, lotion). A secure bag/backpack and a travel wallet are also advisable.



## Emergency information

You should save important numbers and key contact details for your centre in your mobile phone. For added security, it is highly recommended that you keep a copy of any essential information in your purse/wallet in the event of an emergency. Please refer to all emergency contact information provided in your arrival packet.



## Everyday essentials

Toiletries, washing and sanitary essentials, a toothbrush and toothpaste, a towel, a hairbrush/comb, a hairdryer, sleepwear, socks and underwear, glasses and contact lens equipment (if needed), a reusable water bottle, plastic bags for wet items, and a laundry bag.



## Electrical appliances

The standard voltage and plug in the UK are 3 pin, 13A, 220V-240V. If you bring electronics such as hair dryers, cell phones, computers or other equipment please bring the appropriate electrical adaptor.



## Prescription medication

If you take prescription medication, make sure you pack enough for your stay. It is important to pack your medicine in its original packaging in case you are questioned by UK Border Force. We also recommend you bring a note from your doctor stating that any medication has been prescribed to you and is essential. On arrival at your summer centre, please inform the Welfare Manager of your medical needs.



## Hand luggage

We recommend you pack these items in your hand luggage in case you need them while you're travelling:

- ✦ Passport
- ✦ Student Visa (if required)
- ✦ Medical waiver form  
*(if under the age of 18)*
- ✦ Emergency contact form
- ✦ Money



## Technology

Mobile phone with access to mobile data and WhatsApp installed, camera, and relevant chargers. Once in the UK, students will use their mobile phone to communicate with Embassy Summer staff.

Make sure students will have access to their mobile data and WhatsApp is installed once they arrive to Malta. Students will use their mobile to communicate with the Embassy Summer staff.



## What Not to Pack

Embassy Summer can only guarantee the carriage of one suitcase and one small piece of hand luggage for transfers. If you anticipate that you will need to bring more than one suitcase, please let us know in advance. We provide bedding (bed sheets, pillows etc.), and we recommend that you do not pack expensive electronics/valuables, a travel iron, or too many clothes.



## At the Airport

### **Who will the student meet at the airport?**

If you are travelling as a group you will be met on arrival by one of our Transfer Representatives, who will welcome you to the UK. The airport team will be wearing green Embassy Summer branded t-shirts, so you can easily recognise them. The airport team will accompany you to your coach but do not travel with you to your summer centre.

If you are an individual student, you will be met by a driver from one of our transfer partners, who will drive you directly to your summer centre. Individual students who have paid for an unaccompanied minor service will be met by one of our Transfer Representatives.

### **What should students do if they cannot find the Embassy Summer representative?**

If after 10 minutes you cannot find any Embassy Summer staff, you can call the Embassy Summer transfer emergency number +44 7771 845983 (from the information desk or your mobile phone).

### **What should students do if they have missed their flight, or the flight is delayed?**

Students should notify Embassy Summer by calling the Embassy Emergency number +44 7771 845978.

### **Average journey times to and from Southsea are:**

*Heathrow Airport:* 1 hour 45 minutes

*Gatwick Airport:* 1 hour 35 minutes

*Stansted Airport:* 2 hours 45 minutes

*Luton Airport:* 2 hours 15 minutes

*Kings Cross St Pancras:* 2 hours 30 minutes



## At the Centre

### **Arrival Procedure**

On arrival at your summer centre, our team will welcome you. Before you are allocated a bedroom, we will need to conduct some administrative tasks to register and help orientate you to your new surroundings.

If you are travelling as part of a group, your Group Leader will receive a welcome pack with your programme, a welcome letter from the management team, lanyards, student ID cards and a choice of optional trips that are offered by your summer centre.

### **Departure Procedure**

You must check out of your room by 09:00 and return your keys to the centre office on departure day. If your departure is not scheduled until later in the day, we will be able to safely store your luggage until you depart.



# About Southsea

**Age:** 12–18

*(18 year olds accepted as part of a group with a leader)*

**Dates:** 30 June – 18 August

**Arrival & Departure Day:** Sunday

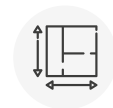
*If students would like to arrive or depart on a different day, please confirm with our booking team.*

## Accommodation Features



### Size of the centre

Medium



### Room Facilities

Desk, Chair, Wardrobe, Bed Linen, Wi-Fi, Room Cleaning.



### Building Facilities

Free Wi-Fi, Laundry Facilities, Lift, Meeting Point, Security, Shop on-site.



### Room Type

Single Room



### Bathroom Type

En-Suite Bathroom

*(1 student per bathroom)*



### Address

Embassy Summer Schools  
University of Portsmouth  
Southsea Terrace  
Southsea PO5 3AP



### Accommodation Deposit

Damage deposits of £30 or €40 are payable in cash by all students on arrival at the centre. This money will be returned at the end of their stay subject to any damages caused.

### Cleaning

Rooms and communal areas are cleaned once a week.

### Laundry Facilities

There is a self-service launderette in the residence building.

- ✦ Cleaning £2.50 per wash
- ✦ Drying £2.50 per cycle



### Wi-Fi

Wi-Fi is accessible across the campus and in the accommodation. Please speak to your Centre Manager regarding access codes.



### Sports Facilities

Indoor sports facilities within short walking distance to the main campus and outdoor areas for games and activities.

### Security

There is an on-site security team available 24 hours to monitor the grounds and access points.

Embassy Summer also provides a night supervisor to ensure additional safety during the evenings.

### Cash

Please note that the centre is mostly cashless. Cash is only required for optional activities and room deposits.

### Linens and Towels

Bed linens are changed once per week. Towels are not provided

### Social Spaces

There are several communal spaces on the university campus for students to relax.

### Meeting point

Students will be shown what and where the meeting point is when they first arrive at centre.

- ✓ Always listen to the time and place
- ✓ Always be on time
- ✓ Never go off alone
- ✓ Always wear your Embassy Summer student ID card



### Meals

Southsea offers full board accommodation, and we make sure that our students have the right nutritional balance. We provide suitable meals to help you stay healthy, focused, and energised. All our programmes include a variety of hot and cold meal items.

We can cater towards most dietary requirements if we are informed accurately and well in advance to allow our catering suppliers sufficient time to prepare.

All meals are provided in Rees Hall during the mealtimes outlined

below. On the weekends, a packed lunch is provided.

*. Students should clear away their food trays at the end of their meal.*

### Meal Times

<i>Breakfast</i>	07:15 – 08:15
<i>Lunch</i>	12:30 – 13:30
<i>Dinner</i>	18:30 – 19:30

#### *Breakfast*

Students will receive continental breakfast in their Boarding House. Breakfast includes tea/coffee/squash, toast, jam, spreads, cereal and fruit.

#### *Lunch*

A minimum of 2 options available, including a vegetarian option.

#### *Dinner*

A minimum of 2 options available, including a vegetarian option.



### Local Transport

The city centre is approximately 10 minutes' walk from the campus and a 15-minute walk to the nearest train station Portsmouth and Southsea.

*Students are expected to:*

- Always stay with your group
- Pay attention when getting on or off buses
- If you get lost, ask the transport staff or a policeman for help
- Always carry your ID card with you
- If you get separated, try to stay where you were last seen

### Road Safety

Be alert! Remember that in the UK vehicles drive on the left side of the road. Always look right, then left and right again before crossing. Always use pedestrian crossings and wait until it is safe to cross the road.

### Bank/Post Office

*Post Office: 73 Palmerston Rd, Southsea, Portsmouth, Southsea PO5 3PP – approximately 15 minutes' walk from the residence.*

Currency should be exchanged whilst on excursions or out in Portsmouth.

Due to the working hours of the post room, we ask that you do not get deliveries made to the summer

centre as there may be delays in receiving your parcel. If it is essential for a parcel to be delivered, please speak to the Centre Manager. All post is received internally by our hosts who process and deliver it to our summer school office on site

*Please be aware that bank notes and coins have been updated over the last few years in the UK. Our centre team will not be able to accept old bank notes or coins but can advise on how to change them.*



### Hospital/Doctors

*Nearest Hospital: Queen Alexandra Hospital, Cosham, Portsmouth, PO6 3LY*

*Local Doctor: The University Surgery, Nuffield Centre, St Michael's Road, Portsmouth. PO1 2BH*

*Local Dentist: Hampshire Terrace Dental Care 4 Hampshire Terrace Portsmouth PO1 2QF  
Tel: +4423 9282 3779*

There are several pharmacies located close to the campus and our team at the centre have links with local doctors' surgeries. First aid trained staff are available on site.

### Fire Drills & Safety

It is a requirement that residential centre fire drills must take place. During the fire drill, you should leave all their belongings behind and evacuate the building as quickly as possible.

### Fire Evacuation

- Leave quickly when the alarm sounds
- If you discover a fire, sound the alarm
- Warn others close by
- Go to the assembly point immediately
- Do not run
- Do not try to fight the fire
- Do not use the lifts
- Do not go back to your room to collect things

### Curfew

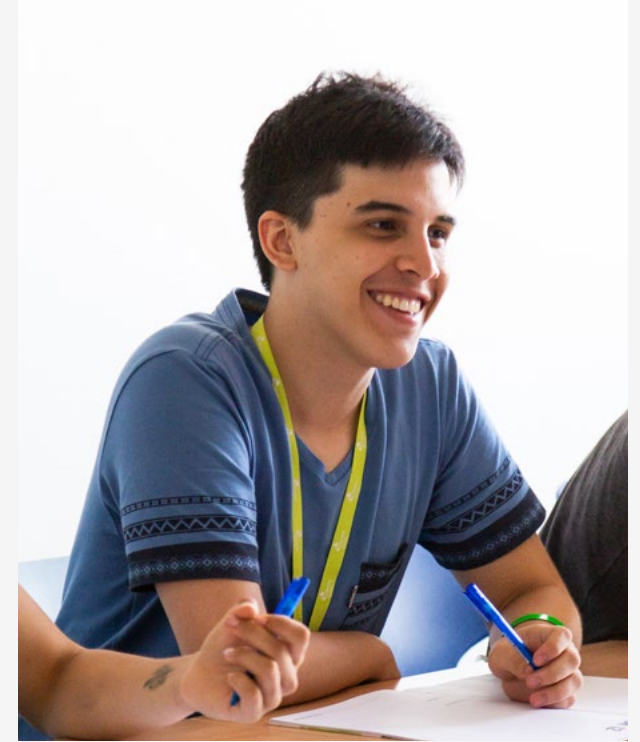
Evening curfew is 22:30.

All students must be in their accommodation by this time.

They must be in bed with the lights off by 23:00.

# Language Programme

- ✓ Taught by friendly and professional English teachers
- ✓ 20 x 45 minute lessons per week morning or afternoon
- ✓ Placement test on day 1
- ✓ Maximum 17 students per class
- ✓ Students will be placed in an international class with students of different nationalities
- ✓ Spacious modern classrooms with interactive whiteboards
- ✓ Curriculum with emphasis on communication skills
- ✓ Materials included as well as an end of course report and certificate



## First Day at school

There will be a student induction at school on their first Monday. This is delivered by Embassy Summer staff. Students will be provided with information about the centre where they are staying, and Embassy Summer rules and regulations will be explained. The induction will last approximately 30 minutes.

After the induction, students will have a placement test, which takes roughly 1 hour. It includes a multiple-choice grammar test, writing and speaking components. Students will also be provided with a pen and the Embassy Summer notebook, where they can take note of what is being discussed during the induction.

## Level Placement

Students are placed according to the results of the placement test, their age, and an acceptable nationality split. The teachers confirm that they are in the right class on the first two days of school and if they aren't they will be moved accordingly.

If students think that they are not in the right class, they can go to the Academic Office and discuss it with the Academic team.



# Student Code of Conduct

Embassy Summer is committed to promoting a learning environment that reflects the values of respect, dignity, honesty, integrity, tolerance, equality and diversity. We expect students enrolled at Embassy Summer to behave in a mature, respectful, and cooperative manner at all times. Teachers, administrative staff, and students all contribute to creating a positive learning environment in the classroom and on campus.

## Students are expected to:

- ✓ Respect Embassy Summer staff, teachers, fellow students, and their property and behave in a responsible manner
- ✓ Avoid language or actions that might harm or damage another person at the school
- ✓ Identify themselves when asked by an Embassy Summer staff member
- ✓ Attend class regularly and arrive on time in accordance with the EC Attendance Policy
- ✓ Help and create a productive learning environment during class
- ✓ Put away cell phones in class when asked to do so
- ✓ Avoid actions that might damage the school environment or break local and/or national laws
- ✓ Avoid littering by putting trash/garbage into trash cans – both inside and outside of the school building
- ✓ Be respectful of people entering / leaving the building or walking on the sidewalks outside the building
- ✓ Speak English only in the school, including classrooms hallways, offices and student lounges

## Student Welfare

We place the highest priority on care and supervision at all our Embassy summer centres so you can rest assured students are well looked after. Members of staff are available 24 hours a day.



# Excursions & Activities

A large part of a summer school experience is exploring the local towns, larger cities, and famous attractions with new friends! Two thirds of the student experience is spent out and about, away from the classroom and therefore Embassy Summer has spent many years tailoring its programmes in each location to maximise the whole student adventure. We recognise that the excursions and activities are as important as the English language classes.

All our programmes include a variety of full day and half day excursions, and students also have the opportunity to take part in additional trips (known as optional excursions) if they want to explore the locality further.

When not out on excursions, we also offer our students a wide range of activities to enjoy. These activities vary differently from centre to centre and are very much dependent on the facilities available to us, but in general we always try to include a range of sporting and non-sporting events as well as larger, whole school, evening activities such as discos, karaoke and cultural quizzes.

Our activity programme is designed to ensure that students maximise their opportunities to mix and meet with other students from all over the world in a less formal setting than a classroom, that they continue to use their English language outside of the classroom and that, most importantly they remain healthy, happy and have a fun experience!

Below are a few examples of the places we may visit as well as activities carried out at Southsea.

## Half Day

*Southsea Castle:* Historically also known as Chaderton Castle, South Castle and Portsea Castle, is an artillery fort originally constructed by Henry VIII on Portsea Island, Hampshire, in 1544.

*Portsmouth Historic Dockyards:* Part of HM Naval Base Portsmouth, it contains several historic buildings and ships such as:

- HMS Victory, the flagship of Horatio Nelson at the Battle of Trafalgar.
- HMS Warrior, the world's first armour-plated, iron-hulled ship.
- HMS M33, a First World War monitor.
- The remains of the Mary Rose, a

warship of the Tudor navy, which sank in 1545 and was salvaged in 1982.

- HM Coastal Boat 4, a First World War torpedo boat.

*Arundel Castle:* A restored and remodelled medieval castle in Arundel, West Sussex, England. It was established during the reign of Edward the Confessor and completed by Roger de Montgomery.

*Southsea Model Village:* Built in 1956, this model village features a range of miniature buildings, castles and even a railway.

*Port Solent Marina:* Considered one of the most luxury marinas on the South England coast, up to 500 boats are stored here at a time. The marina also offers a wide range of cafes and restaurants.

*Spinnaker Tower:* A 170-metre landmark observation tower in Portsmouth, England. It is the centrepiece of the redevelopment of Portsmouth Harbour.

## Museums

- D-Day Museum
- Portsmouth Art Gallery
- Portsmouth City Museum
- Portsmouth Natural History Museum



## Full Day

*Brighton:* A vibrant, popular seaside resort with beautiful architecture, home to the Sea Life Centre.

*London:* Visit this exciting capital city and take a walking tour of central London, visit one of the many museums on offer.

*Oxford:* Home to the world's oldest university, where we'll visit a famous college.

## On-Site Activities

Examples of on-site activities offered at Southsea:

- Treasure Hunt
- Karaoke
- Egg Drop
- Trashion Show
- Film Night
- Disco
- Photo Scavenger Hunt
- Marshmallow Challenge
- Fox and Hounds
- Kahoot Quiz
- Human PacMan
- Culture Club
- Football
- Basketball
- Volleyball

## Optionals

*Thorpe Park:* Home to thrilling rides, attractions & live events, Thorpe Park Resort is the ultimate destination for thrill seekers featuring some of the UK's most popular roller coasters.

*Fort Nelson:* Explore this restored Victorian fortress located in nearby Portsmouth, view an incredible range of artillery and venture through its network of tunnels.

*London Eye:* Enjoy amazing 360-degree views over London from the world's tallest cantilevered observation wheel.

*Madame Tussauds:* Experience one of London's best loved attractions! Star in immersive experiences and get up close and personal with more than 150 lifelike figures of your favourite celebrities.

*Isle of Wight:* The Isle of Wight is an island off the south coast of England. It is known for its beaches and seafront promenades such as sandy Shanklin Beach and south-facing Ventnor Beach, which is dotted with vintage beach huts. Dinosaur remains and fossils can be seen in areas like Compton Bay and Yaverland Beach. On the island's western point, The Needles are 3 huge, white chalk rocks, guarded by a 19th-century lighthouse.

*Warner Bros. Studio Tour:* Experience the magic of the Wizarding World of Harry Potter, explore iconic sets & discover what it took to bring the Harry Potter films to life at Warner Bros Studios





# Sample 3 Week Programme

WEEK 1	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Morning</b>	Arrivals/Departures	Testing/Induction	Lessons	Lessons	Lessons	Lessons	Full day trip: London with Westminster walking tour and visit to a museum
	Onsite sports and activities						
<b>Afternoon</b>	Optional trip to Isle of white by hovercraft	Local visit and Millenium Walk	Half-Day Trip: Southsea Castle	On-site sports and activities	Half day trip: Portsmouth Historic Dockyards	Walk to Clarence pier and beach games	
<b>Evening</b>	Welcome team games	Karaoke	Murder Mystery	Egg Drop	Football Tournament	Disco	Film Night
	Walk to the beach		Walk to the beach		Kwik Cricket		

● Academic
 ● Leisure
 ● Cultural

# Sample 3 Week Programme

WEEK 2	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Morning</b>	Arrivals/Departures Local activities	Local Visit and Lord Nelson Trail	Half-day trip: Southsea Model Village	Onsite sports and activities	Half day trip: Spinnaker Tower	Paper airplane competition	Full day trip: Brighton with walking tour and visit to the Sea Life Centre
	Optional trip to Thrope Park	Lessons	Lessons	Lessons	Lessons	Lessons	
<b>Evening</b>	Oragami Making Workshop Mindful Colouring	Karaoke	Walk to the Canoe Lake and Southsea Beach	Spagetti and marshmalloe tower building competition	Trashion show	Disco	Walk to the beach

● Academic    
 ● Leisure    
 ● Cultural

# Sample 3 Week Programme

WEEK 3	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
<b>Morning</b>	Arrivals/Departures	Testing/Induction	Lessons	Lessons	Lessons	Lessons	Full day trip: Oxford with walking tour and college visit
	Onsite activities						
<b>Afternoon</b>	Optional trip to Nelson	Local visit and South Parade Pier	Half day trip: Arundel Castle	Onsite sports and activities	Half day trip: Port Solent Marina	Shopping at Gunwharf Quays	
<b>Evening</b>	Create your own Mask	Karaoke	Quiz Night	Build you own Kite	Vollyball  Ultimate ffrisbee	Disco	Games Night (cards, Charades, board games, Taboo, Pictionary)

● Academic   
 ● Leisure   
 ● Cultural





# Group Leaders

Embassy Summer expects Group Leaders to share responsibility for the pastoral and welfare needs of their students. Embassy Summer also expects Group Leaders to help enforce the rules of the school, as outlined in the Student Notebook and school notice boards, and enforce any additional local arrangements. Please note that these responsibilities do not extend to students who are not from within the same group.

## Meetings

Embassy Staff member will have a meeting with each Group Leader on their first evening at the centre (or the day after arrival) where essential information about the centre and the programme will be provided.

Regular meetings with the centre management team will be held in the following days. These are important moments to share information, comments, suggestions, and feedback.



## Group Leaders Responsibilities

- ✓ Make sure you have all your student's insurance documents, parental consent forms and health declaration forms with you.
- ✓ Report all incidents, accidents, illnesses, and absence to the centre management team.
- ✓ Report your students as present or absent at the start of each lesson and activity session.
- ✓ Ensure your students are in bed by curfew.
- ✓ Ensure your students are on time, in the right place and prepared for all lessons, activities and excursions.
- ✓ Ensure you and your students always wear the Embassy Summer ID and lanyard.



## Group Leaders Code of Conduct

- ✗ Avoid being alone with junior students.
- ✗ Do not enter any student's room alone unless in an emergency
- ✗ Do not communicate electronically via email, text, phone or social networking sites, blogs, web pages or instant messaging services with students who are not your own.
- ✗ Do not give your personal details, such as your Facebook details or phone number etc., to students who are not your own.
- ✗ Do not post photos or videos of students on your private social media channels without having their consent.
- ✗ Do not drink alcohol in front of students or while at work.
- ✗ Do not interact with students while under the influence of alcohol.
- ✗ Do not smoke in front of students.
- ✗ Do not possess, take or be under the influence of non-prescribed drugs at any time.
- ✗ If leaving campus or already off-campus, do not bring any students who are not your own.





## Individual Students

Students who are not part of a group will be assigned to an Embassy Summer Guardian group, living on site. The ratio is usually between 10-15 students per group.

Students and their Guardians communicate via WhatsApp and through daily meetings.

Students can always refer to their Guardians if there are any problems which need to be discussed or if they require any support.

### **Nationality Mix**

Embassy Summer has a truly global nationality mix with students coming to our centres from over 85 countries around the world.

This is what enhances the student experience in terms of learning English, personal development but most importantly having the opportunity to make new friends around the world.



# Important Information

## Head Office Address

Embassy Summer  
2 Bartholomews  
Brighton  
BN1 1HG  
United Kingdom

## Emergency Number

+44 7771 845978

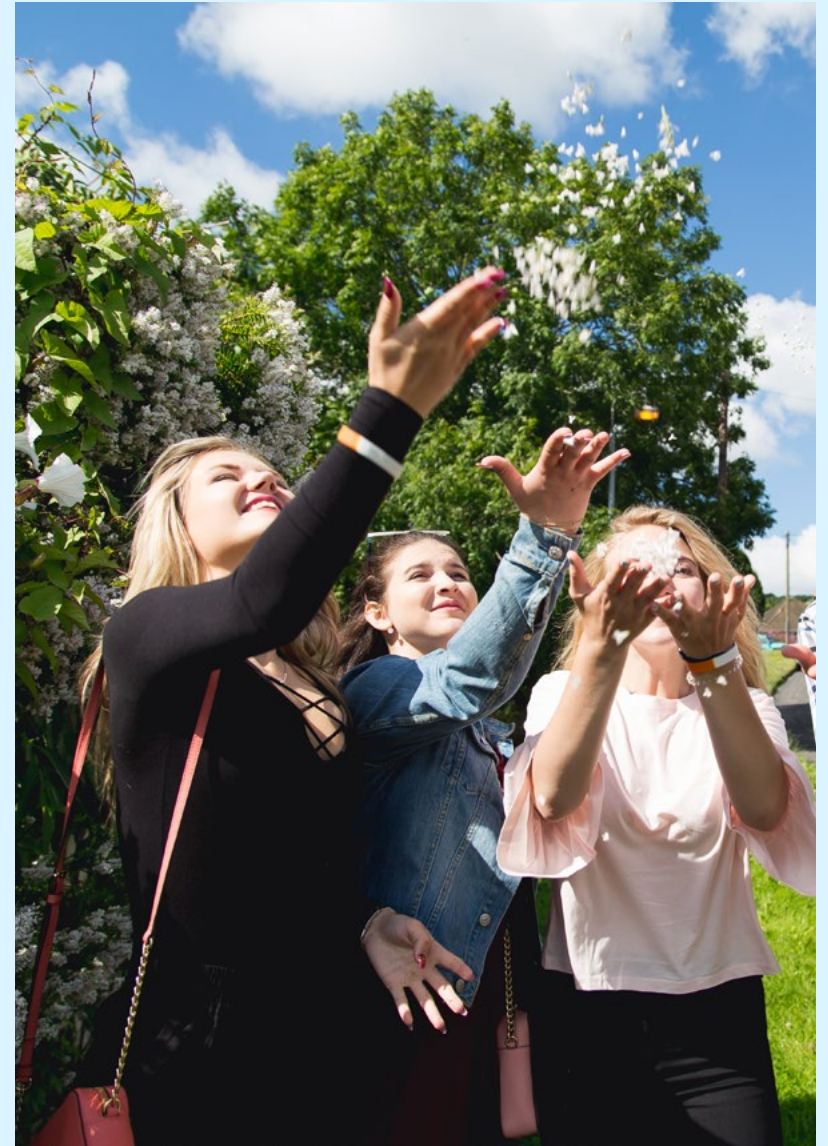
*UK Country Code:* 44  
*Int. Direct Access Code:* 00

*Time Zone:* GMT

## Useful Numbers

*Emergency* 999  
*Police* 999  
*Ambulance* 999  
*Fire Brigade* 999

**For any specific queries please  
contact your Regional Sales Manager.**



# FAQs

## **What happens if someone loses their passport?**

We strongly advise students to store their passport safely and not carry it around with them. If a student passport is lost, Group Leaders must accompany the student to the embassy of their home country, where they will be issued with a temporary replacement or a permit to travel. An Embassy Summer staff member will accompany any student that is not part of a group.

## **What happens if a student gets lost on an excursion?**

The first thing to do is stay where you are, and the member of staff will try to contact the student and get to know the student's location. Then, a member of Embassy Summer staff will come and collect the student.

Every student has an ID Card where the Embassy Summer Emergency Number is printed. Students should call this number if lost.

## **How do students participate in onsite activities?**

Individual students will take part in all activities and excursions, which are provided to them before

their arrival, explained during the welcome meeting once at the centre, and advertised on the Activity Noticeboards.

Group Leaders can sign their own group out of activities, but this needs to be discussed in advance with the Embassy Summer staff.

## **Can students lock their room?**

Yes. All students are issued a key on arrival which provides entry to their residential building, their flat and their room. However, Embassy Summer staff always have a master key who give access to all bedrooms where our students are.

## **Can students be taken off programme by a member of their family?**

Students can be taken out of the programme by an adult for a short period of time, as long the centre gets informed in advance. If a person, who is not a parent, takes a student out of the programme, a parental approval via email must be sent to the Embassy Summer prior to the student's pick-up.

The adult, who takes the student

away, will be asked to fill in a form where personal details and contact number must be provided. Copy of the original ID of the adult will be taken from the centre.

## **What should we do if there is a problem with a bedroom?**

All the bedrooms are checked prior to the students' arrival. However, if at any time, there is maintenance issue it is essential to report this immediately to one of our Embassy Summer residential members.

## **What to do if a member of the group has food allergy/dietary requirements?**

Embassy Summer needs to be informed in advance, and it is important to provide accurate information. The centre catering staff are very experienced in catering for all kinds of allergies or dietary requirements, so we will be able to meet your needs.

## **What happens if a student is sick?**

If a student is sick and needs medical attention, then the Embassy Summer office will help in making appointments etc. Please note however that it is not usual for a

## Campus Tour



doctor to visit the centre directly and any trips made to the doctor, dentist or hospital will have to be paid for by the student (including transport where necessary). Students with a Group Leader will be accompanied by the Group Leader.

## **Damage deposit**

Damage deposits of £30 or €40 are payable by all students on arrival at the centre. This money will be returned at the end of their stay subject to any damages caused.

## **Insurance**

If a student does not have insurance, guard.me insurance is available to purchase through Embassy Summer. <https://www.guard.me/>

## **Damages**

Damages must be paid for. All rooms and common areas are regularly checked for damages, and individuals who cause damage to any property on the site will be liable for the cost of repairs. For Groups, deposits will be communal and used to cover damages when a group/ individuals in a group are responsible.



@EmbassySummer