



## **Additional Needs Policy – Adventure Holidays**

At PGL we are continually working to enable all guests to enjoy the many benefits of our holidays and to give every child the best experience possible.

If your child has additional requirements, we will be pleased to discuss this with you prior to booking a holiday. To make a fair assessment of service provision and identify appropriate resources in relation to access, holiday programming, successful participation and health and safety, we require that you provide us with as much information as possible prior to confirming a booking.

Please note: We are only able to take responsibility for arrangements that have been discussed and agreed with us in advance.

### **Additional needs can result from:**

- Behavioural, Social and Emotional conditions
- Disability
- Dietary requirements
- Religious requirements
- Cultural requirements

### **Behavioural, Social and Emotional Conditions**

When considering the suitability of a PGL holiday, please remember that your child is coming into a residential setting, sharing with other guests, and undertaking activities that require compliance with rules and procedures to ensure their safety. Their actions must not jeopardise the health and safety and enjoyment of themselves, other guests and our staff.

At the time of making a booking, our staff will discuss your child's requirements with you and make an initial assessment of the suitability of our holidays and whether the environment is appropriate. We would then send you a questionnaire to be completed to gather further information – we ask that you are as comprehensive and open as possible in the information you supply. The completed questionnaire is then reviewed and passed to the centre team ahead of the guest's arrival.

Every guest must be able to participate in all activities within our staffing ratios, we are unable to provide anything over and above our standard supervision of 1:12 and therefore we would not recommend our holidays for any child that requires additional care/supervision at a greater staffing ratio. Although our staff receive 'in house' training in dealing with and managing a wide spectrum of behaviors, they are not specialists in conditions such as ADHD, ADD and Aspergers.

PGL recognises that there is a full spectrum of behavioural traits and that most do not impact on a child's participation, however, we require all participants to conform to our Code of Conduct and we reserve the right to exclude anyone whose behaviour is unacceptable. Prior to placing a booking you must have read and understood the 'your responsibility' section of our Terms and Conditions, [click here](#) to access this page.

Please note that no refunds will be considered for those sent home for behavioural reasons and a booking exclusion of 12 months will be applied.

If you feel a setting with more specific support or higher levels of staffing ratios would be more appropriate, these can be found through the British Activity Provider Association (BAPA) [www.thebapa.co.uk](http://www.thebapa.co.uk).

## **Disability**

The main areas to consider regarding disability are, independent pastoral and personal care, access to all necessary domestic facilities; access to sufficient activities (where relevant); and physical ability to participate safely and enjoyably in as much as possible of the activity programme, and if applicable suitability of transport arrangements.

Please inform us if your child has any additional needs relating to disability at the time of booking, at which stage we will provide an Additional Needs Form which you will need to complete and return it to us. Using this information, we will carry out an assessment with the support of the centre SEN Coordinator and once we are satisfied we can fully support the individual we will confirm your booking.

If your child requires any additional equipment to meet day-to-day living requirements other than that already provided we may ask you to hire this locally. Where agreed in advance, any equipment required to facilitate participation in PGL activities will be provided by PGL.

PGL cannot provide personal carers and on holidays where children travel independently having an adult in the group would change the nature of the experience for others, and therefore it is not always reasonable or practical for a carer to attend to support a child. If this is a necessity, we might recommend a PGL Family Adventure holiday instead.

## **Dietary Requirements**

At PGL centres we can deliver catering provision for most dietary requirements as specified by culture, religion and medical concerns. We regularly provide meals for a wide variety of needs including coeliac, Halal, nut-free or dairy free, vegetarian and vegan but we do not cater for weight management programmes. Information relating to dietary requirements should be provided at the time of booking. For severe allergies of more complex dietary requirements we may need up to 2 weeks' notice and we may recommend a discussion with the catering manager ahead of the holiday to further discuss the requirements.

## **Religious Requirements**

We will be pleased to support any child's needs to opt out of our programmes on religious grounds, for example if an activity or event is felt inappropriate; to pray or for any other purpose confirmed by a parent or guardian.

Choosing to opt out may mean that your child may need to temporarily join another group for an alternative activity or event, if practical within our staffing ratios.

The facility to attend a religious ceremony will depend on its availability in the locality of the PGL centre. Any child needing to attend such events would need to be collected by their parents or guardian and any extra travel costs incurred will be borne by them.

#### Religious Headwear Guidelines:

This policy covers all headgear worn for religious, or race reasons (as defined by the Equality Act 2010)

PGL use of a helmet within many activities is to protect children from minor bumps, however, in Motorsports and Mountain Biking, helmets are required, and your child must choose to either wear the helmet provided, or not participate in the activity.

If the headgear can be worn with a helmet over the top; provided the helmet is still performing its designed function and the headgear is not changing the shape of the head or creating lumps or irregular pressure points, then this is permitted.

If your child requires a private space in which to remove their religious headgear and put the helmet on, we will provide this space, along with appropriate fitting instruction. Fitting should be checked carefully and sensitively by the instructor once on the head and before participation in the activity.

In all other activities (land and water) it is possible to waive the requirement for a helmet; this may impact on the level of participation in the following activities:

- Abseiling / Climbing - One person only, to reduce the likelihood of impact from others
- Kayaking (flat water) - Change in session structure to avoid proximity to others and proximity to banks
- Canoeing on the Ardèche – Walking around rapids
- Sailing – Instructor-helmed boats only

A written site specific 'risk assessment' identifying the additional controls must be completed in all cases where the decision to allow a child not to wear a helmet has been approved.

Requests for children to wear their own helmet must be approved in advance by us.

## **Cultural requirements**

We will attempt to assist children with cultural needs, e.g. special dress code or special domestic arrangements, where the adjustments required to standard arrangements are reasonably practicable and do not represent a health and safety risk. Please advise your Holidays Consultant of specific requirements when you place your booking.

Please note, individuals travelling to countries outside the UK must adhere to local law e.g. burkas are not permitted under French law.

About any of the above-mentioned requirements we recommend that prior to making your booking you speak with one of our team who can provide you with information and advice specific to your child's needs.