



Mobile Devices Policy for children travelling unaccompanied on PGL Adventure Holidays

As mobile devices become more ingrained in society, we are constantly adapting our policies to satisfy the needs and safety of our guests.

We recognise that many parents value their children having a mobile phone with them on their holiday. They can provide security and reassurance and can enhance safety in many instances as well as adding to the holiday experience, when used appropriately. We are therefore happy for children to bring a mobile phone and use them during periods where we deem it practical and safe to do so (these times have been outlined at the end of this policy).

We understand that each parent or guardian has their own perspective on what is appropriate for their child, but it is not feasible or practical for us to apply different rules for individuals, which is why we must agree a standard set of guidelines, for all guests.

We want to get the balance right, as we take our responsibility of safeguarding guests very seriously. However, we also recognise the reality of life outside of our centres and what children are permitted to do in their own home, at school (outside of the classroom) and when in social settings with friends.

There are also risks associated with mobile phone use, which are complex, but we seek to understand and manage these effectively. When mobile phones are misused it can impact on an individual's dignity, privacy and right to confidentiality. Such concerns are not exclusive to children and young people and PGL has a duty to protect the needs and vulnerabilities of all.

We recognise, for example, that it is often the enhanced functions of many 'smart' mobile phones which can cause much concern and can be susceptible to potential misuse such as the taking and distribution of indecent images, exploitation and bullying, which if posted or shared can stay online forever. There are also children who shouldn't or don't want their image shared for personal, religious or other reasons. It can also be difficult to detect misuse of a mobile phone.

The aim of this policy is to ensure safe and appropriate practices in the use of mobile phones and other mobile technology through establishing clear and robust acceptable-use guidelines for those children who bring their mobile phones with them on holiday. Our policy applies to all mobile devices capable of taking photographs or video, accessing the internet and making and receiving calls and text messaging, which are brought by unaccompanied guests on PGL Adventure Holidays.

We understand that functions between devices can differ and therefore the use of all mobile phones and devices whilst on holiday at PGL is therefore limited, regardless of their capabilities.

PGL's responsibilities:

- Ensure that all child guests and their parents have access to this policy prior to arrival and understand our expectations.
- Request parents to declare that their child has a mobile device with them on the holiday and that parents sign a 'Mobile Phone Declaration', if their child will have a phone on their person.
- Strongly advocate the use of a parental control app on their child's phone.
- Ensure that guests under 18 years are unable to access PGL Wi-Fi whilst at our centres.
- Facilitate contacts between our guests and their parents/guardians, which removes the need for children to have a mobile phone.
- Take responsibility for phones handed in for safe keeping and make them available to children at suitable times.
- Train our staff to be vigilant and monitor for inappropriate or impractical use.
- Respond appropriately to any concern of harm or risk of harm to any child caused by the use of any mobile device by any individual.
- Ensure phones are collected in and stored safely when use is not permitted (during activities, evening entertainment, night time etc).



Parent's responsibilities:

- Ensure that you and your child have understood this policy prior to arrival.
- Inform PGL on arrival that your child has a phone in their possession and that you have signed the 'Mobile Phone Declaration' form.
- Ensure that you have adequate insurance to cover the loss or damage of any devices brought to PGL by your child.
- Ensure that the phone has an appropriate case or cover to protect it when in storage.
- Ensure that any device is clearly marked with your child's name and/or booking reference.
- Consider the application of a parental control app, prior to arrival. This will enable you to restrict the usage time, functions and internet sites that are accessible, there are many apps available for Apple and Android which are free of charge. Alternatively, consider providing a phone that does not have access to data.

The decision to bring a mobile device to PGL is down to each individual parent and your trust in your child's ability to use it responsibly and without causing harm or disturbance to others. Children need to take responsibility for their own actions and be capable of making appropriate choices in relation to phone use. If you have any doubts we recommend that the device is left at home, a parental control app is installed, or the device is handed in on arrival for safekeeping.

Children's responsibilities:

- Tell a member of PGL staff immediately or notify us through the 'chatterbox' system, if they are unhappy or concerned that others are not acting within our guidelines, if they feel they are being bullied or witness someone else being bullied or are being affected in any unacceptable way by the use of a mobile device.
- Understand that sending abusive, nasty or threatening messages via text /e-mails / instant messaging / airdrop/chat rooms/Blu-tooth, to someone is a type of bullying. This could include sharing those texts with other people who might join in the bullying.
- Respect the property of others; making no attempt to damage, remove or play pranks with a device belonging to someone else.
- Always ask permission to take pictures of PGL staff or other guests.
- Do not have, view or share any inappropriate content on their phone online or via any form of messaging or sharing.
- Ensure that they are not causing any upset or disturbance to other children through the use of their mobile device; for example, by playing music or video with the sound on loud.
- Ensure under all circumstances, that mobile devices are not used during restricted periods. Should they need to use their phone they should seek permission from PGL Staff.
- Hand in their device when asked during 'restricted times' (activity sessions, evening entertainment, night time etc).

We will respond effectively if phones are being used inappropriately; anyone found to be using a device in an unauthorised or inappropriate manner will be dealt with in line with our Behavioural Management System, of which the key points to note are:

- We will confiscate devices until the end of the holiday if they are accessed or used during restricted times without the permission of the PGL Staff.
- We will temporarily confiscate devices that are causing distraction and return them when deemed appropriate.
- We will confiscate devices for the remainder of the holiday or curtail the holiday for repeated breaches of our guidelines.
- We reserve the right to access and check any images or inappropriate content if suspected.
- We will report to the Police / Local Children's Safeguarding Board any allegation or issues where we have reasonable cause for concern that a child is at risk of harm.

If you have any questions at any time please ask, we want to make sure we are approaching our responsibilities in the best way possible for safety and welfare in partnership with our customers.



When is phone use possible/acceptable?

To provide clarity for all parents and guests we have set out below when phone use is/is not permitted throughout the day:

- ✓ Once rooms are vacated for breakfast in the morning, the Group Leader will return phones
- ✓ Throughout morning free time and breakfast period
- ✗ Morning activity sessions
- ✓ Throughout the lunchtime period and prior to afternoon activity sessions
- ✗ Afternoon activity sessions
- ✓ During evening meal
- ✗ During evening entertainment
- ✓ Evening free time prior to returning to the accommodation
- ✗ When returning to the accommodation, phones will be handed in and stored until morning

When phones are handed in, these will be stored securely in storage bags or boxes and therefore we recommend that you provide an appropriate case or cover to protect it during this time.