

Important Information

Berlitz Family Camps 2024

Ihr Berlitz Kids Team

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Dear parents,

we are very happy that you and your child will be with us in one of our **Berlitz Family Camps**.

To ensure a successful learning experience, we would like you to carefully read the following important general information about our camps. **Please take some time to explain this information to your child.**

Contact during camp	1–3 weeks before camps start, you'll receive the contact information for the camp director via email; he or she will be your contact person from arrival day on.
Teachers	All teachers have experience in coaching children and speak the language on a native level. They were especially selected and trained by Berlitz Kids. Additionally, they have a first aid certificate.
Forms	<p>Please take the following documents with you to camp and leave them in your own safekeeping.</p> <ul style="list-style-type: none"> • Health insurance card or further details for private health insurance • Pocket Money in cash (if desired) • Medication (if applicable) <p>If you or your child need to take medication, please indicate this on the questionnaire. Please keep all medication locked away during the camp period. After contacting the house, it may be possible to refrigerate the medication if necessary. Please note that medication must be taken independently.</p>
Medical Information	In case of illness or accident, you will be informed immediately. Please note that any related costs will be charged back to you directly (this only applies if your child is coming alone to camp).
Housing and meals	<p>The families are mainly accommodated in family rooms.</p> <p>All meals are prepared by the house. Include any allergies or special diet needs on the medical information form. Drinks (juice, tea, water) are provided by the house at all meals and water between the meals by our counsellors. Please bring your own bottles to refill them between the meals.</p>
To pack	<ul style="list-style-type: none"> • Casual clothing and shoes (according to weather) • Rain jacket, cap • Bathing suit, bathing shoes • Pyjama, slippers • Torchlight • Toiletries (soap, tooth care etc., please no sprays) • Refillable drink bottle • Pencil case with pens, glue stick, and scissors

	<ul style="list-style-type: none"> • Bath towel, pool towel, beach towel • Alarm clock, if desired (mobile phones won't be available during the night) • Hair dryer, if desired (safety-proven) • Fenistil/Bepanthen/Sun protection/Insect repellent • Sports outfit, Sports shoes (indoor/outdoor) • Bag for dirty laundry • Medicine against travel sickness, if needed <p>When packing the luggage for you and your child please be aware that storage space in youth hostels is very limited. Clothes and other personal belongings might need to stay in the suitcase during camp. Please do not bring large quantities of sweets.</p>
<p>Valuables</p>	<p>Please leave expensive clothing, jewelry and other valuables such as laptops, tablets, and electronic toys at home. We accept no liability for these items and will not take them into safekeeping. The rooms and cupboards are generally not locked. Liability for loss and theft of or damage to equipment brought along is expressly excluded. Please protect mobile phones from damage by using covers, protective foil (armor foil), and, if necessary, protective socks or the like.</p>
<p>Camp program</p>	<p>Exemplary schedule of a normal day:</p> <p>08.15 am Breakfast</p> <p>09.00 am Language lessons and projects incl. breaks</p> <p>12.30 pm Lunch break</p> <p>02.00 pm Sport/Workshops according to program booked</p> <p>03.30 pm Break</p> <p>04.00 pm Sport/Workshops according to program booked</p> <p>05.30 pm Break</p> <p>06.00 pm Dinner</p> <p>08.00 pm Evening activities</p> <p>09.30 pm End of program</p> <p>10.30 pm Bedtime</p> <p>The schedule can vary at several camp locations. Parents and children will have separated language lessons. Meals and activities are partly together and partly separated.</p>
<p>Rules</p>	<p>Berlitz language camps are group holidays. Please discuss these rules with your child before camp as it is important that all participants respect these rules in large groups. Failure to comply with the rules may result in the trip being canceled immediately.</p> <ul style="list-style-type: none"> • We treat others with respect.

- Children may only leave camp with a counsellor. With their parents' written consent, they may leave the camp in groups of at least 3 participants (notification desired).
- Alcohol, energy drinks and cigarettes are prohibited for children, drugs and weapons are prohibited for everybody.
- We meet on time and take part in all camp activities.
- **Children may use mobile phones only during breaks and appropriate times and not after bedtime.** Breaking this rule leads to the confiscation of those devices. To prevent any disturbances during the night, the equipment is taken by the children to a locked room at bedtime, where it is stored overnight. The counselors do not touch the devices, but only open and close the room. An appropriate protective cover for devices (if necessary also protective foil and labeled protective sock) is required! We do not assume any liability for damages.
- The gender-specific separation of the bedrooms must be respected. **Mutual access is not permitted.**
- Sweets and sugary drinks are restricted after dinner.
- All **house rules** are our rules.
- We respect the property of the house, Berlitz and other children/families.

Exception for parents from above-mentioned rules:

Please be aware of your exemplary function for the children when consuming alcohol and cigarettes, attending the program as well as using your mobile phone.

Important for children travelling alone:

Our Berlitz team is very dedicated and always has an open ear for the participants. Please talk to your child about contacting our on-site team immediately with any questions or problems. This is the only way we can address your child's concerns and, where necessary, take remedial action. If, for example, your child informs you of any problems by phone, please also contact our on-site camp team without delay (you will receive the camp director's phone number in an information letter prior to the start of camp or at sprachcamps@berlitz.de). It is not always clear to the camp counselors if and when action is needed if a child does not report to the team.

Arrival and departure

Should you arrive earlier (not for group transfer), please stay with your child until the earliest possible arrival time.

We kindly ask you to pick up your child **on time**, as all Berlitz counselors normally leave the camp then.

Please note that you are responsible for any accrued costs, e.g. travel costs, supervision costs, resulting from not picking up your child at the official end of camp.

„Check-in“ and parents meeting on arrival day	<p>Please come to our „Check-in desk“ and give the document envelope to our camp team.</p> <p>After the Check-in of all participants, interested parents of alone-travelling children are kindly invited to a Meet and Greet with our camp team. All counsellors will introduce themselves to you and are happy to answer your questions. If you have any special questions don't hesitate to contact our camp director directly. The program starts after all not accompanying parents have left the camp.</p>
„Check-out“ on departure day	<p>We would like to say good-bye to you and your child on the last camp day. You'll receive the camp documents and you will have the chance to have a talk with your child's teacher. Please note that the last meal in camp normally will be breakfast.</p>
Contact with the parents	<p>Important note for children travelling alone: A stay away from home may initially be a little stressful for some children and can lead to homesickness. Our counsellors are well-trained in handling such situations. The well-being of all children is our first priority and we will take care of them very well.</p> <p>In almost all cases, after one or two days of meeting new friends and participating in exciting activities, the homesickness goes away.</p> <p>We kindly ask you not to call your child several times a day. In our experience, children settle much better and faster if they do not talk on the phone with their parents daily.</p> <p>Of course, we will let you know if a persistent problem arises. We can also gladly pass on messages to your children. The camp director can always be contacted by phone.</p> <p>Please understand that we cannot return any part of the camp fee should you decide to pick up your child before the camp ends. This is also the case if your child is required to leave camp early.</p>

We hope that you and your child have a pleasant stay at our Berlitz Family Camps.

If you have **any further questions**, please do not hesitate to contact our Berlitz Kids team (see first page).

Yours sincerely

Your Berlitz Team