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## **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 7 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.



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# Welcome to South Bank

London South Bank University is one of London's largest and oldest universities. Founded in 1892 its original missions was 'to promote the industrial skill, general knowledge, health and well-being of young men and women'. The university started life as the Borough Polytechnic Institute and has a deep rooted history in the local community of

Southwark, including providing hot meals to people during the Second World War. Today the university strives to be one of the leading organisations for outstanding practice-led learning.

The university has three campuses. Our programmes take place on its founding campus in Southwark, right in the heart of zone 1 of central London close to the Elephant and Castle, Waterloo and Westminster. The London Eye and the South bank are all within close walking distance making this an ideal location to explore the many sights, sounds and attractions that the exciting city of London has to offer.

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### Staff at Centre





The Centre Manager is responsible for the smooth running of the centre as well as inspires, motivates, and leads the entire school of staff, leaders and students. Our Centre Managers are chosen for their experience, professionalism, and personalities.

### Welfare and Accommodation Officer (WAO)

The Welfare and Accommodation Officer leads the Welfare and Safeguarding within centre to create a safe and healthy environment for students, Group leaders and staff and is to the go to person for Welfare, Safeguarding and administration issues and concerns in centre. In other centres, they will also be the lead Hall Manager and room/ accommodate all clients and staff according to regulatory guidelines and best practice.

### 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.

### **Activity Manager (AM)**

Responsible for all aspects of the Activity Programme, All Group Leaders must meet with them at least 2 times a week to ensure everything is going okay with your programme. They will also be able to help arrange optional excursions and make additional bookings for you.

### Assistant Activity Manager (AAM)

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

### **Activity Leader (AL)**

The Activity Leaders are responsible for running everything outside the lessons! This includes onsite activities, excursions, and meal duty supervision.

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

Responsible for the academic management of the centre and ensuring the teaching and learning component of the programme is delivered to the highest possible standards.

### Teacher

Teaching staff are responsible for planning and delivering lessons. Some centres will also have 1/2 Senior Teachers who teach 50% of the time and spend the remainder of their time providing academic support to the teachers and DoS.

### **Night Supervisor**

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



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### **Pre-Arrival**



### **Clothing**

You will be participating in daily onsite activities and off-site excursions. so we recommend that you bring comfortable clothing, a hat and walking shoes. We also recommend that you bring clothing appropriate for occasionally dressing up in the evenings. Also Umbrella, Sun protection (cream, spray, lotion), rain/wind-proof jacket, Secure bag/backpack/travellers' wallet, Sunglasses are advisable.



## **Everyday**

Medication Toiletries, washing and sanitary essentials, Toothbrush and toothpaste, Towel, Hairbrush/ comb/hairdryer, Sleepwear, socks and underwear Glasses/contact lens equipment, Water bottle, Plastic bags for dirty laundry or wet items.



## 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're questioned about them at Customs. We recommend you bring a note from your doctor stating these medications are required and you inform the Welfare Officer in centre.



### **Technology**

Phone/iPod/iPad/Tablet + chargers (we recommend you only bring one of these items), Headphones Camera and camera charger. Make sure students will have access to their mobile data and WhatsApp is installed once they arrive in the UK. Students will use their mobile to communicate with the Embassy Summer staff.



Always make sure important numbers and contact details are entered into your mobile phone and are also written down in your purse or wallet. Please refer to all emergency contact information provided in your arrival packet.



## 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.



We recommend you pack these items in your carry-on 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



## What Not

We can only guarantee the carriage of one suitcase and one small carryon luggage (not suitcase) for airport transfers. If you anticipate that you will need to bring more suitcases than this, please let us know in advance. Bedding (bed sheets, pillows), Expensive electronics/valuables, Travel iron, too many clothes.

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## At the Airport

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

On arrival at the airport, you will be met by one of our transport coordinators who will welcome you to the UK. The airport team will be wearing a green T-shirt with an Embassy Summer logo so you can easily recognise them. The airport team will accompany you to your coach in the coach park. They do not travel to the centre with you.

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

If after 10 minutes students cannot locate the Embassy Summer airport staff, they can call the Embassy Emergency number +44 7771 845978 (from the information desk or a 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 South Bank are:

Heathrow Airport: 1 hour 45 minutes Gatwick Airport: 1 hour 30 minutes Stansted Airport: 1 hour 30 minutes Luton Airport: 1 hour 45 minutes Kings Cross St Pancras: 30 minutes



## At the Centre

### **Arrival Procedure**

On arrival at the centre, our team will welcome you and give you a welcome pack with your specific programme, a welcome letter from the management team, lanyards, student ID cards and the optional flyer.

You will receive the rooming configuration allocated to your group prior to arrival so you can begin to organise the students into bedrooms. We aim to have bedrooms ready when you arrive or by 5pm at the latest.

### **Departure Procedure**

Students must check out of their rooms by 9am and return their 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.

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### **About South Bank**

Age: 13-17 Juniors / 18-21 Adults

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

Dates: 25 June – 13 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

Large



### **Room Facilities**

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



### **Building Facilities**

Commucal Lounge, Free Wi-Fi, Laundry Facilities, Lift, Security, Vending Machines Available.



### **Room Type**

Single Room



### **Bathroom Type**

En-Suite Bathroom (1 student per bathroom)





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### **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 on the campus, located within McLaren House halls of residence.

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

Washing detergent can be purchased in the laundry room or at the office.



### Wi-Fi

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



### **Sports Facilities**

South Bank has an indoor sports hall which we hire several times each week for the use of our students. Students can participate in a variety of sports including badminton, basketball and indoor football.

### Shop/Café

There is a café available in the teaching area, as well as the space used for evening activities (the student union). There are several shops (including a supermarket) within 5 minutes walking distance of the campus along Waterloo Road and London Road.

### Security

There is an on-site security team available 24 hours to monitor the grounds and access points. CCTV is available. Embassy Summer also provides a night supervisor to ensure additional safety during the evenings.

#### Safe

A safe will be available for the storage of passports, travel documents and deposits in the Centre Office.

### **Linens and Towels**

Bed linens are changed once per week. Bath towels are not provided.

### **Social Spaces**

Every accommodation flat has a communal space. These can be used for relaxing and socialising with your flat mates in the evening. In addition, 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 ID card



### Meals

South Bank offers full board accommodation, and we make sure that our students have the right nutritional balance. We provide suitable meals to help them stay healthy, focused, and energised. All our programmes include a variety of hot and cold meal items, and we can cater for most dietary requirements.

Embassy Summer needs to be informed in advance. It is important to be provided with accurate information. We will then inform our suppliers accordingly.

All meals are provided for in a large self-service dining hall (spread across 2 floors) in the main University building, in the LSBU HUB 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**

Breakfast 07:15 - 08:15 Lunch 12:30 - 13:30 Dinner 18:30 - 19:30

### Breakfast

Continental including juice, tea or coffee, toast, cereal and fruit.

### Lunch

3-course lunch with 2 hot options, one of which is always vegetarian. Special diets are catered for. Packed lunches for full day excursions and weekends.

3-course lunch with 2 hot options, one of which is always vegetarian. Special diets are catered for.



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### **Local Transport**

London South Bank is in zone 1 of London and central London is easily accessible either on foot or via Waterloo or Elephant and Castle tube stations.

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**

An ATM and post office is located close to Waterloo train station or Blackfriars all within walking distance of the campus: Santander Bank is a 5-10 minute walk, 347-351 London Rd, Elephant and Castle, London SE17 2DP. Post Office Columbo House, 52 Blackfriars Rd, London SE1 8NN.

Currency should be exchanged whilst on excursions or out in central London.

All post is received internally by our hosts which is then processed and delivered to our office onsite. Due to the working hours of the post room, we ask that you do not get deliveries made to the 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.

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

Local Doctor: 2 Princess Street, London SE1 6JP

Local Hospital: St. Thomas's, Westminster Bridge Road, London SE1 7EH, Tel: +44 207 188 7188

Local Dentist: 305 Borough High Street, London SE11JH

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

### Fire Drills & Safety

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

Please ensure that all students have left their rooms and stand at the designated evacuation point outside. There will then be a roll call. If any students are unaccounted for or the evacuation is too slow, the fire drill will be classed as a 'failure' and will need to be repeated at a later date.

### 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 10:30pm. All students must be in their accommodation by this time. They must be in bed with the lights off by 11:00pm.



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## **Language Programme**

- ✓ Taught by friendly and professional English teachers
- ✓ 20 x 45 minute lessons per week morning or afternoon
- ✓ Placement test on day 1 to ensure students in appropriate level
- 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 and end of course



### First Day at school

There will be a student induction at school on their first Monday. This is delivered by an 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 meet their teacher and will be taken to the classroom, where they will have the placement test. It will last roughly 1 hour, and it includes Grammar, Vocabulary, Reading, Writing and Speaking.

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 lesson.

### **Attendance**

Students' attendance will be recorded for each lesson and an attendance certificate will be issued at the end of the course only if the attendance is equal or greater than 80%.

Students are placed according to the result they achieve on the placement test. The teachers confirm that they are in the right level 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 level, they can go to the Academic Office and discuss it with the Academic team.



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## **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



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### **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 guizzes.

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 South Bank.

### **Half Day**

Tower Bridge Experience

Visit inside Tower Bridge and discover the stories behind the engineering and people that built London's defining landmark. Take in stunning panoramic views and experience the thrill of seeing London life through the Glass Floor.

### River Thames Cruise

Enjoy a memorable and entertaining trip out on the river Thames! It's the perfect way to take in the capital's iconic riverside landmarks.

### St Paul's Cathedral

Visit one of the most famous and most recognisable sights in London. St Paul's Cathedral was once London's tallest building from 1710 to 1962 and dominated the skyline for 300 years with its dome amongst the highest in the world.

### Museums

- · Natural History Museum
- · Bank Museum
- · Tate Modern
- · British Museum
- · Imperial War Museum
- · National Maritime Museum
- · Science Museum
- · Victoria & Albert Museum
- Museum of London
- National Gallery
- · Tate Britain
- National Portrait Gallery



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### **Full Day**

Brighton

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

### Canterbury

Recognised as a UNESCO World Heritage Site, this is one of the most visited cities in the UK with medieval buildings, notably the gothic architecture of Canterbury Cathedral.

### Cambridge

This iconic university city is famous for its colleges, where we will visit King's College.

### **On-Site Activites**

Examples of on-site activities offered at South Bank:

- · 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
- · Build your own board game

- Murder Mystery
- · Scrapbook Making

### **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.

### Oxford

Home to the world's oldest university, where we'll visit Christ Church.

### Windsor Castle

Visit the oldest and largest inhabited castle in the world and has been the family home of British kings and queens for almost 1,000 years.

### 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.

#### Cable Cars

Glide above the Thames in a Cable and take in aerial views of London's skyline, as you travel from Royal Docks to Greenwich Peninsula.

### Tower of London

Discover London's iconic castle
– a secure fortress, royal palace,
infamous prison and World Heritage
Site. Get up close to the Crown
Jewels, meet the legendary Yeoman
Warders and ravens and see the
Tower like never before.

### Musicals

The Lion King

Disney's award-winning musical The Lion King explodes with glorious colours, stunning effects and enchanting music. It follows the powerful story of Simba as he journeys from wide-eyed cub to his destined role as King of the Pridelands. Now in its 24th year at London's Lyceum Theatre.

#### Mamma Mia

The world's sunniest, most exhilarating smash-hit musical! The irresistibly funny tale of a mother, a daughter and three possible dads on a Greek island idyll, all unfolding to the magic of ABBA's timeless songs.

### Matilda

The multi-award winning musical from the Royal Shakespeare Company, inspired by the beloved book by Roald Dahl. Matilda The Musical is the story of an extraordinary little girl who, armed with a vivid imagination and a sharp mind, dares to take a stand and change her own destiny.

### Wicked

Discover what really happened to Glinda the Good Witch and Elphaba the Wicked Witch of the West in Wicked. London's most enchanting musical is packed with magic spells, wizards, and real dragons!

### 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.



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## **Sample 3 Week Programme**

WEEK 1	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning	Arrivals/Departures	Testing/Induction	Lessons	Lessons	Lessons	Lessons	Full day trip: Cambridge with walking tour and college visit
Afternoon	Visit to Borough Market	Wesminster or other London walking tour	National Portrait Gallery	Indoor sports or Local Activities	Tower Bridge Experience	Museum of London  Optional trip to  Madame Tussauds  or London Eye or  Tower of London	or Canterbury with walking tour and visit to the cathedral
Evening	Welcome and Team Games Sports in the park	Disco	Quiz	Karaoke Optional Musical	Film Night  Late night shopping at Westfield or Oxford Street	Disco	London by-night walk Talent Show

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## **Sample 3 Week Programme**

WEEK 2	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning	Arrivals/Departures	Westminster or other London walking tour	London British Museum	Indoor sports or Local activities	Thames River Cruise	Sciene Museum  Optional Madame Tussauds or London Eye or Tower of London	Full day trip: Brighton with walking tour and visit to Sea Life Centre
Afternoon	Trip to Covent Garden	Lessons	Lessons	Lessons	Lessons	Lessons	or Cambridge with walking tour and college visit
Evening	Welcome and Team Games Sports in the park	Disco	Treasure Hunt Optional Cinema/ Bowling/Musical	Karaoke Optional Musical	Film Night  Late night shopping at Westfield or Oxford Street	Disco	London-by-night walk Fashion Show

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## **Sample 3 Week Programme**

WEEK 3	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning	Arrivals/Departures	Lessons	Lessons	Lessons	Lessons	Lessons	Full day trip: Canterbury with walking tour and visit to the Cathedral
Afternoon	Trip to Tate Museum	Wesminster or other London walking tour	Natural History Museum	Indoor sports or Local Activities	St. Paul's Cathedral	Leicester Square + China Town  Optional trip to Madame Tussauds or London Eye or Tower of London	or Brighton with walking tour and visit to Sea Life Centre
Evening	Welcome and Team Games Sports in the park	Disco	Treasure Hunt Optional Cinema/ Bowling/Musical	Karaoke Optional Musical	Film Night  Late night shopping at Westfield or Oxford Street	Disco	London by-night walk International Show

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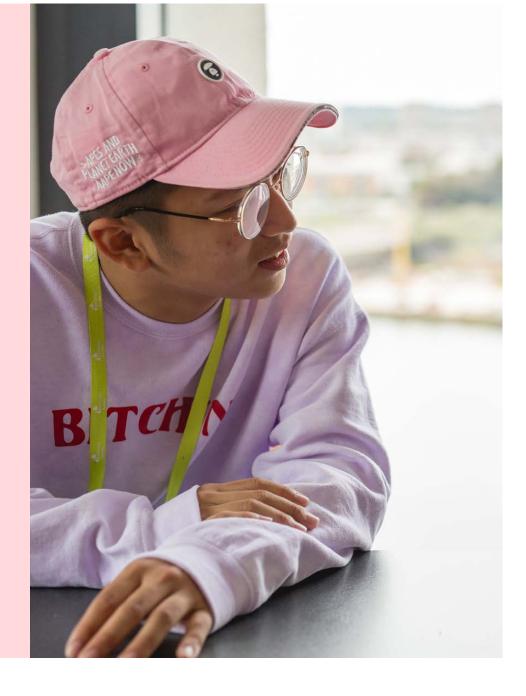
## **Group Leaders**

Embassy Summer expects the Group Leader to share responsibility for the pastoral and welfare needs of their students. Embassy Summer also expects the Group Leader 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 your own.

### Meetings

Embassy Staff member will have a meeting with each leader on their first evening at the centre (or the day after arrival) where the 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.





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### **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.

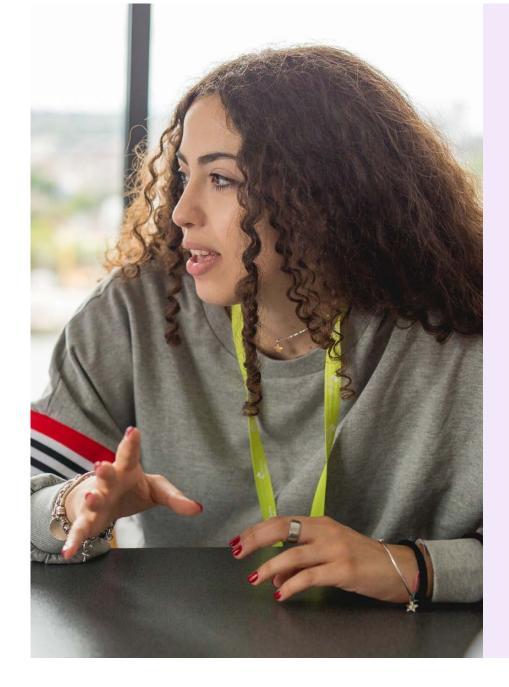




### **Group Leaders Code of Conduct**

- **x** 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.
- X 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.
- **x** 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.

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## **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 aways 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.

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+55 213 958 08 76

## **Important Information**

### **Head Office Address**

**Embassy Summer** 2 Bartholomews Brighton BN11HG United Kingdom

### **Emergency Number**

+44 7771 845978

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

Time Zone: **GMT** 

### **Useful Numbers**

Emergency 999 999 Police Ambulance 999 Fire Brigade 999

For any specific queries please contact your Regional Sales Manager.



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+81 345 895 399

### **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 be provided with 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** Map



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

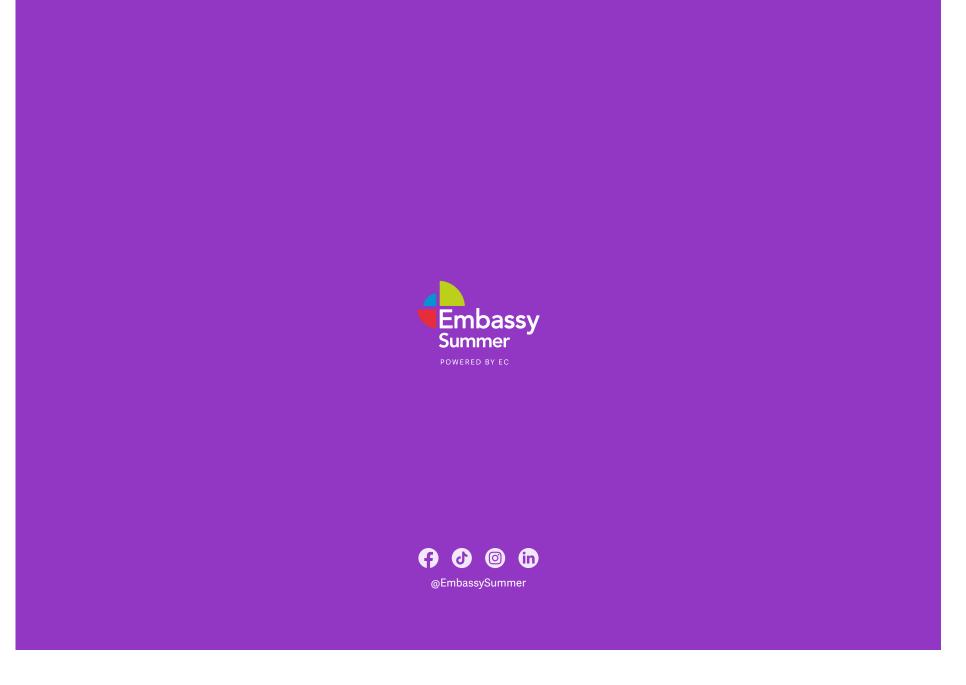
If a student does not have insurance, guard.me insurance is available to purchase through Embassy Summer. https://www.guard.me/

### **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.

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