

PGL Frequently Asked Questions

All information is available on the school website as well as the PGL website. We will send you links to the relevant information by email following the parent/carers meeting.

Are activity instructors qualified?

Yes, all the instructors are carefully selected, highly trained and meet the requirements laid down by national governing bodies, including [The Adventure Activities Licensing Authority \(AALA\)](#), [The British Activity Providers Association \(BAPA\)](#) and the [Council for Learning Outside the Classroom \(LOtC\)](#).

Can PGL cater for special diets?

At PGL centres, we are able to deliver catering provision for many dietary requirements as specified by culture, religion and medical concerns. We regularly provide meals for a wide variety of needs including coeliac, diabetic, food allergies and vegetarian/vegan.

There are freshly-prepared hot or cold options available at every mealtime and a self-service salad bar for children to help themselves to as much salad as they like at lunch and dinner. Homemade soup is available most days and there is plenty of bread and fresh fruit available, as well as hot and cold drinks.

What about if my child is a fussy eater?

We know that some children are very particular about what they eat and if the menu doesn't suit, we can provide alternatives to ensure no-one leaves the dining room hungry. We do often find, however, that children are more likely to try new things at PGL that they wouldn't normally eat at home - it's all part of the PGL experience!

What should my child bring with them?

Your child will need to bring a sleeping bag, pillow, toiletries, suitable clothing for activities (kit list is included in this pack) and pocket money (optional).

Your child will need to be dressed in clothes suitable for the first activity. Do not bring fancy or smart clothes to PGL. They will need a rucksack for the coach with a water bottle and a packed lunch for the first day. Please could the lunch be packaged in disposable packaging?

Can my child bring their mobile phone?

Your child is **not allowed** to bring a mobile phone, a smart watch or a games console. These are not covered by our insurance policy and their use is prohibited in many areas on the PGL site.

Your child will not be able to access wifi at Windmill Hill.

What activities will my child be doing?

All PGL's adventure activities take place under the instruction and guidance of specially trained PGL instructors who prioritise safety above all else. Activities take place on land, on the water and in the air (for our rope-based challenges), so each brings a different (and fun!) way for children to challenge themselves in a friendly, safe and supportive environment. The final activity programme will be agreed with the Party Leader a few weeks before travel but you can see a full list of activities on each centre page, along with a full description and photos.

Does my child need to take any pocket money?

Children are welcome to bring some pocket money with them for their stay which will be looked after by the school staff. Our centres provide gift shops where they can purchase branded and non-branded goods, including stationery, T-shirts, caps and confectionery. There is a price list included in this information pack. Suggested amount is £10.00 in a named envelope to be given to the teachers on the morning of departure.

What is the accommodation like?

At Windmill Hill we have lodges with en-suite rooms, sleeping 5-6. The rooms will be single sex. Each lodge has its own toilet and bathroom. West Hill's rooms are in one contained block, it will only be our school in that block of rooms.

Are there First Aid facilities at PGL?

PGL has first aid cover available at all centres. Any other medication required will be supplied and administered by the first aider from West Hill. Any medicines should be given to the West Hill first aider on the morning of departure. All medicines should be clearly labelled with the child's name. A medical form must be signed by all parents/carers before departure.

In an emergency, centre staff will assist in calling an ambulance to transport the ill or injured guest to hospital.

For non-emergencies, centre staff will normally arrange transport by taxi to the appropriate medical facility.

What happens if my child is ill on the day of the trip and is unable to travel?

If your child is ill and cannot go on the trip you must make sure your child sees a doctor. Your doctor will have to complete a medical certificate from the insurance company (Tif Group) in order for you to be able to claim for a refund. The school can provide you with a copy of the insurance form for the doctor to complete. It is also available on our website on the PGL page. You will not receive a refund if this form is not correctly completed.