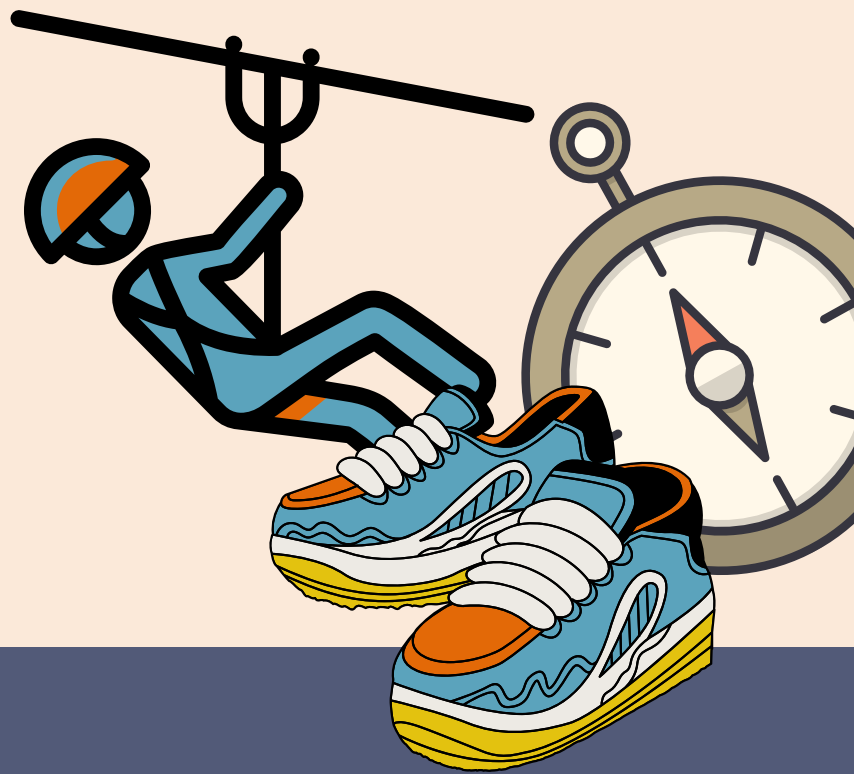
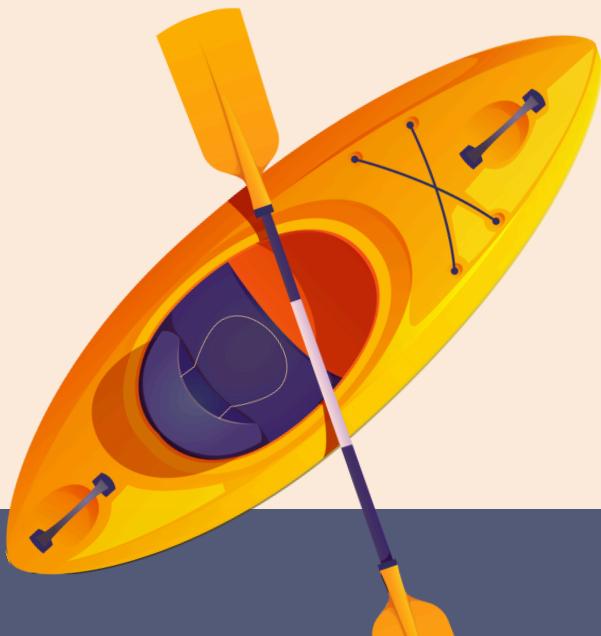




SWAN VALLEY  
ADVENTURE CENTRE

# HOLIDAY PROGRAM INFO PACK

58 Yule Avenue, Middle Swan Western Australia 6056 ·



# FOR YOUR INFORMATION



## What to wear:

- Comfortable, weather appropriate clothing
- Enclosed shoes (eg. runners/sneakers)
- **Hat**

## What we provide:

- Fun outdoor experiences for a range of ages/abilities
- Lunch
- All equipment



## Check in/Check Out Procedure:

- Follow the Red Flags to the sign in desk
- Please have valid form of ID to present to check in/check out staff
- Parents are to vacate site after signing in children until pick up time



## What to bring:

- Spare change of clothes
- **Spare pair of enclosed shoes**
- Sunscreen
- **Water bottle**
- Towel
- Morning/Afternoon Tea
- Bag
- Weather appropriate clothing (raincoat)
- Bag for wet/dirty gear



## Times

- Drop off is from 8:15-8:30am
- Pick up is from 3:45-4:00pm
- 4-6 year old is from 8:15am - 12pm



## Early Pickup:

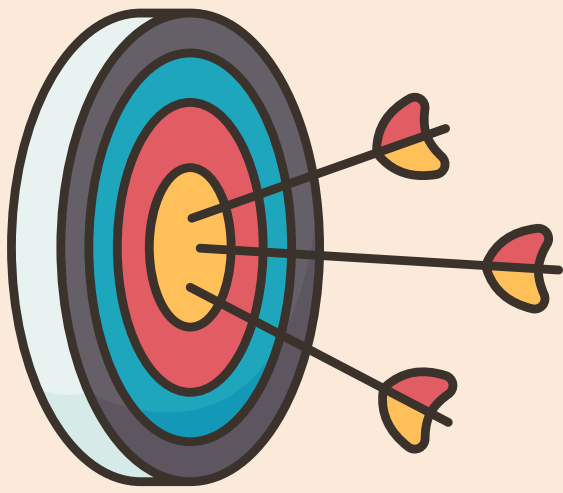
- Must be arranged prior to day or at drop off
- Report to Reception and they will organise collection of your child

## Late pickup



- Late pickups incur a fee of \$30 for every 15 minutes they are late
- Please call the centre on 9374 5600 if you are going to be late

**THONGS AND SLIDES ARE NOT PERMITTED FOR ACTIVITIES!!**



# PROCEDURES

## Behaviour Management

To ensure a safe and enjoyable experience, we enforce a strike system:

- Strike 1:** Verbal warning.
- Strike 2:** 15-minute time out.
- Strike 3:** Removal from activities and sent home.

Please see our respect model for anyone attending camp



Severe behaviour may result in immediate escalation. **Any child who leaves their group without permission will be sent home and banned from the program.** Parents/guardians are required to pick up their child immediately if requested.

## Emergency Contact Procedures

Please ensure emergency contact is recorded and accurate during registration and check-in. If the emergency contact or pick-up person changes throughout the day, please contact [info@swanvalleyadventurecentre.org](mailto:info@swanvalleyadventurecentre.org) or call us on [9374 5600](tel:93745600).

# SAFETY AND POLICIES

## Child Safety

- Instructors all hold valid Working with Children Cards (WWC) and undergo Police Checks upon employment
- Parents/guardians are not permitted to stay on-site during the program. For children requiring a full-time carer, please contact the centre to discuss the requirements - a valid Working With Children Card (WWCC) is required on the day.
- **Note:** a physical Working with Children Card (WWCC) is required to be on the carer at all times whilst at the centre and a photo image of the card will not be accepted.

## Cancellation/Refund Policy

We aim to provide an affordable and exceptional day program experience. However, due to the impact of cancellations, we are unable to offer full refunds unless the centre cancels the program for the day, or your child is medically unable to attend due to illness or injury (Medical Certificate required).

### Options for Unforeseen Events:

- Event Day Swap: If your child can't attend their booked day, you may request a one-time change to another day, subject to availability and approval - 24 hours' notice required.
- Spot Replacement: You may transfer your child's spot to another child in the same age group only. Please notify the centre, including the new child's parent/guardian contact details - 24 hours' notice required.
- Refunds for Sickness/ Injury: If your child is unable to attend due to illness or injury, you may be eligible for a refund. Please note that only the affected child will qualify for a refund. A medical certificate must be emailed to [info@swanvalleyadventurecentre.org](mailto:info@swanvalleyadventurecentre.org) by 4pm on the booked day in order to process a refund. Late medical certificates will not be accepted.