



# the **Y** **OUTDOORS**

## KAITOKE SCHOOL PROGRAMME GUIDE

2023 - 2024 Season

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# Welcome

Welcome to Y Outdoors. This School Programme Guide will take you through all the ins and outs of your camp experience, from making your booking, all the way through to waving goodbye to your happy students after camp.



# Booking Timeline

## BOOKINGS FORM

- Step one to attending any Y Outdoors Program is filling out our Booking Form.
- This form outlines important information about your group, the activities you are interested in doing and your preferred dates of attendance.

## PAPERWORK

- We require anyone attending a Y Outdoors program to fill in a participant medical form. This information is collected digitally.
- After we have received your deposit invoice you will gain access to your 'School Folder'. This has various paperwork and information pertaining to your group's booking such as: cabin lists, activity groups, participant med form collation sheets and more.
- Please see the 'School Folders' section for more information.

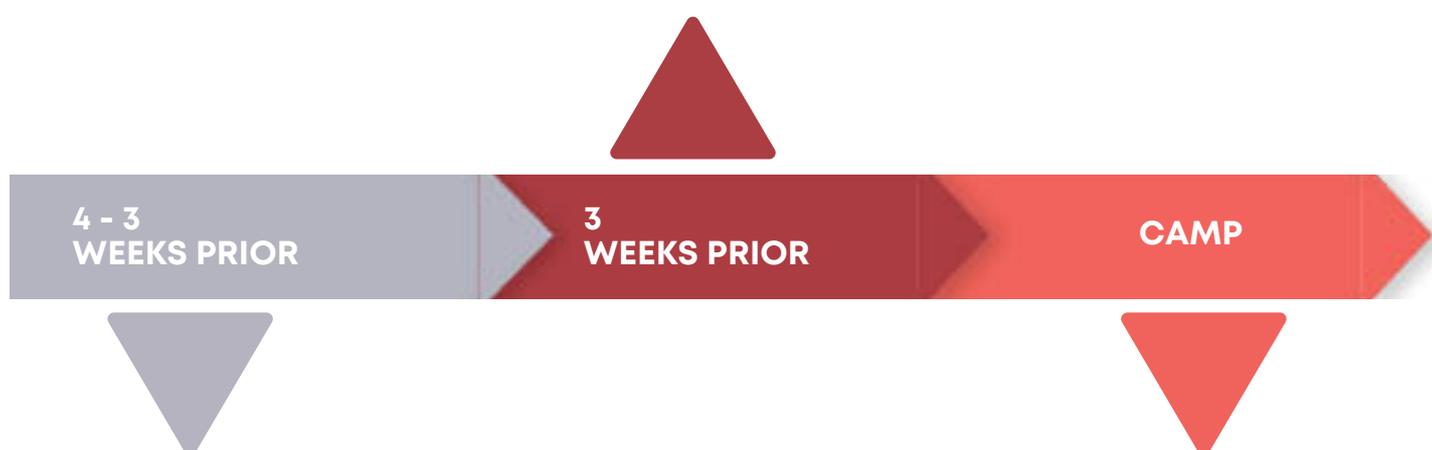


## DEPOSIT INVOICE

- Once we have received your Booking Form, we will invoice you for 20% of your total booking cost.
- Once this has been paid, we will lock in your booking and from this point onwards you are booked in and coming to camp.

## FINAL PAYMENT AND DETAILS

- 3 weeks out you will receive your final invoice with the balance due within 7 days
- At this stage we need all paperwork to be finalised. This includes: activity groups filled in, cabin lists created and participate medical forms completed for anyone attending camp



## PROGRAM DESIGN

- We recognise that every school and their students are unique, and this means that every camp program must also be unique so that your students can get the most out of their Y Outdoors experience.
- We take program design very seriously and our Outdoor Education team will help tailor a camp program that suits your students and any desired outcomes.

## CAMP DETAILS

- Within 1 week of your program starting you will receive a phone call from us, checking in and answering any final questions you might have.
- Upon arrival to camp, Y Outdoors staff will brief your group (participants and adults) to cover site specific safety for your stay.
- Instructional staff conduct full site induction with participants
- Duty Manager will conduct a full adult briefing

# Pricing

The price of your Y Outdoors experience includes all accommodation, meals, facility use, and outdoor activity facilitation by our instructional team. Our Safety Management Systems require us to operate at no more than a 1:10 ratio of instructors to student participants, plus one adult chaperone per group. Primary schools (up to year eight) are required to provide one accompanying adult for every group of ten students. We require secondary schools to provide one teacher per classroom.

Below are the programme lengths we offer, and the price per participant (student camper) or accompanying adult. Peak season refers to terms 1 and 4, and Off Peak to terms 2 and 3.

	 <b>3 DAYS</b> <b>2 nights</b>	 <b>4 DAYS</b> <b>3 nights</b>	 <b>5 DAYS</b> <b>4 nights</b>	 <b>12 DAYS</b> <b>11 nights</b>
<b>PROGRAMME</b>	6 activity slots	10 activity slots	14 activity slots	Specialty programme for secondary school students only
<b>PARTICIPANT</b>	2023: \$240 (peak) 2024: <u>\$265</u> (peak)  2023: \$210 (off peak) 2024: \$230 (off peak)	2023: \$320 (peak) 2024: <u>\$350</u> (peak)  2023: \$280 (off peak) 2024: \$300 (off peak)	2023: \$400 (peak) 2024: <u>\$440</u> (peak)  2023: \$350 (off peak) 2024: \$380 (off peak)	\$790  n/a
<b>ADULT</b>	2023: \$150 2024: \$160	2023: \$200 2024: \$210	2023: \$250 2024: \$260	\$400

## NIGHT ACTIVITIES

In addition to your daily programme, it is possible to enhance the experience by adding night activities. These usually run from 7:30pm until 9:00pm, and booking these in advance is essential. The added cost for one night activity is \$300.

We understand that for some, the fees associated with attending a Y Outdoors experience can be a stumbling block. It is our aim that no person willing, but unable to pay, be denied access to Y Outdoors programmes. Because we are committed to ensuring opportunities for all - regardless of financial standing, Fee Assistance is available across most programmes. It can be used for individuals and families, to provide subsidised access to programmes dependent on the individual's ability to pay. Please get in touch for more information.

# Terms & Conditions

## DEPOSIT

Y Outdoors requires a deposit of 20% of your estimated booking cost within 30 days of making your reservation/pencil booking. Deposits are non-transferrable and will be applied by Y Outdoors towards the total charge. Details will be sent to you when payment is required.

## REMAINING BALANCE

You will be sent an invoice for the remaining balance of the total charge three weeks prior to your Y Outdoors programme, which is due within 7 working days. This invoice must be paid before your arrival.

## CHANGE IN GROUP NUMBERS

We cannot guarantee staffing your programme to our designated ratios when there are significant changes to your group numbers with short notice. Therefore, group numbers must be confirmed three weeks prior to your Y Outdoors camp, and your invoice will reflect these numbers. Any changes to your group numbers within said three weeks prior to your booking will incur an administration fee of \$150. We do stress that if the numbers increase within the three weeks prior to your booking we cannot guarantee offering the original programme outlined. A reduction in numbers in the final three weeks will again incur the administration fee, plus you will be invoiced for the group numbers previously agreed to.

## ADDITIONAL COSTS

Y Outdoors reserves the right to make additional charges that may include:

- Cleaning charges: In the case that our facilities are not left clean and tidy as per the end of stay clean up schedule, you may be charged with a cleaning fee. Further costs will apply for the cleaning of the non-accommodation facilities should that be required. Please contact us if this affects you.
- Y Outdoors is 100% Smokefree. Smoking onsite is a fire hazard, and a danger to our facilities. A \$250 fine will be added to your bill if any of your group members are found to be smoking onsite, whether its indoors or outdoors.

## MAKING A CANCELLATION

More than 12 weeks before the programme	Deposit refunded less \$120 administration fees
Within 12 weeks before the programme	Deposit not refunded
Within 4 weeks before the programme	Y Outdoors will pass on any losses it has incurred due to your cancellation, such as services booked

All of our prices are inclusive of GST, and surcharges will apply on public holidays. If this affects your programme, please contact the office for further details.

Prices are effective from 1 September 2022 (please note those bookings that have been made with the previous edition of this School Programme Guide will be honoured at the prices quoted subject to deposit already being paid).

# Your School Folder

Planning and booking a school camp can be daunting! But it is a part of our teams' everyday lives, and is our bread and butter. We understand that it may be confusing as to who to contact with what enquiry.

When planning your school programme at Y Outdoors, your main point of contact will be:



**ROBYN WALDROM- Customer Care and Bookings Coordinator**

youtdoors@ycentral.nz

+64 4 526 7338

As part of our administration processes, we use google drive to store and edit information pertinent to the coordination to your Y Outdoors programme. When relevant to your booking process, you will be given access to a Google drive folder which includes information and forms relevant to your stay. You will be required to pass information over to parents / caregivers for them to complete, and fill out some of the forms yourself. You will find:



## **MEDICAL AND DIETARY INFORMATION**

- We collect information digitally through online forms which we eventually collate into one document. What we require from your end is that you send a link out to all attendees in your school's group (including accompanying adults). Once they have received the link, it will take them to a digital form. Every attendee coming onsite must fill out this form. This information is required three weeks prior to your programme.
- You will also be able to access the information that attendees have entered into the digital form. This is displayed in the Medical and Dietary Summary Sheet. You will need to be able to tell who has or hasn't completed the digital form, so you can use this sheet to figure out who still needs to. This information is confidential so please keep that in mind if sharing this document.



## **GEAR LIST**

In this folder you will find two gear lists:

- The Participant Gear List is for participants and can be downloaded and sent to parents / caregivers. For a positive camp experience, it is important that students bring all mandatory and recommended items on this list.
- The Teacher Gear List is a way of keeping track of all the things that are required for camp and should be used by the TIC to make sure nothing is missed.



## **GROUP AND CABIN LISTS**

- Inside the Group and Cabin Lists folder, you will find two Google Sheets. These documents **MUST** be completed three weeks prior to your programme.
- **ACTIVITY GROUP LIST:** Fill out the document, splitting your students into groups of ten. Your students will be in these groups for every instructor led activity, and can be problematic to change once you arrive at camp - so please think about these carefully!
- **CABIN LIST:** While this document is useful for us and our instructors, it also acts as an emergency list whilst your school is onsite, so it is crucial to have this finalised three weeks prior to your programme. We have three rows of cabin accommodation, so please check with us if you are unsure which row/s your school is populating.



## **ACTIVITY ROSTER**

- This document shows your programme's daily activity rotations. If there is nothing in this folder, it means that these have not yet been finalised - you don't need to worry, we are on to it and they will appear soon!
- Y Outdoors staff will print and distribute all timetables for a program upon your arrival. This ensures that the correct copies are being used.

# People

We think that our people are what make our programmes shine. From the office, to our on the ground instructional staff, we work hard to maintain a high standard of operation. Once your students are split into their groups of ten, an instructor is assigned to a group for the entirety of camp. During your stay, our instructors will be there to answer any questions, manage the participants, facilitate all outdoor activities, and inspire your students! Our instructional staff are trained in first aid, risk management, behaviour management, child protection, and safeguarding.

Your main point of contact throughout your programme will be the designated Duty Manager. You will meet the Duty Manager during your site induction and briefing upon arrival.

## **WHAT'S EXPECTED OF EVERYONE?**

One of the many great outcomes from a Y Outdoors Program is the group culture and relationships cultivated throughout. We have clear expectations of our instructors, and also the students, parents and teachers involved in a programme, which when met, lead to a positive, supportive learning environment for all involved. These expectations are detailed below.

## **TEACHER IN CHARGE (TIC)**

A TIC has specific duties before, during and after your school's programme. They are the main point of contact between the Duty Manager and the school.

Before the commencement of an Outdoor Education Programme at Y Outdoors, the TIC will (once dates have been booked) organise the distribution of relevant information to all attending, including ensuring all students and adults complete the Medical and Dietary Summary Sheet. We also ask that they explain the roles of accompanying adults to any adults coming to camp, and have a conversation with the students about upholding school rules and values whilst at camp.

During the programme, we ask that the TIC be available at 8:30am each morning to attend our Daily Instructor Briefing. In this meeting, we will discuss how students were overnight and any concerns your or students have. During each day, the TIC will ensure that accompanying adults are with their groups when required, and are on hand to assist and resolve any behavioural issues that may occur. At meal times, the TIC will ensure students are ready on time (especially duty groups who will be there early to set up) so that the meal does not run late. This applies mainly to breakfast and dinner, as our instructors will bring students to lunch.

## **ACCOMPANYING ADULT**

The adult role is important in helping create a safe, positive and supportive environment for student participants. A big part of this role is to support the instructor with your group, and enhance the programme in a positive way. Accompanying adults are welcome to participate in our programmes as a participant or observer - although in some cases it will not be possible to participate in activities. Observation and behavioural management is the most likely scenario, and will often be the most helpful role for instructors.

Accompanying adults will also be required to assist when it comes to meal times. Although an instructor will be overseeing the entire process and supervising the duty group, managing large groups of students can be challenging. Supporting the instructor on duty (whether or not their own group is on) helps make the meal run smoothly, and keeps the process efficient.

During the 'down time' instructors will be off duty, so management of students during those times will be required.

## **PARTICIPANTS**

We expect all students to treat our place like it is their own. Respect for staff, each other, and the environment is paramount. Participants should expect to be treated with respect, and be supported in a positive way in order to achieve their goals. Therefore, during students' site induction their instructor will lay out some clear expectations for behaviour and attitudes as follows:

At camp you can expect to:

- Be treated with respect by everyone (other participants, adults, teachers and staff)
- Be in an environment that is supportive and caring 100% of the time
- Be challenged and encouraged to push your boundaries
- Be kept safe during activities run by instructors

In return, it is expected that you:

- Treat everyone with respect
- Strive to make those around you feel cared for and supported
- Push yourself and face every challenge head on
- Follow the Y staff instructions at all times

These expectations also apply to accompanying adults and teachers, and are shaped by our safeguarding and child protection policies.



# Daily Routine

A day at camp is jam packed with getting our hands dirty, knees scuffed, boundaries pushed and heaps of laughter inbetween. As such, you can expect students to be out with their instructors from 9am until 4:30pm. After dinner, it is possible to have instructors run night activities - see the Activity Guide on Page 14 for more information.



# Our Place, Your Place

## ARRIVAL

Our place is a huge part of your camp experience. While you're at a Y Outdoors programme, we want you to feel safe, at home, and to treat our place as though it's yours. Upon arrival at our site, the Duty Manager for your programme will meet all guests from your school, going over the safety and emergency information. Students will then be split into their groups and handed over to our Outdoor Education Instructors. All teachers and accompanying adults onsite will then be briefed separately by the Duty Manager, covering all pertinent information of your programme.

Often, we run more than one school programme at once, meaning there may be spaces onsite that you will need to share. At the beginning of your programme, the Duty Manager will usually facilitate a meeting between the relevant Teachers in Charge, where plans can be made that suit everybody's needs.

## DURING YOUR PROGRAMME

When multiple school programmes are running, the respective schools will be allocated separate cabin accommodation and separate toileting blocks. Student participants and adults will also have separate toileting locations provided.

Some of our cabins are labelled as adult only, and are for parent or teacher use. These cabins are set out differently than a standard cabin and have additional furniture and other small changes. Additionally, each school will be provided with a teacher lounge, which is available for teacher and accompanying adults' use. This space can be used to house sick or injured students if required.

We encourage adults and students to be fully engaged in our programmes, and as such wifi is not available. However, if teachers require internet access this can be arranged upon arrival. At our Kaitoke site, cellular reception is available throughout our main site, but is less so in some of the bush covered areas of our wider setting. At our Rauakwa site, there is no cell phone coverage.

During the evenings, most instructors and the Duty Manager will go home, but you may notice that some staff live onsite. We ask that the quiet hours between 10pm and 7am are respected so that these staff members can rest undisturbed. If an emergency occurs overnight, a staff member will be present to assist teachers in sticking to our emergency contingency plan.

## DEPARTURE

On the last day of your stay, instructors will manage the cleaning and departure processes. To make these processes easier, we ask that accommodation and shared spaces are kept in a generally clean condition throughout your stay. This will be the responsibility of the Teacher in Charge, and will include the following:

- Any rubbish in or around your accommodation is placed in a rubbish bin.
- Any spills in the accommodation area are cleaned promptly.
- Any bed-wetting, or vomit is cleaned promptly and reported to staff.
- Shared spaces are left in a tidy condition for the next user.

## FEEDBACK

At Y Outdoors we pride ourselves on delivering high quality outdoor education programmes. We take the feedback given to us by schools seriously so we can continue to deliver educational, fun, and safe experiences for all our participants. On the last day of your programme, we'll talk to you about how to give us your feedback, and we can pencil any future bookings into our calendar.

# Safety

We are committed to delivering safe outdoor education programmes, and keeping all personnel on site safe. As part of this commitment we have our activity safety management system audited and certified through the Outdoors Mark accreditation scheme every three years. We provide professional outdoor education instructors, who lead all outdoor activities according to our standard operating procedures. Our instructional staff are also trained in first aid, risk management, behaviour management, child protection, and safeguarding.

Whilst staying onsite, we want you to feel safe and at home. Our cabins do not lock from the inside, so if you would be more comfortable having the front gate locked during the night, we can organise that for you.

## EMERGENCY PROCEDURES



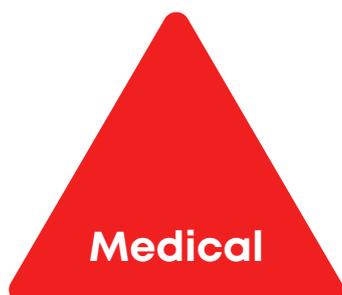
In the event of a fire, all people onsite will:

1. Evacuate any buildings and head to the emergency meeting area
2. Teacher in Charge will initiate roll call
3. Duty Manager will take over responsibility



In the event of a large earthquake, all people onsite will:

1. Drop, Cover and Hold
2. Once the shaking stops, proceed to the emergency meeting area
3. Teacher in Charge will initiate roll call
4. Duty Manager will take over responsibility



If a medical emergency occurs and no staff are present, ring for an ambulance on 111. Then contact staff immediately.

If another emergency occurs, please contact the Duty Manager immediately.

# Activity Guide

## UP IN THE AIR

Our wide range of heights activities offer an opportunity for participants to push personal boundaries and explore comfort zones. As well as being fun and exciting, these heights activities create a real sense of team bonding and leadership, and provide educational outcomes for all ages.

### ABSEILING

Learn the ins and outs of abseiling on our indoor abseiling wall. A great activity that builds trust and confidence in oneself and others. Participants also learn some basics about ropes, knots, carabiners, and belay devices.

### GIANT SWING (participants up to 90kgs)

Get pulled up to a height of your choice before a running start lets you go for a swing. A beautiful view from no matter how high, the Giant Swing is the perfect activity for expanding your comfort zone. Teamwork is a must for this activity!

### LOW ROPES

Our Low Ropes course is the perfect team building, trust and communication activity for younger and older participants alike. While everyone gets a chance to put themselves to the test, everyone will also learn the vital skill of 'spotting'.

### ROCK CLIMBING

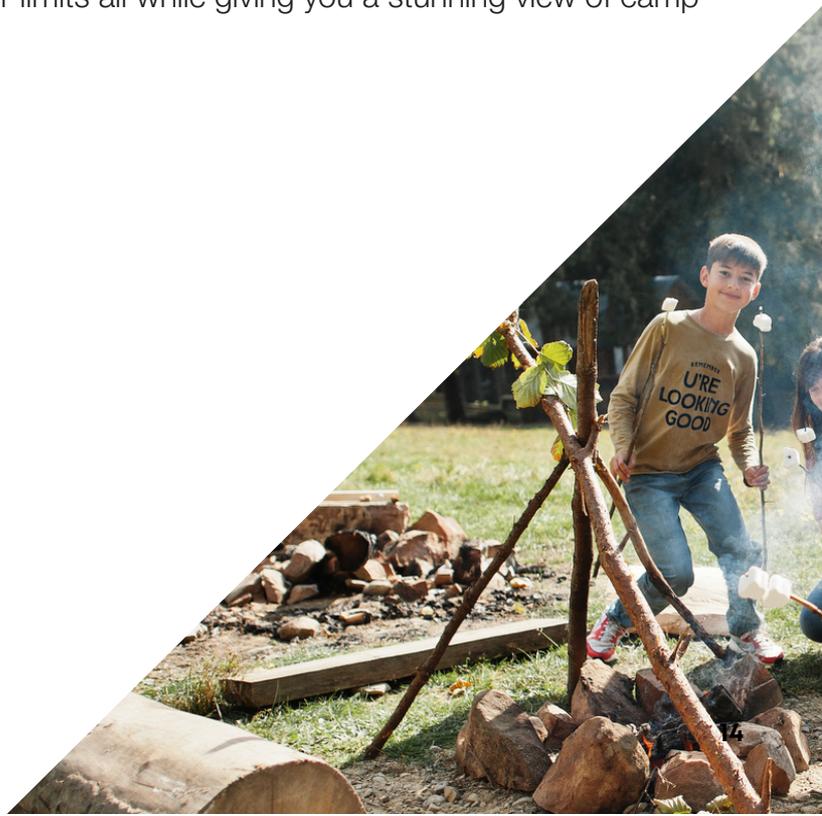
Our indoor rock climbing wall has multiple climbs from grade 12 to 20. The session is a great introduction to the basics of rock climbing for all ages. Older participants can learn the art of belaying, and can work with their peers to help each other to the top.

### HIGH ROPES (year 7 and above)

Come and find your limits on our 6 pole High Ropes course. This course offers partner and solo climbing and traversing activities perfect for stretching that comfort zone.

### SUPER FOX (participants up to 120kgs)

A 143 metre zipline through the trees will push your limits all while giving you a stunning view of camp and zooming over your teammates.



## **IN THE FOREST**

In New Zealand we are blessed with many beautiful areas of native forest. Based in the surrounding camp areas, we make the most of our location by running a large portion of our activities in the bush that surrounds our site.

### **BUSH SKILLS**

Learn how to build a shelter using only what nature provides. Creativity and scavenging will build your team a shelter, but can your shelter survive the storm?

### **CHALLENGE COURSE**

Instructors facilitate a range of Adventure Based Learning activities, specifically chosen to suit their group's needs. A fantastic session that will often develop teamwork, leadership and foster group culture.

### **OUTDOOR COOKING**

This session will teach you how to build and light a fire in the bush whilst respecting the 'leave no trace' code. Finish the session with some delicious damper that you've cooked over the fire you created.

### **ORIENTEERING**

Get a handle on basic map reading skills through our orienteering courses. Working in small teams to complete the course, you'll have to communicate your ideas effectively, execute your plans efficiently, and stay together to win the race.

### **MOUNTAIN BIKING (Yr. 7 and up)**

Explore the beauty and history of the Remutaka Rail Trail during a three hour session. You will learn the basics of operating a mountain bike safely and the importance of track etiquette, and build confidence in your skills whilst enjoying the scenery.

### **UHF RADIOS**

Learn how to operate a UHF radio through a variety of games and communication activities.



## ON THE WATER

Learning skills and responsibilities around water is a vital part of growing up. At Kaitoke, we have two small lakes that are perfect for learning water skills and safety. Our water activities are always a hit with our participants, even more so when they end up soaked!

### KAYAKING

Learn the basics of kayaking on the land before getting out on the river in your own kayak to build your skillset. Our kayaking sessions involve lots of skill learning, but these skills especially come in handy in the fun and crazy games at the end of the session!

### RAFT BUILDING

A fantastic activity for team-building and leadership. Learn some useful knots whilst building a raft, then test it's limits by paddling across our lake. Will your raft stay together?

## HAVE A SHOT

The idea of using a weapon can be both exciting and scary for people who have never used them before. While becoming comfortable and proficient with projectile weapons and learning to handle them responsibly and safely, these sessions require real focus and perseverance - it's not as easy as it looks!

### ARCHERY

Learn how to operate a bow and arrow, and compete against your fellow teammates. A great activity for working on technique and perseverance, and a chance to learn a completely new skill and experience self-improvement.

### ARCHERY TAG (Yr. 7 and up)

Learn how to operate a bow and arrow amidst the archery tag course. Can you hit the enemy team with the soft-tipped arrows? Get points by hitting the targets and win the game.

## ENHANCE YOUR EXPERIENCE

Want to relax and reflect at the end of a long day? Or need to burn off that last bit of energy? Our night activities offer the opportunity to add that little something extra to make your program special and memorable. These activities take place after dinner and run for 90 minutes.

### CAMPFIRE

A campfire is a great way to bring students and adults together through an energetic, often hilarious and authentic evening. Students will come out of their shells through song, dance and laughter. Enjoy this session in the beauty of our native forest.

### NIGHTLINE

The nightline runs through our pine forest, and is a great way to push students' boundaries. They are given a rope to hold onto which leads them through the winding, undulating forest. It's an awesome way to build trust and courage within your students.

### NIGHT GAMES

Instructors will run a variety of games with your students. Fun, laughter and competition are guaranteed!

# FAQ'S

## **Q: What are SOP's? (Standards Operating Procedures)**

A: Our SOP's outline everything our instructors do to run all activities to our required level of safety including risk management (RAMS).

## **Q: Why is my roster in my Google School Folder called a 'Draft'?**

A: The activity roster is a document that will be continually updated right until the day of your programme. This enables our Programme Coordinator to create the best possible program for your school, and to cater to the needs of all our participants onsite. We will not change any specific activities on your roster without prior discussion.

## **Q: What is 'Ratio', and how does it affect my programme?**

A: At Y Outdoors, we run all activities within a ratio of one instructor to 10 participants plus one chaperone (adult helper/senior student).

## **Q: Which activities can I use with my students during our free time?**

A: We have a waterslide, multiple grassy areas for games and sports, a volleyball net, a playground, an obstical course, a walk to Raukawa Falls and a swimming hole in the Mangawhero river. The Teacher Gear List in your Google School Folder will include items to bring to use in this time.

## **Q: I would like to provide a supper for my students, is this possible?**

A: You are more than welcome to bring your own supplies to provide a supper for your students, however it must be nut free. The kitchen is off limits, but you can use the dining room and the cups if you need. All we ask is that the dining room, dish pit, and cups that are used are cleaned and ready for breakfast the next morning. You are welcome to use the dish pit to clean up.

## **Q: What do you do with all our information after we leave?**

A: We keep all records for 12 months and then they are deleted/shredded.

## **Q: Why is it important that I provide the total number of participants and adults three weeks before attending camp?**

A: The number of people onsite has a huge impact on our preparation for school programmes. We need these numbers so our Outdoor Education Team can arrange instructor staffing, catering plans, and facility allocation.

## **Q: Do you cater for students with dietary requirements?**

A: Our Catering Coordinator has a lot of experience in catering for many different dietary requirements. Provided we have all the necessary medical and dietary information three weeks prior, we can cater to most, if not all, dietary requirements. Should you have any concerns or any high-risk dietary requirements, please do not hesitate to get in touch prior to your arrival.

**Q: What happens in the event of bad weather?**

A: We believe that adverse weather conditions can never negatively impact the outcome of outdoor education programmes unless it puts participant safety at risk. The only time activities will be cancelled is due to high winds or thunderstorms. Every morning we evaluate the weather forecast in a meeting with instructors and the TIC, and we will communicate to the TIC if a programme will need to be adjusted.

**Q: I want to include some of what my students are working on at school into our EOTC programme, how do I go about doing this?**

A: We strongly encourage you to communicate this to our Programme Coordinator during the early stages in designing your camp. We can set up a meeting, over the phone or in person, to discuss ways to incorporate some of what the students are working on at school, and we will always endeavor to create the best programme possible. Please note that the closer we get to your camp, the harder it will be to make significant changes to your programme.

**Q: Do the accompanying adults need to be police vetted before coming to camp?**

A: We require all adults to have completed the Police Vetting process.

**Q: Can you provide any information or tips on helping families who need financial support?**

A: Fee Assistance is available across most programmes. It can be used for individuals and families, to provide subsidised access to programmes dependent on the individual's ability to pay. Please get in touch for more information.

**Q: Can parents visit for the day?**

A: We strongly recommend that extra parents do not come for daily visits, as this can be hard to coordinate but this can be arranged pre program.



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