



the  **OUTDOORS**

**HOLIDAY PROGRAMME GUIDE**  
2021 - 2022 Season

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# WELCOME

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Welcome to Y Outdoors. This Holiday Programme Guide will take you through all the ins and outs of your camp experience, from making your booking, dropping off your children, to welcoming home some tired, potentially muddy and happy campers!



# BOOKING TIMELINE

## BOOKINGS OPEN

- Bookings will open for our holiday programmes between 4 and 6 weeks before school holidays.
- Our website [www.ycentral.nz](http://www.ycentral.nz) will guide you through the booking process.

## MEDICAL/BEHAVIOURAL DISCLOSURE

- When creating an account for your child, ensure you disclose all relevant medical and dietary information when prompted during this creation process
- Please ensure you have disclosed any behavioural information that will assist us in caring for your child/ren.
- If this booking is through an agency, our staff will be in contact requesting further supporting information.
- This information is held confidentially, and staff on the ground will be notified of anything to look out for as per our medical and safety policies.

4 - 6 WEEKS PRIOR

ONLINE BOOKINGS OPEN

CHILD SAFETY

- You will need to create an account to book in your child/ren.
- Remember that if your child will be getting the bus to and/or from camp you need to select it as part of your booking.

BOOKING PROCESS

## CONFIRMATION EMAILS

- Once your booking is complete, you will receive a confirmation email from Y Outdoors.
- The week before camp, you will be sent another reminder email, containing a gear list, reminder of the bus times/ pickup and drop off times, and what the cancellation process is.

### PAYMENT OPTIONS

- During the booking process, you will be given several options for payment.
- You can pay by:
  - Direct Debit
  - Credit Card
  - Apply to WINZ
  - Agency payment

### REMINDERS

### CAMP

- The morning of camp, please ensure you and your child are at the designated/selected drop off spot on time.
- Any medication and technology must be handed in to Y Outdoors staff as per policy. We will have permission to administer medication forms available on hand.
- At the end of the week, remember to be on time for collecting your child/ren.
- Our contact number is 04 526 7338 should you need to contact us.

# PROGRAMMES

We have four exciting action packed programmes on offer for children and youth every school holidays! Programmes are based on age group.

## Pioneers day camp

5-7 year olds (Kaitoke only)

Our Y Outdoors team understands that it's tough for our youngest campers to be away from home (and for their parents) so that's why we offer a programme that gives our youngest campers the 'camp experience' without the hassle of staying over. A great introductory outdoor education experience for 5-7-year olds! \*Please note there is no longer a transport option for this product (children must be dropped off and picked up from Kaitoke every day.)

## Explorers 5-day

8-9 year olds residential camp

The Explorers Day Programme offers our younger campers a chance to experience the excitement of outdoor education in a safe and caring environment. Outdoor activities could include Kayaking, shelter building, orienteering, or a picnic trip to Kaitoke Regional Park.

## Discoverers 5-day

10-12 year olds residential camp

The Discoverers programme offers kids a chance to meet and hang out with campers of a similar age. The focus of the week is on outdoor activities which could include abseiling, kayaking, super fox & giant swing. Learning how to do these cool activities is a fantastic way to be active and develop skills to prepare kids for New Zealand's great outdoors.

## Adventurers 5-day

13-15 year olds residential camp

The Adventurers programme is all about discovering yourself through positive group and outdoor experience. Enjoy a week of activities which could include mountain biking, high ropes, surf kayaking, air rifles or bush walking. Campers are encouraged to take leadership roles within the group and take ownership of their camp programme.

# TIERED PRICING

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Y Outdoors offers a tiered pricing system for all Holiday Programmes at both Kaitoke Outdoor Education Centre and Raukawa Adventure Centre. This allows families to choose the price that works best for them. Traditionally, we have only offered a heavily subsidised rate to ensure access to all. This rate does not cover ongoing development of camp, upkeep, or cover the full cost of running the camp programmes. We are continuing to offer this heavily subsidised rate and now include other options for your consideration.

## How do I select my price?

Choosing whichever tier works for your family requires no paperwork and in no way influences the experience children receive. Simply choose the rate that is appropriate for your family. We also have an add on option in our online booking system if you can afford a little more but the tiers do not fit.

## How are the rates subsidised?

We are able to offer subsidised rates through generous contributions from donors, alumni, staff and friends, and through the support of the YMCA Central, (the association to which KOEC/RAC belong.)

## What if my family needs more assistance?

Please apply for a scholarship to assist with the camp fees. Fee Assistance can be for as little as \$5 all the way up to 75% of the total cost. Fee Assistance forms can be downloaded from our website.

Using tiered pricing will allow us to keep rates affordable for a wider range of family budgets, while also taking care of the camp facility.

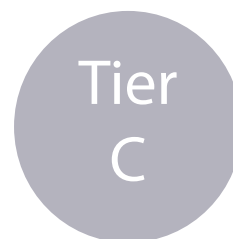
Naming your price requires no paperwork and in no way influences the experience your child will receive. If your financial need is greater please do not hesitate to apply for Fee Assistance. You can also elect to pay an additional amount by choosing a tier on the product page, then adding in an optional additional donation when you get to the add ons page.



5 day \$530  
4 day \$480



5 day \$460  
4 day \$410



5 day \$400  
4 day \$350

For more information, and a break down of individual tiers, please go to our website.





# TERMS & CONDITIONS

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By making a Y Outdoors Holiday Camp booking, you are agreeing to the terms and conditions outlined on our website. Please see website for comprehensive list of all terms and conditions, below are points pertaining to bookings.

## Fees, Cancellations and Absences

You agree to pay for all camps booked.

Cancellations or changes to bookings notified to Y Outdoors management team with no notice given, or if notice is under seven calendar days will result in full charge. Any cancellation that occurs after this date will incur full charge unless a medical certificate is provided.

## Additional Charges

A late fee of \$20 per child for the first 15 minutes, and \$1 per minute after this point, will apply children are not collected prior to programme closing time at the end of camp. Exceptional circumstances will be taken into consideration.

If your account is overdue and requires debt collection, you, the client, will be liable for any and all legal and collection charges necessary to recover this amount. Your child will not be allowed to attend any Y programmes until the debt is cleared.

## Important Information for parents/caregivers

All children must be signed in and out of the programme upon picking up or dropping off your children. Y Outdoors is not responsible for children once signed out of the programme.

The safety of each individual is of the utmost importance. Y Outdoors may alter the programme at any time, in order to ensure the safety and well-being of all participants. Substituted programme will be more appropriate to the circumstances, and of similar worth. Y Outdoors is not obliged to offer any compensation for this occurring.

A copy of our OSCAR Policies and Procedures are available at camp. This document includes our Child Collection Policy, Refund Policy and Complaints Policy.

If you give permission for your child to be photographed, photos will be displayed in house and potentially on our Facebook page. We reserve the right to use them in our advertising and marketing collateral.

## Risk

Full Risk section available on website - this is only a small selection of terms.

Our YMCA Camps have been approved under CYF & OSCAR Standards. You permit your child to attend Y-camp at Y Outdoors, and to participate in outdoor activities. You acknowledge that certain risks and hazards are inherent in camp activities and cannot be eliminated without destroying the unique character of the activities. Risks at camp are managed by systems which meet national guidelines.



If campers place themselves, other children or staff in danger you will be contacted. You will also be contacted if your child is continually misbehaving. If problems continue, access to the programme may be withdrawn. The Y Outdoors Management team has the discretion to send campers home for repeated or severe misbehaviour. Campers will also be removed if they are negatively affecting the camp experience for other campers. In all these circumstances, refunds will not be issued. If you choose to remove your camper from camp there will be no refund.

### Behaviour

Full Behaviour policy section available on website - this is only a small selection of terms. With a lot of young people in a camp situation for a week at a time, behaviour issues will crop up that we need to deal with. As an MSD approved child care provider we do our best to deal with these and all our staff undergo ongoing behaviour management and child protection training. Our focus is to be open and honest and have clear ways of communicating with campers and parents/caregivers to give all our campers the best possible experience they can have at Kaitoke. To that end we have introduced a communication and re-reporting system to ensure that parents and caregivers are informed of any behavioural issues experienced – this consists of a form to parents/caregivers at the conclusion of the camp to communicate any behavioural challenges during the week. Parents and caregivers will be asked to sign this form on sign-out at the end of each week to state they have read and understood what has happened. The YMCA New Zealand behaviour management handbook will be available should any parents request this. Nothing changes in terms of more serious incidents whereby parents/caregivers will be called straight away and the situation handled as appropriate. At no time do we take sending campers home lightly but we will do it for serious situations. This may result in exclusion from future Y-Camps if deemed serious enough. If your child continually acts inappropriately, or places themselves, other children or staff in danger you will be contacted. If the behaviour continues, access to the programme may be withdrawn.

### Medication

We collect most medications when you arrive at camp. Our staff will administer medications as appropriate. Please ensure your camper knows to hand in all medicines, herbal remedies, vitamins and supplements. We do not allow campers to self-medicate with Panadol, Aspirin or other products. If you feel your camper may need Panadol while at camp, ie; headaches/ aches and pains please fill out a medication form.

See website for full Medication policies.





# STAFF STRUCTURE

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The staffing structure for Y Outdoors holiday programmes ensures that your child always has someone they can go to at anytime. All Y Outdoors staff are police checked, trained in behaviour management and safeguarding, and there is always a highly trained first aid certified staff member onsite.

## Activity Group Instructor

Your child's activity group instructor will be with your child for every activity throughout the day. These staff are thoroughly trained on every activity, and know our site like the back of their hands.

## Night Instructor

The two night instructors take care of the children overnight, and will be the ones contacting you if your child becomes homesick, ill or misbehaves overnight. These instructors sleep in a separate cabin close by to where your children will be sleeping so they are easy for the children to find if they wake up during the evening with a problem.

## Duty Manager

Every day is managed by a Duty Manager, who oversees the entire programme. You will be contacted by this person in the event your child severely misbehaves, or needs to be collected during the daytime.

## Customer Care Coordinator

The customer care coordinator will be at the end of your emails, and will most likely be the voice at the end of a phone call pre camp. They will field any concerns you have pre programme, and are available and contactable during normal working hours on weekdays.

## Y Outdoors Contact Information

Email us on: [youtdoors@ycentral.nz](mailto:youtdoors@ycentral.nz)

Phone us on: 04 526 7338

# GEAR LIST

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We recommend naming all gear so that it can be identified if lost

## ▶ MANDATORY GEAR

The below mandatory gear is required for all participants

- Personal Medication
- Waterproof jacket
- Sleeping bag and pillow
- 2x pairs of shoes (closed toe)
- Toiletries

Clothing (for 3-day programmes only. Bring extra for longer programmes)

- 5x Pairs of underwear
- 5x Pairs of socks
- 3x T-shirts
- 3x Pairs of pants
- 2x Shorts
- 2x warm layers (Not cotton) – Fleece or wool only!

## ▶ RECOMMENDED GEAR

The below recommended gear is really good to have at camp but not

- Pajamas
- Sunscreen / insect repellent
- Bed sheet, extra blanket
- Gumboots
- Waterproof trousers
- Sunhat
- Warm hat
- 2 sets of thermals
- Plastic bags for dirty/ wet clothing
- Torch
- Swimming togs (or spare clothing to get wet)

## ▶ OPTIONAL GEAR

The below optional gear can be brought to camp if you would like

- Teddy bear
- Reading book
- Games

Please note: we keep lost property for one week and then donate unclaimed items to a local second hand shop. Any lost property must be collected from camp.





# FOOD AT CAMP

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We are experienced in catering to a wide range of dietary requirements and allergies. Y Outdoors sites are all nut-free, so we ask that children do not bring snacks to camp with nuts in. During a Holiday Programme, all food will be provided, so children do not need to bring any food with them.

## Breakfast

Breakfast will usually be toast and spreads, fruit salad, spaghetti or baked beans. Sometimes if we're lucky, our chef will cook a big breakfast!

## Morning and Afternoon Tea

Cookies, slice or cake  
Fresh seasonal fruit

## Lunch

Wraps  
Rolls  
American hot dogs  
Tacos  
Macaroni and cheese

## Dinner

Nachos  
Butter Chicken and rice  
Roast Chicken and veges  
Beef Burgers and wedges  
Lasagne  
Bacon and Egg pie

We understand some children can be 'picky' eaters, and while we try to cater for this, letting your child know they may need to be open to trying new foods during camp would be helpful!

# ACTIVITIES

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Below are a range of activities your child may participate in whilst at camp.

## In the Air

- Abseiling
- Super Fox
- High Ropes
- Rock Climbing
- Giant Swing
- Low Ropes
- Tree Top Trail

## In the Forest

- Bush Skills
- Outdoor Fire making and cooking
- Challenge Course
- Orienteering
- UHF Radios
- Bush Walking
- Mountain Biking

## In the Water

- Kayaking
- Stand Up Paddleboarding
- Raft Building
- Water Slide

## Have a Shot

- Archery
- Archery Tag (soft arrows)
- Air Rifles





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