

Brighton

CENTRE GUIDE 2024



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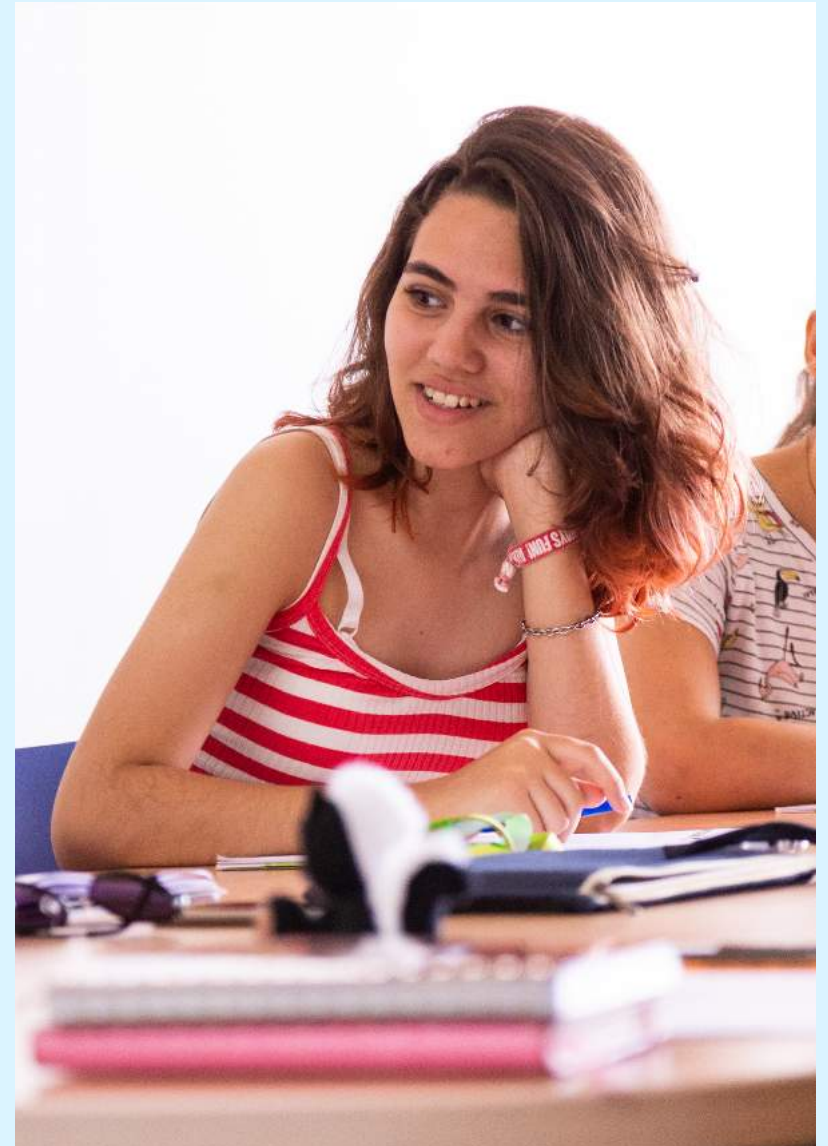
About EC Young Learners and Embassy Summer

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.





Welcome to Brighton

The University of Sussex is a public research university located in Falmer, East Sussex, it is situated within the city boundaries of Brighton and Hove and is surrounded by the South Downs National Park.

Brighton is a popular seaside city, with beautiful Georgian architecture, great beaches, hip cafés and trendy shops.

Known as 'London by the sea', Brighton is a multi-cultural city that

welcomes students of all nationalities in a warm and friendly way. Our centre is located on the campus of well-known University of Sussex, only a short bus or train journey away from the city centre.

Staff at Centre

Centre Manager (CM)

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 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.

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 Activity Manager with all aspects of the activity programme, ensuring the onsite activities are inspiring, dynamic focused and enjoyable, they also assist the Activity Manager 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 ½ Senior Teachers who teach 50% of the time and spend the remainder of their time providing academic support to the Teachers and Director of Study.

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.



Pre-Arrival



Clothing

You will be participating in daily on-site 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 essentials

Medication Toiletries, washing and sanitary essentials, Toothbrush and toothpaste, Towel, Hairbrush/comb/hairedryer, 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.



Emergency information

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.



Electrical 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.



Carry-on luggage

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 to Pack

We can only guarantee the carriage of one suitcase and one small carry-on 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.



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 Mile End are:

Heathrow Airport: 1 hour 45 minutes

Gatwick Airport: 45 minutes

Stansted Airport: 2 hours

Luton Airport: 2 hours 15 minutes

Kings Cross St Pancras: 2 hours 15 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. Information about optional trips is given during the Group Leader induction on Monday.

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.

About Brighton

Age: 13–18

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

Dates: 02 July – 20 August

Arrival & Departure Day: Tuesday

If students would like to arrive or depart on a different day, please confirm with our booking team.

Accommodation Features



Size of the centre

Medium



Room Facilities

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



Building Facilities

Communal Dining Room, Free Wi-Fi, Laundry Facilities, Meeting Point, Security, Vending Machines Available, Shop on-site.



Room Type

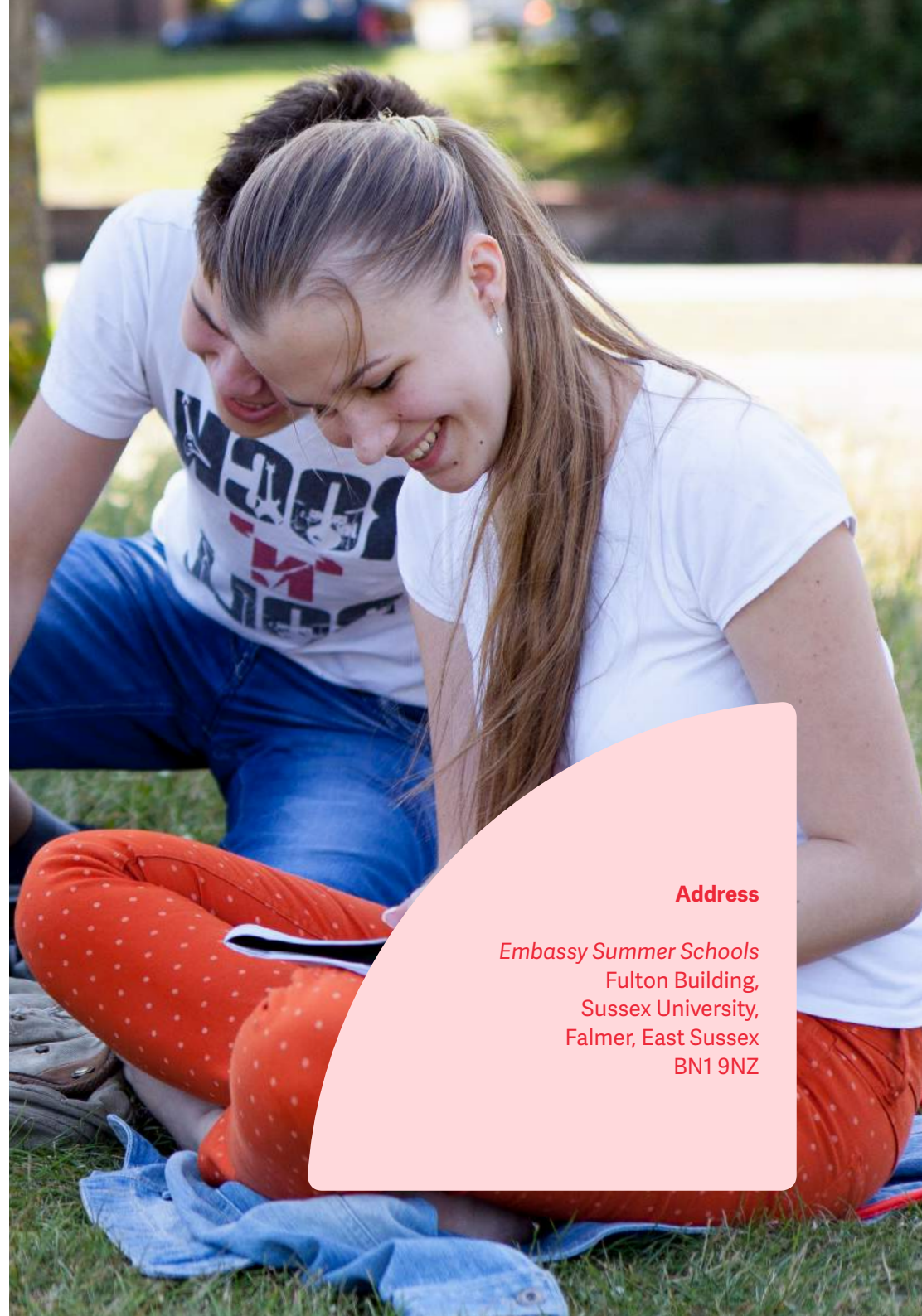
Single Room



Bathroom Type

En-Suite Bathroom

(1 student per bathroom)



Address

Embassy Summer Schools
Fulton Building,
Sussex University,
Falmer, East Sussex
BN1 9NZ

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

Laundry available in each residence area for a small fee.

Payment is cashless via an app.

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

Washing detergent can not be purchased in the laundry room.



Wi-Fi

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



Sports Facilities

Sussex has a large indoor sports hall but we have to book it and pay separately before the summer, as plenty of outdoor areas for games and activities.

Shop/Café

Mini supermarket and cafes are available on campus.

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 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

Sussex 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 communal dining hall 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	07:30 – 09:00
Lunch	12:30 – 13:30
Dinner	18:30 – 19:30

Breakfast

Hot breakfast and continental available including juice, coffee, toast, cereal and fruit.

Lunch

Two courses, 3 options including a vegetarian option. Packed Lunch (weekends) water, fruit, sandwiches, crisps and biscuits.

Dinner

Three courses, 3 options including vegetarian and halal option.



Local Transport

Falmer Station is directly opposite the south side of campus, through the A27 road underpass. Trains run to Brighton and Lewes every 10-20 minutes.

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 police officer 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

There are ATMs on the Sussex campus inside Bramber House (outside the Co-op) and inside the entrance to York House.

Post Office:

44 - 49 East Slope Refectory Road
Falmer, Brighton BN1 9RP

Currency should be exchanged whilst on excursions or out in Brighton.

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: Brighton General Hospital, Elm Grove, Brighton, BN2 3EW, Tel: +44 1273 696011

Local Hospital: Royal Alexandra Children's Hospital, Eastern Road, Brighton, BN2 5BE, Tel: +44 1273 696955

Local Dentist: Centre for dentistry, Lewes Road (inside Sainsbury's), Brighton BN2 3QA, Tel: +44 1273 907002

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

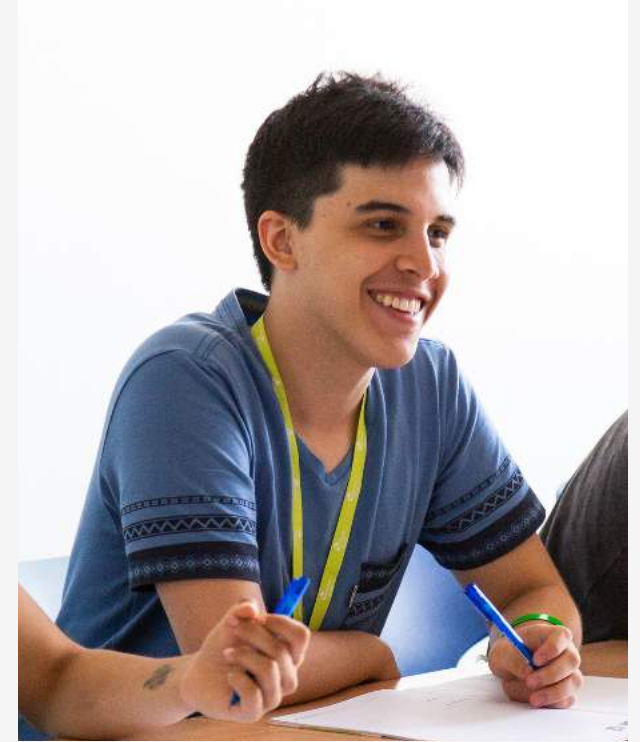
Curfew

Evening curfew is 22:30. All students must be in their accommodation by this time.

They must be in bed with the lights off by 23:00.

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 an end of course report and certificate



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.

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

Student Welfare

We place the highest priority on care and supervision at all our Embassy summer centres so you can rest assured students are well looked after. Members of staff are available 24 hours a day.

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 quizzes.

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 Brighton.

Half Day

Arundel Castle

A restored and remodelled medieval castle in Arundel, West Sussex, England. It was established during the reign of Edward the Confessor and completed by Roger de Montgomery.

Brighton Marina (Optional Trip)

Situated in the busy yacht harbour, where sailboats moor at the quay. It's a chic shopping hub with fashion

boutiques, galleries, and craft shops, plus casual eateries with terraces overlooking the water.

Brighton Sea Life Centre

The World's Oldest Operating Aquarium, Brighton Sea Life Centre was built in 1872 and features 5,500 mesmerising creatures including rays, sharks, turtles, terrapins, star fish, seahorses and an anaconda!

Eastbourne

A resort town on England's Southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand.

Full Day

London

Visit this exciting capital city and take a walking tour of central London and visit the National Gallery.

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.



Windsor Castle

Visit the oldest and largest inhabited castle in the world and has been the family home to British Kings and Queens for almost 1,000 years.

On-Site Activities

Examples of on-site activities offered at Brighton:

- 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 and live events, Thorpe Park Resort is the ultimate destination for thrill seekers featuring some of the UK's most popular roller coasters.

London Eye (Optional Trip)

Enjoy amazing 360-degree views over London from the world's tallest cantilevered observation wheel.

Madame Tussauds (Optional Trip)

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.

Portsmouth (Optional Trip)

A city surrounded by the sea; Portsmouth's history is strongly linked with the Royal Navy. The city houses some superb military and maritime museums including Portsmouth Historic Dockyard and the D-Day Story.



Sample 3 Week Programme

WEEK 1	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
Morning	<div> <div></div> </div> <p>Arrivals/Departures</p> <p>Onsite Activities</p>	<div> <div></div> </div> <p>Testing/Inductions</p>	<div> <div></div> </div> <p>Lessons</p>	<div> <div></div> </div> <p>Lessons</p>	<div> <div></div> </div> <p>Lessons</p>	<div> <div></div> </div> <p>Lessons</p>	<div> <div></div> </div> <p>Full day trip: London with Westminster walking tour and National Gallery</p>
	<div> <div></div> </div> <p>Optional trip to Portsmouth</p>	<div> <div></div> </div> <p>Half day trip: Brighton</p>	<div> <div></div> </div> <p>Half day trip: Arundel Castle</p>	<div> <div></div> </div> <p>Indoor Sports</p> <p>Dance</p> <p>Arts & Crafts</p>	<div> <div></div> </div> <p>Half day trip: Lewes and Anne Cleeves House</p>	<div> <div></div> </div> <p>Capture the Flag</p> <p>Drama</p> <p>Optional trip to Brighton i360</p>	
Evening	<div> <div></div> </div> <p>Welcome Games</p> <p>Onsite Activities</p>	<div> <div></div> </div> <p>Karaoke</p>	<div> <div></div> </div> <p>Photo Scavenger Hunt</p> <p>Brighton Bingo</p>	<div> <div></div> </div> <p>Brighton Fashion Show</p>	<div> <div></div> </div> <p>Nature Walk</p> <p>Lip Dub Presentation</p>	<div> <div></div> </div> <p>Disco</p> <p>Kahoot Quiz</p>	<div> <div></div> </div> <p>Film Night</p>

Academic
 Leisure
 Cultural

Sample 3 Week Programme

WEEK 2	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
Morning	<div>●</div> Arrivals/Departures	<div>● ●</div> Half day trip to Brighton Pier	<div>● ●</div> Half day trip: Brighton with the Sea Life Centre	<div>●</div> Outdoor Sports Dance Arts & Crafts	<div>● ●</div> Half day trip: Eastbourne	<div>●</div> Campus Monopoly Dodgeball Optional trip to Brighton i360	<div>● ●</div> Full day trip: Canterbury with walking tour and Canterbury Cathedral visit
	<div>●</div> Half day visit to Brighton Marina Optional trip to Portsmouth	<div>●</div> Lessons	<div>●</div> Lessons	<div>●</div> Lessons	<div>●</div> Lessons	<div>●</div> Lessons	
Evening	<div>●</div> Welcome Games Onsite activities	<div>●</div> Karaoke	<div>●</div> Nature Walk Egg Drop	<div>●</div> Outdoor Games Brighton Talent Show	<div>●</div> Hunger Games Outdoor Sports	<div>●</div> Disco	<div>●</div> Film Night

● Academic
● Leisure
● Cultural

Sample 3 Week Programme

WEEK 3	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday
Morning	<div> <div></div> </div> <p>Arrivals/Departures</p> <p>Onsite Activities</p> <p>Half day visit to Brighton Marina</p>	<div> <div></div> </div> <p>Lessons</p>	<div> <div></div> </div> <p>Lessons</p>	<div> <div></div> </div> <p>Lessons</p>	<div> <div></div> </div> <p>Lessons</p>	<div> <div></div> </div> <p>Lessons</p>	<div> <div></div> </div> <p>Full day trip: Windsor and Windsor Castle</p>
	<div> <div></div> </div> <p>Optional trip to Thorpe Park</p>	<div> <div></div> </div> <p>Half day trip: Brighton South Lanes and North Lanes</p>	<div> <div></div> </div> <p>Half day trip to Herstmonceux Observatory</p>	<div> <div></div> </div> <p>Indoor sports Dance Workshop</p>	<div> <div></div> </div> <p>Half day trip: Brighton Museum and art gallery</p>	<div> <div></div> </div> <p>Murder Mystery Optional trip to Brighton i360</p>	
Evening	<div> <div></div> </div> <p>Welcome Games</p> <p>Onsite activities</p>	<div> <div></div> </div> <p>Karaoke</p>	<div> <div></div> </div> <p>Zombie Apocalypse Photo Workshop</p>	<div> <div></div> </div> <p>Culture Club</p>	<div> <div></div> </div> <p>Embassy Theatre Show Murder Mystery</p>	<div> <div></div> </div> <p>Disco</p>	<div> <div></div> </div> <p>Film Night</p>

Academic
 Leisure
 Cultural



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 from within the same group.

Meetings

Embassy Staff member will have a meeting with each Group 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.



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

- ✗ 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.
- ✗ 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.
- ✗ 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.



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 always 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.

Important Information

Head Office Address

Embassy Summer
2 Bartholomews
Brighton
BN1 1HG
United Kingdom

Emergency Number

+44 7771 845978

UK Country Code: 44

Int. Direct Access Code: 00

Time Zone: GMT

Useful Numbers

Emergency 999

Police 999

Ambulance 999

Fire Brigade 999

**For any specific queries please
contact your Regional Sales Manager.**



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 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 provide 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. For Groups, deposits will be communal and used to cover damages when a group/ individuals in a group are responsible.



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