



# COMMUNICATION AT SUGAR BAY

One of the many wonderful experiences of a holiday camp at Sugar Bay is the chance campers will have to make new friends and gain a sense of self-confidence, independence and responsibility. Staying in touch with home does not always help this process. Keep in mind your child will be busy having the time of their lives and taken care off by our professionally trained staff. There is no need for panic should you not hear from them!



## HERE IS HOW YOU CAN STAY INFORMED:



### Camp Dad/Mom

The Camp Dad/Mom is an assigned person dedicated to ensure your child's well being during their stay with us. The "Camp Dad/Mom" will also be responsible to contact you should your child be unhappy. The only thing more important than having fun at Sugar Bay is the safety of our campers. We guarantee that your child will be in the best of hands.



### WhatsApp

082 525 9503

OUR WHATSAPP NUMBER

We create a WhatsApp group for all parents to join if they would like to receive general updates during the week. The link to the group will be sent via the bookings manager 24 to 48 hours before the camp start date. Parents using our bus service from/to Sandton and airport shuttle service will be added to an **additional** WhatsApp group for updates from departure to arrival.



### Social Media

Have a look at our social media if you would like to see what the campers have been getting up to. We post photos daily (after the first full day of camp.) Please note that we can't guarantee a photo of every camper, but we will try our best to photograph as many campers as possible!



@sugarbaycamp

FOLLOW US!



## Midweek Mail

We send out a generic mid-week email to parents with a short update about how the week is going and a photograph of your child attached. The midweek email will be sent out on the third **full** day of camp.

SEND YOUR CHILD AN EMAIL:  
[AWAY@SUGARBAY.CO.ZA](mailto:AWAY@SUGARBAY.CO.ZA)



## Parent Mail

Should you want to email your child, you can send your email to [away@sugarbay.co.za](mailto:away@sugarbay.co.za). We will pass the message on to your child on Tuesday, Thursday and Sunday (only if your child is staying another week) at breakfast. Please make sure your email is sent on Monday, Wednesday and Saturday.



## Camper Mail

We do encourage campers to write emails home as often as they would like, and we distribute emails sent by the parents at meal times. Campers joining us for the first time will sent an email home on the first **full** day of camp.



## No Phones Allowed

It is common policy for cell phones to not be allowed at summer camps around the world. This is for both safety reasons so that the phones do not get damaged or stolen while they are at Sugar Bay, and because they are a distraction to the children. Cell phones can lead to unsociable behavior and detract from their enjoyment of camp. If they do bring cell phones, possibly because they've had a long bus trip or flight, then they are kindly asked to hand it in when they arrive.



## QUESTIONS OR CONCERNS?

Contact us during office hours:

Monday to Friday 08:00 - 17:00

 032 485 3778

 [holidays@sugarbay.co.za](mailto:holidays@sugarbay.co.za)

H is for...



helicopter

## EXTRA COMMUNICATION:

If you are a parent who absolutely can't live without regular updates about your child and feel the above mentioned communication methods are simply not enough, you can ask our bookings manager for additional methods we have available.

**KEEP IN MIND:** Our team would have to take activity time away from your child in order for us to make extra options possible.

## Frequently Asked Questions (FAQ):



### How is home sickness dealt with?

Our camp counselors get all the children settled and help them make new friends with ice-breakers and games on the very first night of camp. They keep the children focused on camp and activities instead of what they are missing at home.

### What if my child gets sick?

Sugar Bay has a fully-equipped Health Center to take care of minor matters like sore throats and sore tummies. All counselors are trained in primary and secondary first aid and can deal with general bumps and bruises. There is also a trained assistant in the Health Center who is available 24/7. For more serious cases, we do have a doctor on call 24 hours a day and AlBallito Private Hospital is only a 25 minute drive away. All medicine (including vitamins) are dispensed from the Health center as per parents instructions, and we require full medical disclosure when enrolling your child into our care.

### Will my child be bullied?

**Sugar Bay has a number of methods to deal with bullying at camp:**

- 1) Children are divided into cabins according to their grades. Older children and younger children are not mixed, so younger children are not "bossed around" by the older ones.
- 2) We have a strict "no bullying" policy at Sugar Bay.
- 3) We do not allow pranks or practical jokes at Sugar Bay. Someone always has to be the target and we want all campers to enjoy camp equally.
- 4) Children who do not conform are dealt with immediately. In minor cases, they are given a time out, and the counselors explain to them how their behavior is hurtful and negative to others.
- 5) Children who are aggressive and bully others are removed from camp activities and parents are contacted to collect them immediately.