



Student's Guide



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We hope you are enjoying your winter/spring and playing lots of sport. A note of advice- please start playing as much as you can... our holidays are tiring! Our courses are designed to give you the chance to learn new skills and develop existing ones, whether this is on the sport's field or in the classroom. It is a unique opportunity for you to develop and enhance your talent under the careful eye of our expert tuition.

I am sure you have got lots of questions about your holiday and we hope we can answer them below. However, if you have any further questions that need answering please do not hesitate to contact us on 0044 (0) 1444 444777 or info@exsportise.co.uk

Who is going to meet me at the Airport?

An Exsportise representative will meet you as soon as you come through Arrivals. This will either be one of our staff from your centre or by one of our certified taxi drivers.

How will I know who to meet?

Look out for a person wearing a bright orange shirt and/or holding a sign with 'Exsportise Sport and Language Holidays' on it.

How long will I have to wait before I can go to the centre?

We will not keep you waiting more than 2 hours at the Airport, unless there are flight delays or cancellations. We organise transport from the Airports in accordance with flight arrival times.

What do I do if I feel ill?

Please go straight to the office and speak to the Matron. The Matron will look after you and give you any medication that might help your ailment.

How about if I get injured?

If it happens when you are playing sport then your coach will be able to deal with the immediate situation. However, if he or she feels that you require further attention they will get a qualified First Aider to takeover. If your injury is serious then you will be taken to a local doctor or hospital. If it happens when you are unsupervised then please get the attention of a coach or if you are able, go straight to the office for assistance.

Where do I get my clothes washed?

You can get your clothes washed once a week. There will be laundry baskets placed in the houses where you can put your clothes and you will get them returned washed and ironed two days later. **Please make sure that all items have your name clearly written on them.**

If I lose something where should I go?

Please go and see the Administrator or Centre Manager in the office. This is where all lost property is kept. We will also hand out lost items in the morning meeting. If your lost item has not been handed in, the Centre Manager will record the loss and make every effort to locate it.

Please note Exsportise cannot accept any responsibility for lost or stolen items.

What do I do if I want to change course?

Please speak to your coach first. If they are in agreement then go and see the Centre Manager to see if it is possible. If it is possible, the Centre Manager will have to speak to your parents to get their permission for you to change course.

What can I buy at the shop?

You can buy a wide variety of snacks, drinks and phone-cards.

Do I have to behave in a certain way?

There are a number of rules that you have to abide by and respect. You and your parents have read and signed a declaration agreeing that Exsportise has the right to send you home if you break any of these rules. The Centre Manager being the sole judge of this.

1. No alcohol, no drugs and no smoking.
2. No fighting or bullying either physical or mental.
3. Boys and girls are NOT allowed in each others rooms.
4. No stealing – you are not allowed to be in another persons room without their permission.
5. No student is allowed to leave the centre without the Centre Manager's permission.
6. Students MUST show respect for staff and other students at all times.

These rules are in place to ensure that everybody at the centre has a great time.

Where do I go if I have a problem or if I am feeling homesick?

Please go to the Centre Manager, Administrator, Matron or any coach that you feel comfortable talking to. They will be able to use their knowledge and experience to help solve the problem for you or in the case of homesickness cheer you up. Remember, we can only help you with any difficulties if you inform someone while at the camp.

Bringing Valuables:

We do **NOT** recommend that you bring any valuables to the centre. However, if you do have to bring any of these items - mobile phones, MP3 players, IPODs, cameras, stereos, electronic games etc – you **MUST** hand them in to the Centre Manager for safe keeping. The Centre Manager will also collect tickets, passports and pocket money from you upon your arrival. You will be able to access these items from the office during your stay at specific stated times.

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We are certainly looking forward to the summer and we hope you are too. If this is your first time on an Exsportise course we are really looking forward to meeting you, and if you are coming back, we can't wait to see you again!!