



Mobile Devices Policy

For children travelling unaccompanied on PGL Holiday Camps

As mobile devices become more ingrained in society, we are constantly adapting our policies to satisfy the needs and safety of our guests.

We recognise that many parents value their children having a mobile phone on holiday. They can provide security and reassurance, enhance safety in many instances, and add to the holiday experience when used appropriately. Therefore, we are happy for children to bring a mobile phone and use it during periods when we deem it practical and safe to do so (these times are at the end of this policy).

We understand that each parent or guardian has their own perspective on what is appropriate for their child. Still, it is not feasible or practical for PGL to apply different rules for individuals, which is why we must agree on a standard set of guidelines for all guests.

We want to get the balance right, as we take our responsibility of safeguarding guests very seriously. However, we recognise the reality of life outside our camps and appreciate what children are permitted to do in their own homes, at school and in social settings with friends.

There are also risks associated with mobile phone use, which are complex, but we seek to understand and manage these effectively. For example, when mobile phones are misused, it can impact an individual's dignity, privacy and right to confidentiality. Such concerns are not exclusive to children and young people, and PGL has a duty to protect the needs and vulnerabilities of all.

We recognise that sometimes it is the enhanced functions of 'smart' mobile phones that can cause concern and be susceptible to potential misuse, e.g., the taking and distribution of indecent images, exploitation and bullying, which, if posted or shared, can stay online forever.

There are some children who shouldn't or don't want their image shared for personal, religious or other reasons. In addition, it can be challenging to detect misuse of a mobile phone.

This policy aims to ensure safe and appropriate practices in using mobile phones and other mobile technology by establishing clear and robust acceptable-use guidelines for those children who bring their mobile phones with them on holiday. Our policy applies to all mobile devices capable of taking photographs or video, accessing the internet and making and receiving calls and text messaging, which unaccompanied guests bring on PGL Adventure Camps.

We understand that functions between devices can differ, and therefore the use of all mobile phones and devices whilst on holiday at PGL is limited, regardless of their capabilities.

PGL's responsibilities:

- Ensure that all child guests and their parents have access to this policy before arrival and understand our expectations.
- Request that parents declare that their child has a mobile device with them on holiday and that parents sign a 'Mobile Phone Declaration' if their child will have a phone on their person.
- Strongly advocate using a parental control app on their child's phone.
- Ensure that guests under 18 years cannot access PGL Wi-Fi whilst at our camps.
- Facilitate contact between our guests and their parents/guardians, which removes the need for children to have a mobile phone.
- Take responsibility for phones handed in for safekeeping and make them available to children at suitable times.



- Train our staff to be vigilant and monitor for inappropriate or impractical use.
- Respond appropriately to any concern of harm or risk of harm to any child caused by the use of any mobile device by any individual.
- Ensure phones are collected and stored safely when use is not permitted (during activities, evening entertainment, night time etc.).

Parent's Responsibilities:

- Ensure that you and your child have understood this policy before arrival.
- Inform PGL on arrival that your child has a phone in their possession and that you have signed the 'Mobile Phone Declaration' form.
- Ensure that you have adequate insurance to cover the loss or damage of any devices brought to PGL by your child.
- Ensure that the phone has an appropriate case or cover to protect it when in storage.
- Ensure that any device is clearly marked with your child's name and/or booking reference.
- Consider the application of a parental control app before arrival. This will enable you to restrict the usage time, functions and internet sites that are accessible; there are many apps available for Apple and Android which are free of charge. Alternatively, consider providing a phone that does not have access to data.

The decision to bring a mobile device to PGL is down to each parent and their trust in their child's ability to use it responsibly and without causing harm or disturbance to others. Children need to take responsibility for their actions and be capable of making appropriate choices about phone use. If you have any doubts, we recommend that the device is left at home, a parental control app is installed, or the device is handed in on arrival for safekeeping.

Children's responsibilities:

- Tell a member of PGL staff immediately or notify us through the 'chatterbox' system if they are unhappy or concerned that others are not acting within our guidelines. If they feel they are being bullied or witness someone else being bullied or are being affected in any unacceptable way by the use of a mobile device.
- Understand that sending abusive, nasty or threatening messages via text/email/instant messaging/airdrop/chat rooms/Bluetooth to someone is a type of bullying. This includes sharing those texts with others who might join in the bullying.
- Respect the property of others; do not attempt to damage, remove or play pranks with a device belonging to someone else.
- Always ask permission to take pictures of PGL staff or other guests.
- Do not have, view or share any inappropriate content on their phone online or via any form of messaging or sharing.
- Ensure that they are not causing any upset or disturbance to other children through the use of their mobile device; for example, by playing music or video with the sound on loud.
- Ensure, under all circumstances, that mobile devices are not used during restricted periods. Should they need to use their phone, they should seek permission from PGL Staff.
- Hand in their device when asked during 'restricted times' (activity sessions, evening entertainment, night time etc.).

We will respond swiftly if mobile devices are being used inappropriately; anyone found to be using a device in an unauthorised or inappropriate manner will be dealt with in line with our Behavioural Management System, of which the key points to note are:

- We will confiscate devices until the end of the holiday if they are accessed or used during restricted times without the permission of the PGL Staff.



- We will temporarily confiscate devices causing distraction and return them when deemed appropriate.
- We will confiscate devices for the remainder of the holiday or curtail the holiday for repeated breaches of our guidelines.
- We reserve the right to access and check any images or inappropriate content if suspected.
- We will report to the Police/Child Protection any allegation or issues where we have reasonable cause for concern that a child is at risk of harm.

If you have any questions at any time, please ask. We want to ensure we are approaching our responsibilities in the best way possible for safety and welfare in partnership with our customers.

When is phone use possible/acceptable?

To provide clarity for all parents and guests we have set out below when phone use is/is not permitted throughout the day:

- ✓ Once rooms are vacated for breakfast in the morning, the Group Leader will return mobile devices
- ✓ Throughout morning free time
- ✗ During morning activity sessions
- ✓ Throughout the lunchtime free time
- ✗ During afternoon activity sessions
- ✓ During early evening free time
- ✗ During evening entertainment
- ✓ Evening free time prior to returning to the accommodation
- ✗ When returning to the accommodation to settle down for the night, mobile devices will be handed in and stored until morning.

Please note: we kindly request that mobile devices are not used in the dining room during meal times.