

A circular photograph showing a woman with glasses and a green shirt helping a young child on a bicycle. The child is wearing a helmet and a green and yellow striped shirt. The woman is smiling and looking down at the child. The background is a blurred green field.

PEDAL HEADS[®] Bike

Parent handbook

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PEDALHEADS OFFERS BIKE, SWIM, AND SPORT PROGRAMS TO FAMILIES IN OVER 45 CITIES ACROSS CANADA AND THE USA.

We provide innovative and effective programs that are safe, fun, and challenging, inviting children to discover a world of opportunities.

OUR PHILOSOPHY OF TEACHING

We focus on developing healthy, confident, and independent kids by way of our own teaching methods, small classes, and incredible instructors. Promoting kids' health and development over the last 30+ years has earned Pedalheads a reputation of excellence in the communities that we serve.

FIRST DAY OF CAMP

On your first day of camp, please arrive **10 minutes early** to:

- Check in with a Sign-In Staff Member.
- Head to the appropriate zone given to you at Sign In.

We appreciate your patience and understanding throughout this process as you help us get your child's first day at camp off to a great start! The following are some guidelines to help you prepare for your child's week at Pedalheads.

BIKE CAMP CHECK LIST

PLEASE BRING EVERYTHING ON THIS LIST!

A bicycle in good working order

(see bike fitting and maintenance tips)

A bike helmet

(see helmet-fitting tips)

A water bottle

A nut-free snack

Appropriate footwear

(closed toes)

Comfortable clothes for a day of being physically active

Weather-appropriate clothing

(rain gear, sweater, etc.)

Sunscreen and mosquito repellent

(weather dependent)

Epi-Pen, puffers, and other required medication

A small backpack to hold all your child's belongings

ARE YOU AN ALL DAY OR COMBO CAMPER?

YOU'LL ALSO NEED THE BELOW ITEMS!

A nut-free lunch

Extra snacks

A change of clothes.

WHAT TO EXPECT

PEDALHEADS SIGN-IN STAFF MEMBER

Please look for our **green** welcome signs. There will be a Sign-In Staff Member by each sign.

The staff member will ask you daily health screen questions, double check your child's safety information provided, sign-in your child, take a quick look at the condition of your child's helmet and inform you of which cone to meet your child's instructor.

*FIRST HOUR OF CAMP

***Due to Covid-19 there will be no welcome hour for 2021. A modified first hour of camp instead below.**

After completing our daily health screen, you will meet your child's instructor who will be waiting for you at numbered cone. Your instructor will introduce themselves, provide your child with a helmet label, double check medical notes, and ask you to assist your child in placing their belongings in their designated hula hoop. Instructors will then introduce campers to one another, discuss camp rules and how to be safe for the week, then engage in off bike games. This process is designed to allow your child to get comfortable, meet our fun instructors and promote a positive environment for the rest of the week. During this time, they will be introduced to important safety elements (such as our helmet and bike checks), have fun through play, and learn through our skill assessment

During sign-out on Monday, please head to the same cone where you dropped off your child in the morning.



WHAT TO EXPECT



SIGN-IN + SIGN-OUT PROCEDURES

As your child's safety is important to us, we require that all children be signed in and out by a parent or caregiver and that you speak to your child's instructor each day.

You will be provided an Order # in your registration confirmation email (a 6 digit code unique to your child's registration). Whoever is picking up your child must provide the Instructor this number at pick-up every day of the week for security purposes.

Notify your instructor if someone other than yourself will be picking up your child. This is also a great opportunity to discuss your child's goals or ask questions about daily activities for the class.

SIGN-IN + SIGN-OUT TIMES

Check your confirmation email on when camp starts and ends.

HELMET CHECKS

Helmet safety plays an important part of a fun and safe experience at Bike camp.

As your child's safety is our number-one priority at camp, our helmet check procedure is in place to ensure that your child's head is well protected.

Helmet checks are now scheduled during our Monday morning routine, led by your child's instructor. However, our Sign-In Staff Members will take a quick look while you are still there to check if the helmet is inappropriate (helmet used for another sport or visible damage).

Your child's Instructor will do a test to check the safety and fit of your child's helmet, making sure it's the right size and is adjusted properly. If a helmet cannot be fitted appropriately for camp, a staff member will speak to you at the end of the day.

For more information on **helmet safety**, please refer to [page eight](#).

AFTER THE FIRST DAY

For the remainder of the week, please complete our daily health screen questions with a sign-in staff, then sign-in directly with your instructor at their cone.

HALF DAY BIKE CAMP

OUR HALF-DAY CAMP FEATURES THREE HOURS PER DAY OF SAFETY AND BIKE PROFICIENCY INSTRUCTION. FROM BEGINNERS ON TRAINING WHEELS TO ADVANCED RIDERS ON THE ROAD, WE TEACH KIDS THE SKILLS NEEDED TO SUCCEED ON THE TRAILS AND STREETS.

Our instructors use games, obstacle courses, special equipment, and positive encouragement to help develop kids' skills and confidence on their bikes.

During the week, children spend time both on and off their bikes, which helps keep them energized and engaged. Our program helps kids gain confidence, teach them important safety skills, and ensure they have fun at camp! Each day, campers take bathroom, snack, and water breaks at which time we typically read a bike-related story or play a safety game.

Kids also spend the week preparing for one of our Pedalheads challenges, appropriate for their level.

Every Friday, your child can participate in one of our fun theme days. Our team will be dressed up and doing their best to make this a fun and enjoyable day for your child. You'll be informed at the beginning of the week what the upcoming theme is. We encourage you to dress your child up for theme day!

We also offer before or after care for our half-day campers. If you register for a morning half-day camp, you can purchase one hour of before care. If you register for an afternoon half-day camp, you can purchase one hour of after care. Note – not every camp may have before and after care offered.



ALL DAY BIKE CAMP

ALL-DAY CAMPERS RIDE THROUGHOUT THE DAY. THEY ALSO ENJOY AGE-APPROPRIATE GAMES AND CRAFTS DURING THEIR BREAKS.

Younger kids will have plenty of variety in their activities to keep them energized throughout the day. Older and more experienced riders participate in several challenging and exciting off-site rides. All our weekly activities are designed to be fun, exciting, and positive, and teach teamwork, sportsmanship, and of course, biking skills.

After their morning riding portion or activity, children rest during their lunch break. Pedalheads does not provide lunch services; therefore, please be sure to pack a healthy, nut-free lunch for your child so that they can maintain their energy. Because we are an active camp, we also suggest packing slightly more lunch than what you may normally pack. During this time, instructors help re-apply sunscreen and prepare for the afternoon biking session.

BEFORE AND AFTER CARE

For parents looking for additional care outside of the regular camp hours, we can provide one hour of before and/or one hour after care for a small fee. In extended care, kids participate in a variety of activities ranging from outdoor sports and games to crafts and activity sheets.

CLOTHING TIPS

Because Pedalheads operates primarily outside, it's important that your child is dressed appropriately for camp. We suggest monitoring the weather and preparing your child accordingly. Clothes to bring may include:

- Raincoat (rainy days)
- Rain boots (rainy days);
- Gloves (cold days);
- Warm clothes (cold, rainy days);
- An extra set of dry clothes (rainy days; always recommended for all-day camp);
- Extra socks;
- A sweater;
- Comfortable, active clothing; and
- Running shoes or closed-toed sandals.

Each site will have an on-site lost and found. Please consult the site manager to see where yours is located and remember to check at pick-up time for lost and found items. Also, please take a final look on Friday. All lost and found items will be donated to a local charity at the end of the season if they are not claimed beforehand.



BIKE AND HELMET FIT

BEFORE YOUR FIRST DAY OF CAMP, PLEASE CHECK YOUR CHILD'S HELMET FOR FIT.

Also, please ensure that the bike is the right size for your child and is in good working order.

Safety is of utmost importance to us, and kids must come to camp with a helmet. If you accidentally forget your child's helmet, your child will not be able to participate in any biking activities, and we will ask that you either go home to get it or purchase a new one on-site.

*We highly recommend purchasing a helmet that has a retention system, as pictured below. This will allow you to adjust the internal frame of the helmet to ensure that the helmet fits snugly and securely. It's also more easily adjustable as your child grows and may allow the helmet to last longer.



HELMET FIT

As your child's safety is our top priority, making sure they have a well-fitted helmet is of utmost importance. At Pedalheads, we teach kids the four Ss of helmet safety:

STICKER

Look inside the helmet and ensure that it has an appropriate safety sticker, identifying that it is approved for biking (CPSC, CSA, Snell, or ANSI). NOTE: hockey/skating helmets, ski helmets, and horse-back riding helmets are not designed to be used for biking and are not approved for use at camp.

STRAIGHT

With your child's helmet straight on their head, there should be no more than a two-finger gap between the bottom of the helmet and the top of the eyebrows. If the space is bigger, the helmet is likely too small or too far back on their head.

SNUG*

With the straps unbuckled, the helmet should fit snugly on your child's head. Ask your child to shake their head vigorously; the helmet should remain in place and not slide or fall off their head. Many helmets have a retention system, allowing you to tighten the helmet for a snug fit.

STRAPS

Straps should be flat and form a V around the ears with the side clips sitting just below the ears. Straps should be adjusted underneath the chin so that when they are buckled, there is enough room for two fingers to slide between the straps and chin.

BIKE AND HELMET FIT

CHOOSING A BIKE

Your child's bike should be solid, well-maintained, and not too big. Buying a bike your child will "grow into" is not recommended when they are first learning to ride. Our experience has taught us that it is much harder to control a bike that is too big and heavy, and it lowers confidence when kids don't feel able to catch themselves, should they need to.

BIKE SIZE

Children's bikes are sized according to the diameter of the wheel. Your decision to buy a 10-, 12-, 14-, 16-, 18-, or 20-inch wheel depends on how your child looks and feels when they are sitting on their bike.

For levels 1-3, your child's feet should be flat on the ground when they are sitting on the seat. There should be a slight bend at their elbows when holding the handlebars. If the seat on the bike has been lowered completely, and the child is not flat-footed while sitting on the bike, it is likely too big, and we recommend sizing down. This is especially important in Levels 1 and 2.

For levels 4+, your child should have at least half of their feet touching the ground when sitting on the seat, and there should be a slight bend at the elbows when holding the handlebars.

Seat adjustments can be challenging if the bolts are rusted or too tight to turn. Do your best to adjust it yourself so your child can reach the ground when on their seat. If the seat post is too long or too short for further adjustments, it could be time for a different bike, as kids whose seats are too high or low will encounter difficulties when learning to ride.

BRAKES

Most kids' bikes (single speed) are equipped with pedal brakes that stop the bike when pressing backwards on the pedal. These are generally easier for children to use than hand brakes. If the bike only has one hand brake, it's also equipped with a pedal brake.

When choosing a bike with two hand brakes, ensure that your child can reach and pull the levers. Many are difficult for kids to use because they can be either too big for their small hands or too stiff. Almost all hand brakes can be adjusted and lubricated to suit kids' hands better.

MAINTENANCE

Although our instructors do have good working knowledge of bikes and bike maintenance, and we have all tools required for basic maintenance, we aren't equipped to repair major bike problems. If you are using an older bike, we recommend taking it to a bike shop to make sure it's in good working order for the first day of camp.

BIKE STORAGE

Unfortunately, we are unable to provide secure bike storage at our camps. All our camps operate out of leased or permitted facilities. We have limited access to storage space at most of our sites, and this space is needed to store the equipment required to run our programs. If you have a bike lock, some sites may have bike racks close by if you wish to lock up your child's bike; however, Pedalheads cannot assume any liability for lost, stolen or damaged property.

INSTRUCTORS

WHO TO LOOK FOR

When you arrive at camp, one thing you may notice is the Pedalheads team wearing different colored shirts. This is so you can easily identify our roles.

Green Shirt — Site Manager

The site manager is responsible for overseeing the day-to-day operations at camp and supporting instructors. Any questions or concerns you may have at camp can be directed to this person.

Yellow Shirt — Supervisor

Supervisors support and mentor instructors with their classes, and will often have a class of their own. They also assist the site manager as needed with various tasks and will oversee the camp in the manager's absence. Questions can also be directed to a supervisor at any time.

Blue Shirt — Instructor

Instructors teach their own class of kids at camp. They're responsible for signing your child in and out, preparing lesson plans, and running the class in a safe and fun manner.

ORANGE SHIRT — JUNIOR INSTRUCTOR (VOLUNTEER)

Junior instructors are volunteers and assist instructors with their classes. Junior instructors are never left alone with children or assigned a class by themselves.

TRAINING, CERTIFICATIONS, AND BACKGROUND CHECKS

Your child's safety is our number-one priority; as such, our instructors go through a rigorous training process and must meet all our safety and first aid requirements. All summer camp instructors are required to be CPR and First Aid certified, and those over the age of 18 must also submit a criminal record check. Our instructors then complete our comprehensive training, which includes an online component and two days of hands-on training where they learn how to develop lesson plans, teach skills, create games, care for the well-being of the kids in their classes, and safely instruct and lead kids on a road ride. Select instructors also receive supplemental training for teaching some of our more specialized levels



HEALTH AND SAFETY POLICIES AND PROCEDURES

MEDICATIONS AND ALLERGIES

Please send any needed medication to camp with your child. Also, be sure to advise both the site manager and the instructor about any allergies your child has or medication your child may need. Our staff are trained to use Epi-pens and can administer first aid, if needed.

SUNSCREEN APPLICATION

Please apply sunscreen to your child before coming to camp, even on days where you think they may not need it as the weather can change quickly. Please also pack sunscreen in your child's backpack so that instructors can re-apply sunscreen, if needed. All-day campers re-apply sunscreen over lunch.

BATHROOM POLICY

All campers must be fully potty trained and require no bathroom assistance in order to participate in our camps. Should your child require assistance, we kindly always ask for a parent or guardian to stay on-site to assist your child as needed. It's not permitted for a staff member to enter a stall with a camper.

For your child's safety, children are never sent to use the bathroom unattended, nor do we allow an instructor to take children to the bathroom by themselves. As a result, bathroom breaks are taken as a class. Instructors are trained to remind children regularly and will take the class to the bathroom during breaks and lunch.

While we do everything we can to ensure that accidents don't happen, kids are drinking lots of water and are easily distracted by the excitement of riding their bikes. Please remember to pack extra clothing for your young child, just in case.

PRIVACY POLICY

Your privacy is important to us; therefore, we don't share your personal information or leave it out in the open.



WHO TO CALL

FOR ABSENTEEISM

Please try to let us know as soon as possible by calling our office at **1.888.886.6464**. Our office will then notify your child's site manager.

FOR DAY-TO-DAY CONCERNS

We encourage you to discuss any concerns directly with the site manager so that they can do their best to rectify them immediately. You may also call our office at **1.888.886.6464** with questions or concerns any time.

TO REGISTER OR MAKE CHANGES TO YOUR REGISTRATION

If you would like to register for one of our programs, please call our toll-free registration line at **1.888.886.6464** or register online at www.pedalheads.com/camp.



CAMP RULES AND BEHAVIORAL EXPECTATIONS

AT PEDALHEADS, WE LIKE TO KEEP OUR RULES SIMPLE AND EASY FOR KIDS TO REMEMBER TO GUIDE BEHAVIORAL EXPECTATIONS FOR THE WEEK.

Instructors review these seven simple rules on the first day of camp in a fun and interactive manner that engages the class and makes them feel like they helped create the rules.

We believe in positive reinforcement to gain ultimate success. With that in mind, we employ a no time-out policy. If a child's behavior is inappropriate, we encourage our instructors to refer to the camp rules with their class or consult a supervisor or site manager for assistance. If this behavior persists and is disruptive to the progress of the class, the instructor and supervisor or site manager will work together with the child's parent to find the best method for improving their child's behavior at camp.

AT PEDALHEADS WE ALWAYS:



PRACTICE SAFETY
and wear our helmets



GET BACK UP
when we fall down



LISTEN
to our instructors



CLEAN UP
after ourselves



TRY OUR BEST
at everything we do



HAVE FUN
and smile a lot



PRACTICE KINDNESS
and are respectful to others

FREQUENTLY ASKED QUESTIONS (FAQ)

WHAT HAPPENS WHEN IT RAINS OR THERE'S A THUNDERSTORM?

We ride rain or shine! If it's looking like it will be a wet day, please send your child to camp with:

- Rain gear
- Gloves
- Boots
- Extra set of clothes in a plastic bag

Our camps are not equipped with indoor bike-riding space, so children ride outside in the rain. In the event of a particularly bad storm, most of our sites do have access to an indoor space and instructors can work with kids on bike safety, activities or crafts, practicing off-bike skills, or other fun games under cover as a break from the weather.

WHEN WILL MY CHILD HAVE THEIR TRAINING WHEELS OFF?

Every child who enrolls in our camp is unique, so taking the training wheels off will come at a different time for each child. We want children to feel proud and excited to take them off, and when we feel the child is ready to take them off, we'll gently encourage and motivate the child to give it a try.

To determine whether a child is ready to have their training wheels removed, the site manager or supervisor assesses each child according to our Training Wheels Checklist and obstacle course. When a child successfully completes the course, they're ready to take the training wheels off.

WILL MY CHILD LEARN TO RIDE IN ONE WEEK?

Every child learns to ride at a different pace. We cannot guarantee that they'll be able to ride in one week. Several factors can affect how quickly they learn to ride a two-wheeler, including age, comfort level on a bike, fears, or having a cautious personality. While some kids learn in one week, others may benefit from more than one session in Level 1 to build confidence and biking skills as part of the learning process.

SHOULD I TAKE THE TRAINING WHEELS OFF BEFORE BRINGING MY CHILD TO CAMP?

Don't worry about it! We have all the tools on-site to remove your child's training wheels. It's also beneficial for the instructors to see that the kids can pedal, steer, and brake comfortably and effectively with the training wheels on before we take them off. That said, we can teach your child on a two-wheeler without training wheels, too.

HOW CAN I HELP MY CHILD ACHIEVE SUCCESS?

An important part of your child's success in learning to ride is through your involvement in their learning. This can include taking your child out for family rides, talking about biking to raise excitement, and speaking with your instructor to see what is being worked on in class. Our instructors are happy to provide you with tips and skills you can work on at home.

COVID-19

Please refer to our website for most up to date Covid-19 Safety Precautions information.

FREQUENTLY ASKED QUESTIONS (FAQ)

WHAT IS THE LEVEL 3 OFF-SITE RIDE?

This ride is for Level-3 riders who aren't quite ready for the road but are ready for an extra challenge later in the week. They may ride off-site to a nearby park or school, if the site allows. A Level-3 class will never have children riding along roads; campers walk their bikes on the sidewalk to their destination where the class will resume riding. Classes review road-riding safety protocols such as sound-offs, what to pack for a ride, traffic signs, and intersection safety during their walk.

WHY DO WE TEACH TWO RIGHT-HAND SIGNALS?

For our introductory road-riding classes, we teach the more intuitive, point-where-you-are-going-to-turn hand signal. We do introduce the traditional right-hand signal (left arm out, elbow to the ground and hand to the sky) in more advanced road-riding classes. Both signals are commonly accepted under cycling safety guidelines.

HOW DO YOU DETERMINE IF A CHILD IS READY TO RIDE ON THE ROAD?

For safety reasons, it's crucial that we make sure your child is road-ready before leaving the site on a road ride. To do this, every child must successfully complete our Road Riding Checklist, be turning 6 years old by the end of the calendar year, and be road-ready, according to a site manager or supervisor.

This checklist offers a fun and challenging way to assess your child's road-readiness, both as an independent rider and their ability to ride safely as part of a group.

HOW DO I KNOW WHAT LEVEL TO REGISTER MY CHILD IN?

Determining your child's level can be difficult, but to help you assess your child's riding ability, please consult our website, or give us a call at **1.888.886.6464**.

WHAT HAPPENS IF I REGISTERED MY CHILD IN THE WRONG LEVEL?

It is important for you to register your child in the level most suitable to their current skill set. If you're unsure of which to register for, please call our office at 1.888.886.6464 for assistance. If your child changes levels before the start of camp, please call us so we can navigate through the options for you.

WHAT IS THE CANCELLATION POLICY?

We pride ourselves on the convenience of our registration, customer service, and cancellations. To cover administrative costs, should clients need to cancel a program more than 14 days prior to its starting date, you can receive a credit note for the full amount or a refund minus a \$50 cancellation fee per child. Programs canceled within 14 days of a program start are subject to a 100% penalty.



CAN'T FIND WHAT
YOU'RE LOOKING FOR?
GET IN TOUCH!



PEDALHEADS®

OFFICE HOURS

Toll Free: 1.888.886.6464

Office: 604.874.6464

Email: info@pedalheads.com

Monday to Friday

9 a.m. to 5 p.m. PST/PDT

pedalheads.com