



Epic Camps Ltd – Terms & Conditions

These Terms & Conditions apply to all bookings made with **Epic Camps Ltd (Ofsted URN: 2862684)**. By completing a booking, you agree to the following:

1. About Epic Camps

Epic Camps are Ofsted-registered holiday camps for children aged 3–13, operating during school holidays across Newcastle and Northumberland.

Our venues:

- Dame Allan’s Junior School – NE2 4NG (Ages 3–13)
- Gosforth Junior High Academy – NE3 1EE (Ages 5–13)
- Mowden Hall School – NE43 7TP (Ages 5–13)

Children must only attend the venue they have booked.

2. Camp Hours

Structured activities run from **10:00am–3:00pm** daily.

Wraparound care (included at no additional cost):

- Drop-off: 8:00am–10:00am
- Pick-up: 3:00pm–5:30pm

Please note:

- Mowden Hall finishes at **3:00pm on Fridays**.
- Late collection after 5:30pm incurs a charge of **£7.50 per 15 minutes**.

Persistent late collection may result in refusal of future bookings.



3. Bookings & Payment

Bookings must be made via our website and are not confirmed until full payment has been received.

Childcare Vouchers & Tax-Free Childcare

Parents must:

- Select **Offline Payment** at checkout
- Pay **Epic Camps Ltd (Ofsted URN: 2862684)**
- Use the correct camp postcode as payment reference
- Email payment confirmation to **info@epiccamps.co.uk**

Bookings are not confirmed until payment confirmation is received.
If confirmation is not received at least 24 hours before camp, the booking may be cancelled.

4. Cancellations & Refunds

Cancellations more than 7 days before camp start date

A full refund will be issued as **credit only**, redeemable against future bookings. Credit has no cash alternative and is non-transferable.

Cancellations within 7 days of camp start date

No refund or credit will be issued.

Non-attendance

No refunds or credits will be given for:

- Illness
 - Holidays
 - Change of plans
 - Failure to attend booked sessions
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5. Illness & Exclusion

Children must not attend camp if unwell.

- 48-hour exclusion after sickness or diarrhoea
- Children with fever, infection, or contagious illness must remain at home in line with NHS guidance



- If a child becomes unwell during camp, parents will be contacted and must arrange prompt collection
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6. Medical Information & Emergency Treatment

Parents must disclose all medical conditions, allergies, additional needs, or behavioural considerations at the time of booking.

- Medication must be clearly labelled
- A medical administration form must be completed
- We reserve the right to refuse attendance if relevant information has not been disclosed

In the event of a medical emergency, Epic Camps staff are authorised to seek emergency medical treatment for your child if parents cannot be contacted immediately.

All camps operate as nut-free sites.
Dame Allan's is Nut & Kiwi Free.

7. SEND & Additional Needs

Epic Camps aim to be inclusive; however:

- Parents must fully disclose EHCPs or additional support needs
- 1:1 support is not automatically provided
- We reserve the right to assess whether our camp environment is suitable for a child's needs

Failure to disclose relevant information may result in withdrawal of a place without refund.

8. Behaviour Policy

We promote a positive and inclusive environment using praise and clear communication.

If behaviour significantly impacts the safety, welfare, or enjoyment of others:

- Parents will be informed
 - Early collection may be required
 - If a child is unable to return due to behaviour concerns, no refund will be issued for remaining booked days
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9. Safeguarding & Collection

Children will only be released to adults named on the booking form unless prior written agreement is provided.

Photo ID may be requested.

We reserve the right to refuse release of a child if safeguarding concerns arise.

All staff are DBS-checked and trained in safeguarding and first aid. At least one Paediatric First Aid qualified member of staff is present at all times.

10. Personal Belongings & Clothing

Parents must provide:

- Packed lunch and snacks
- Refillable water bottle
- Spare change of clothes
- Weather-appropriate clothing

Suncream must be applied before arrival. Written consent is required for staff reapplication.

Epic Camps Ltd cannot accept responsibility for lost, stolen, or damaged personal items.

11. Photography

Photos may be shared via private WhatsApp groups.

If you have opted out of social media photography, your child may still appear in WhatsApp group photos unless you notify us in writing to exclude from both.

12. Force Majeure

Epic Camps Ltd shall not be liable for failure to perform obligations due to circumstances beyond our reasonable control, including but not limited to:

- Extreme weather
- Venue closure
- Government restrictions
- Industrial action
- Power failure



- Public health emergencies

In such cases, refunds or credits will be issued at management discretion.

13. Limitation of Liability

Epic Camps Ltd accepts liability for death or personal injury caused by proven negligence.

Otherwise, our liability is limited to the total amount paid for the relevant booking.

We are not liable for indirect or consequential losses.

14. Data Protection

We process personal data in accordance with our Privacy Policy and applicable UK data protection laws.

15. Complaints

Concerns should first be raised with the Camp Manager.

If unresolved, the matter will be escalated to senior management for review.

16. Amendments

Epic Camps Ltd reserves the right to amend these Terms & Conditions at any time.