



Dear Parents & Guardians,

We are very excited to welcome your child to our Epic Holiday Camp! We have put together some guidance which we hope will help to ensure your child has a safe, enjoyable, and well-prepared experience.

Camp Address- We run our camps at 5 amazing venues.

Please only attend the venue you have booked

1. Dame Allans Junior School, Hunters Road, City Centre, Newcastle Upon Tyne, NE2 4NG
2. Gosforth Junior High Academy, Regent Avenue, Gosforth, Newcastle upon Tyne, NE3 1EE
3. Mowden Hall School, Newton, Stocksfield, Northumberland, NE43 7TP
4. Belmont Community School, The Links Durham, DH1 2AG
5. West Jesmond Primary School, Tankerville Terrace, Newcastle Upon Tyne NE2 3AJ

Camp Hours

Our structured timetable runs between 10am and 3pm every day

Wrap Around Care-

You are welcome to drop your child off from 8am and pick them up any time before 5.30pm (at no additional charge)

Please note on Fridays, Mowden Hall Camp & Belmont Community School will finish at 15:00.

West Jesmond Primary school will finish at 16:00 on Fridays

- Please note there will be a charge of £7.50 per 15 minutes for any children collected after 5.30pm

Photos-

-We will be updating our WhatsApp group with photos. There will be a QR code to scan when you drop your child off to enable you to join the WhatsApp Group-*if you have self-excluded from social media photos, your child will still be **included** in photos on the whatsapp group, please email us if you wish to exclude from both*

Medical

- If your child has any allergies, or requires medication during camp hours, please inform our staff and provide any necessary medication in a labelled container/bag
- You will also be required to fill out a medical administration form
- Please ensure all medical information provided during booking remains accurate. If anything changes before your child's attendance, please let us know as soon as possible





If Your Child Is Unwell

- Children who are unwell must not attend camp.
- If your child has sickness or diarrhoea, they must stay at home for 48 hours after the last episode.
- If your child has a temperature, infection, or contagious illness (e.g. chickenpox, impetigo, conjunctivitis, COVID-19), please keep them at home until fully recovered and follow your GP or NHS advice.
- If a child becomes ill during camp, we will contact parents immediately and ask for prompt collection.

We have also put together a list of things that we think might be needed on a daily basis.

1. Water Bottle

- A refillable water bottle, clearly labelled with your child's name

2. Pack Lunch

- Please include a morning and afternoon snack
 - Lunch & snack ideas: Sandwiches, crackers, crisps, cheese sticks, vegetable sticks, fruit, yoghurt etc.
 - All of our camps are NUT FREE- so please don't pack any items that contain nuts. Dame Allans is a Nut & Kiwi Free site.
This means:
No kiwi fruit in packed lunches or snacks
No products containing kiwi juice (including some tropical fruit drinks)
No sweets or items that may contain kiwi ingredients (e.g. certain Haribo sweets like Golden Bears)





3. Clothing and Footwear

- Weather-appropriate clothing and footwear (e.g. trainers)
- Sunny days – Example: Lightweight, breathable clothing such as t-shirts, shorts, and sun hats. Sunscreen applied before camp
- Rainy days – Example: Waterproof jacket or raincoat. Waterproofs and wellies if they fancy a puddle party!
- Spare Change of Clothes - Accidents and spills can happen; a spare set of clothes (including underwear and socks) in a labelled bag will ensure your child remains comfortable throughout the day

Water Activities – Summer Camps

We'll be playing lots of water games during camp, so please pack a spare t-shirt each day.

On certain days, we run extra water activities – please bring swimwear or a change of clothes. You will be informed of this.

-Please label all clothing if possible to ensure we can get all of your belongings back to you

5. Sun Protection (in the warmer months)

- High SPF sunscreen (already applied before camp and packed for reapplication)
- A hat or cap to protect from the sun

Suncream Reminder

Please apply long-lasting suncream to your child before camp each day. If you'd like staff to reapply it at lunchtime, let us know in writing and send a clearly labelled bottle. If no suncream is provided and staff feel it's needed, we may use our own child-appropriate suncream.

6. Personal Belongings

- Please avoid sending your child with valuable items. The camp cannot be responsible for lost or damaged personal belongings
- Labelling: Ensure all items (clothing, lunch boxes, water bottles, etc.) are clearly labelled with your child's name to avoid any mix-ups





7. Behaviour Policy

-At Epic Camps, we are committed to creating a positive, safe, and enjoyable environment for all children. Our team use encouragement, praise, and clear communication to help children make good choices and enjoy their time at camp.

-If any behaviour issues arise, we will always aim to resolve them calmly and fairly. Parents will be informed of any concerns either by phone during the day or at pick-up time.

-In the event that we feel a child's behaviour is having a significant impact on the safety or enjoyment of others, we may ask for the child to be collected from camp. This decision will be made carefully and communicated directly with parents or guardians.

-If, following discussion, it is decided that a child cannot return to camp due to behaviour, no refund will be issued for any remaining days booked.

We appreciate your support in helping us maintain a happy and inclusive camp experience for all children.

Booking Changes & Cancellations

We understand that plans can sometimes change.

- Any customer-requested amendment to a booking (including changes to dates, venues or booking details) is subject to a **£5 administration fee per request**.
- All amendments are subject to availability and cannot be guaranteed.
- If we agree, at our discretion, to process a cancellation, transfer or credit outside of our standard cancellation policy, a **£5 administration fee** may also apply.
- Please refer to our **Terms & Conditions** for full details of our booking, cancellation and refund policy





Complaints Procedure

If parents have a concern or complaint, they should speak directly with the Camp Manager as soon as possible so we can resolve the issue quickly and fairly. If the matter cannot be resolved on-site, it will be referred to senior management for review and follow-up.

We look forward to a fun-filled experience with your child! Should you have any reason to need to contact us during the camp day, please call or text on 07726 328498.

Many Thanks,

The Epic Camp Team

