



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, Northumberland and County Durham.

Our venues may include:

- 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)
- Belmont Community School – DH1 2AG (Ages 5–13)
- West Jesmond Primary School – NE2 3AJ (Ages 5–13)

Children must only attend the venue they have booked unless otherwise agreed by Epic Camps Ltd.

2. Camp Hours

Structured activities generally operate between 10:00am and 3:00pm daily.

Included wraparound care operates as follows:

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

Certain venues may operate amended collection times on specific dates or days of the week. Parents will be notified of any such arrangements in advance.

Late collection after 5:30pm will incur a charge of £7.50 per 15 minutes or part thereof.

Persistent late collection may result in refusal of future bookings.

3. Bookings & Payment

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



Bookings made using Childcare Vouchers or Tax-Free Childcare are not considered confirmed until payment has been received and reconciled by Epic Camps Ltd.

Epic Camps Ltd reserves the right to cancel unpaid bookings if payment has not been received at least 24 hours before the first booked session.

Booking Amendments

Any customer-requested amendment to a booking, including (but not limited to) changes to dates, venues, booked child or other booking details, is subject to a **£5 administration fee per amendment request**. The administration fee must be paid before any amendment is processed. All amendments are subject to availability and are not guaranteed until confirmed by Epic Camps Ltd. Epic Camps Ltd reserves the right to refuse or decline amendment requests where operationally necessary.

4. Cancellations & Refunds

Cancellations more than 7 days before the camp start date will receive a credit note only, redeemable against future Epic Camps bookings.

Credits are non-transferable, have no cash alternative and cannot be exchanged for refunds.

Cancellations made within 7 days of the camp start date are not eligible for refunds or credits.

Where Epic Camps Ltd agrees, at its sole discretion, to process a cancellation, credit, transfer or other amendment outside of this policy, a **£5 administration fee** may apply.

No refunds or credits will be issued for:

- Illness
- Holidays
- Change of plans
- Non-attendance
- Early collection
- Partial attendance

5. Illness & Exclusion

Children who are unwell must not attend camp.

Children must remain absent for:

- A minimum of 48 hours following the last episode of sickness or diarrhoea.
- Any period advised by the NHS, a GP or other healthcare professional for infectious or contagious illnesses.

If a child becomes unwell during camp, parents or emergency contacts will be contacted and prompt collection will be required.



Epic Camps Ltd reserves the right to refuse attendance where staff reasonably believe a child is not fit to participate safely.

6. Medical Information & Emergency Treatment

Parents must disclose all medical conditions, allergies, dietary requirements, medications, additional needs or behavioural considerations during the booking process.

Medication required during camp hours must:

- Be handed directly to a member of staff at sign-in.
- Be clearly labelled with the child's name.
- Be supplied in original packaging where applicable.
- Be accompanied by a completed medication administration form.

Medication must not be left in children's bags unless specifically agreed with camp management.

Failure to disclose relevant medical or behavioural information may result in withdrawal of a place without refund if Epic Camps Ltd determines that appropriate provision cannot safely be made.

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

All camps operate as nut-free environments.

Additional site-specific restrictions may apply. Parents are responsible for complying with any food restrictions communicated by the camp.

7. SEND & Additional Needs

Epic Camps aim to provide an inclusive environment for all children.

Parents must fully disclose any EHCP, diagnosed conditions, behavioural support plans or additional support requirements before attendance.

Epic Camps do not provide 1:1 support unless specifically agreed in writing.

Epic Camps Ltd reserves the right to assess whether our staffing ratios, facilities and environment are suitable to meet a child's needs safely.

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

8. Behaviour Policy

Epic Camps promote a positive, safe and inclusive environment through encouragement, praise and clear communication.



Where behaviour significantly impacts the safety, welfare or enjoyment of other children or staff, Epic Camps reserves the right to:

- Contact parents regarding concerns.
- Require early collection.
- Implement behaviour support strategies.
- Suspend or terminate attendance.

Where a child is excluded from camp due to behaviour concerns, refunds will not be provided for remaining booked sessions.

9. Safeguarding & Collection

Children will only be released to adults named on the booking form unless prior written agreement has been provided by a parent or guardian.

Photo identification may be requested where staff do not recognise the collecting adult.

Epic Camps reserves the right to refuse collection if safeguarding concerns exist until identity or authorisation can be confirmed.

Where parents wish for children to walk home independently, written authorisation must be provided in advance.

All staff hold enhanced DBS clearance and receive safeguarding training.

At least one Paediatric First Aid qualified member of staff will be present at all times.

10. Personal Belongings, Clothing & Sun Protection

Parents are responsible for providing:

- A packed lunch and snacks.
- A refillable water bottle.
- Suitable clothing and footwear.
- Spare clothes where appropriate.
- Sun protection suitable for the weather conditions.

Parents are responsible for applying suncream prior to arrival at camp.

Staff may only reapply parent-provided suncream where written permission has been provided.

Where staff reasonably believe a child is at risk of sun exposure and no suncream has been provided, Epic Camps reserves the right to apply suitable child suncream in the child's best interests.

Epic Camps Ltd accepts no responsibility for lost, stolen or damaged personal belongings.

11. Water Activities



Epic Camps regularly operate water-based games and activities during warmer weather.

By attending camp, parents acknowledge that children may participate in supervised water play activities including sprinklers, water games and similar low-risk activities.

Parents should provide suitable spare clothing, towels or swimwear where requested.

12. Photography & Media

Photographs and videos may be taken during camp activities for operational, promotional and communication purposes.

Images may be shared through:

- Private camp WhatsApp groups.
- Epic Camps social media channels.
- Marketing materials and promotional content.

Parents who opt out of social media consent may still have their child included in private WhatsApp group photographs unless they specifically request exclusion from both forms of photography in writing.

Parents joining WhatsApp groups agree not to copy, download, distribute or publish photographs containing other children without the express permission of those children's parents or guardians.

13. 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 closures
- Government restrictions
- Industrial action
- Utility failures
- Public health emergencies

Refunds or credits in such circumstances shall be issued at the discretion of management.

14. Limitation of Liability

Epic Camps Ltd accepts liability for death or personal injury arising directly from proven negligence.

In all other circumstances, liability shall be limited to the total amount paid for the relevant booking.



Epic Camps Ltd shall not be liable for indirect, consequential or financial losses arising from attendance or non-attendance at camp.

15. Data Protection

Epic Camps Ltd processes personal data in accordance with applicable UK data protection legislation and our published Privacy Policy.

16. Complaints Procedure

Epic Camps is committed to providing a safe, enjoyable and high-quality service. If you have a concern or wish to make a complaint, please refer to our Complaints, Concerns & Compliments Policy, available on our website. This policy explains how concerns are investigated and the timescales for responding.

17. Operational Changes

Epic Camps Ltd reserves the right to make reasonable changes to venues, activities, staffing arrangements, operating hours or camp provision where necessary for operational, safety or safeguarding reasons.

Parents will be informed of significant changes as soon as reasonably practicable.

18. Amendments

Epic Camps Ltd reserves the right to amend these Terms & Conditions at any time. The latest published version will apply to all future bookings.