



Website FAQs

Booking

When do your camps run?

We run camps throughout all the school holidays but for exact dates and the venues have a look at the 'Dates & Prices' section of our website: <https://www.campbeaumont.co.uk/dates-prices/>

How do I place a booking with Camp Beaumont?

Booking with Camp Beaumont Day Camps couldn't be easier! Once you have decided on your holiday period, venue and dates, you can book quickly and efficiently [online](#). You can also place a booking over the phone by contacting our friendly sales team on 01603 851000.

What payment options do we accept?

We have a number of different payment options. You can either pay via credit/debit card (Visa/Mastercard), Childcare Vouchers online or over the phone. If you book early you can pay a deposit and the remainder at a later date. (Please note we do not accept American Express)

Can I reserve my place by paying a deposit?

Yes. It depends on the timing of your booking, booking early enough gives you the most flexibility with our deposit options. Deposits are £10 per child per day & £60 per child per week. After the balance due dates, bookings will need to be paid in full at the time of booking.

When are final balances due?

The following dates are for our 2020 camps.

February Half Term – 17th January 2020

Easter Camp – 2nd Feb 2020

May Half Term – 3rd April 2020

Summer Camp – 18th May 2020

October Half Term – 1st September 2020

Can I pay in instalments?

We are unable to set up a payment plan, however, if you book early enough you can pay an initial deposit with the final balance due 48 days before the holiday period starts.

Do you accept Childcare Vouchers?

Yes. You can use childcare vouchers as full or part payment. You can either book online and select this option or notify us over the phone. Your booking will save on our system for 7 days until we receive your childcare vouchers. After this date, if we haven't received payment for your booking it will be automatically removed.

However, if you are booking within 14 working days of the booking start date you will be required to pay by a credit/debit card at the time of booking and then be reimbursed once we receive your childcare vouchers.

Please ensure, when making a payment via childcare vouchers that you quote your booking reference so your payment gets allocated correctly.



Do you accept tax-free childcare?

The phasing out of childcare vouchers from 4th October 2018 was issued in line with the introduction of the government's Tax Free Childcare initiative. Although we still accept the traditional form of vouchers to cover childcare costs, parents are increasingly beginning to move across to Tax Free payments.

Choose to part-pay or pay in full by Tax Free Childcare when booking online by selecting 'TaxFree Childcare' in the Childcare Voucher dropdown box. We require your unique reference number for your child in order to allocate your payment to your booking, so we ask that this is please sent to our customer services team (customerservices@campbeaumont.co.uk) directly after making your payment. Your unique reference number can be easily found via your Government Gateway account.

Please note that Tax Free Childcare payment cannot accept refunds.

Please note: If you are booking within 14 days of camp start date, you will need to make full payment on your credit or debit card to secure the booking. We will then reimburse you the tax free amount when we receive them.

Can I make changes to my booking?

We understand that childcare plans may change. Camp Beaumont want to be as flexible as possible for every customer. If you need to switch your dates and we still have space at the camp on the dates you'd like to move to, we can make these changes free of charge. Please note however, changes can only be made if at least 10 working days before your child is due to attend. You cannot make alterations to bookings online, you can either call us on 01603 851000 or email us at customerservices@campbeaumont.co.uk (please see Terms & Conditions for full details).

What is the customer protection plan (CPP) & what does it cover?

CPP Insurance is arranged through Endsleigh Insurance Services Ltd and insured by AXA Travel Insurance. It is available at £15 per week/£3 per day booked and covers you in the case of cancellation if your child is unwell and unable to attend. For full details of this insurance, see refer to our booking conditions. If you decide to take out your own travel insurance, we recommend that you check that the policy covers adventure holidays – as many policies don't include these types of activities.

Do I have to take out the customer protection plan & what happens if I don't?

CPP Insurance is optional not compulsory. Without the Customer Protection Plan you can't cancel and claim a refund or credit note for missed days or cancellation, or make up any missed days later in the season, under any circumstances. If you need to switch your dates and we still have space on the dates you'd like to move to, we can make these changes. Please note however, changes can only be made 14 days' before your child's arrival date. If you have an alternative insurance policy that provides this cover then you would need to contact your provider to make a claim against your booking.

What if I have made a booking and wish to cancel?

Once you have placed a booking, attached to your confirmation email you will see your booking terms and conditions. Please click [here](#) to review these now and refer to section 4 – Changes & Cancellations.



What do I receive from Camp Beaumont once I have placed a booking?

If you have made your booking online you will receive a summarised confirmation email to the email address you provided when making your booking. Within 24 hours* of making the booking you will receive full confirmation, including a link to your welcome pack sent to the same email address.

If you have made the booking by phone you will be emailed full confirmation, including a link to your welcome pack within 1 hour of placing the booking.

Please make sure you check your invoice and let us know right away if anything is incorrect. Responsibility for all booking details lies with the person who made the booking.

*Please allow up to 48 hours for your full emailed confirmation for any bookings placed online over the weekend. If you do not receive your emailed confirmation, please check your junk folders before contacting us: sometimes they can appear in there.

How can I contact Camp Beaumont to discuss my booking?

To speak to our friendly team, please call us on 01603 851000. Our offices are open from 8.30am to 5pm Monday to Friday. We operate extended hours midweek & on Saturdays in lead up to camp dates.

If it is inconvenient for you to call, you can contact us by using our online live chat facility on our website. Our team is available to live chat as per above times.

If you wish to contact us out of hours, you can call us on the 01603 851000 and leave us a voicemail and we will call you back or you can leave us an offline chat message or email us at:-

bookings@campbeaumont.co.uk for new booking enquiries

customerservices@campbeaumont.co.uk for existing booking enquiries

We aim to answer all enquiries with 72 hours.

Is there anything else to do or complete before arriving at camp?

You are required to complete a Child Information Form and bring it with you on the first day at camp. If your child is taking any medication while they are at camp, then you will also need to complete a Medication Authorisation form. If you have booked Horse Riding for your child you will need to complete the Rider Registration Form to be brought with you to camp on the first day.

These forms are all available within parent welcome packs that you are sent prior to camp.

Pre-Camp

Can we visit Camp before my child starts?

As we do not own the venues you will not be able to visit outside of school holiday periods during which we are open. If we are open, you are welcome to come for a look around - but this is by appointment only. You will need to contact the camp you wish to visit and make an appointment with a member of the management team.



It's my child's first time, what can we expect?

We understand that you and your child may be nervous about coming to camp for the first time. We have some outstanding and caring staff who will ensure you and your child made comfortable and to ensure that your child settles into camp quickly.

Looking after your children is a huge responsibility and one we take incredibly seriously. Camp Beaumont's mission is to create inspiring adventures throughout the school holidays, to do that we ensure we have highly trained camp staff on hand to settle all campers. Each child will be assigned a keyworker or group leader who will be on hand to explain how the day will run, familiarise them with the camp location and advise on what they can expect. We are confident that very quickly your child will make new friends, challenge themselves with new activities and create long-lasting memories.

How will my child be grouped?

We group children according to age in our four main age groups: Playtime (3 & 4 years old); Magic (5 to 7 years old); Active (8 to 11 years old); and Teens (12 to 16 years old). These groups may be split down further depending on the number of children into age groups (e.g. Magic could be split into 5s, 6s and 7s age groups).

We have a maximum of 24 children per group and our staff to child ratios are as follows:

Playtime & Magic – 1:8

Active & Teens – 1:12

Will my child always be in the same group?

We organise our child groupings by the week so they will be in the same group for the whole of their stay. If they come back for an additional week then there is a small chance their group may change depending on numbers of children attending.

Can my child be grouped in the same group as a particular friend?

We will try to group the child in the same group as their friends where possible, however we strongly believe that camp is a great place to make new friends and our teams will actively encourage this. Final decisions on groupings are made by the Camp Manager onsite

Does my child have a key worker?

Yes all the children who attend will have key workers in the form of our brilliant Head Group Leaders and Group Leaders. For our younger guests from 3 to 5 years old, they will be assigned one of our team members that will check in to ensure they are have a great time whilst with us. You will be introduced to your child's key worker on their first day at camp.

Can I find out how my child's day is going?

Our teams are extremely busy throughout the day ensuring that all of our campers are having the best time so we would encourage you to speak with our team at collection to get some feedback on how your child's day was.

If you really need to get in touch with the camp then you are able to do this by calling or emailing the camp directly using the contacts within your parent welcome pack.

Will my child need any money with them at camp?

No, we would strongly recommend that your child does not bring any money with them. Camp Beaumont cannot be held responsible for any money that goes missing whilst on camp. All of our camps only accept cashless methods of payment for any extras and merchandise.



What if my child has specific medical condition or medication that is required whilst at camp?

If your child has a specific medical condition, this should be indicated on your child's Camper Information Form. If you feel that you need to discuss your child's condition before camp begins, you can speak to our team on 01603 851000 and any information can be passed on to camp management teams. You are also able to speak to our on-site teams when dropping your child off for their first day to give any more information about a medical condition which you feel may need clarifying.

If your child requires medication to be administered to them during camp, you will be asked to complete a Medical Administration Form (which will be available in the parent welcome pack). This will detail the medication being kept onsite and how often it should be given. If you have not brought this with you to camp on your first day, copies of the form will be available for you to complete on arrival.

Most types of medication will be kept in the first aid area of the camp and administered by first aiders at the time shown on the Medical Administration Form. The exception to this is EpiPens and inhalers which will be carried by the members of staff supervising your child's group to ensure they are always in the correct place if needed.

If at any time during your child's time at camp with us they require new medication, please speak to a member of staff onsite and complete a Medical Administration Form to enable us to give medicine when it is required.

Do you have first aiders on site?

Yes we always have as a minimum of two paediatric trained first aiders onsite and - depending on the size of the camp - we may have many more.

What if my child is ill and cannot come to camp?

If you have not purchased insurance, then depending on the camp's availability we may be able to transfer your child's holiday to a later date to ensure they do not miss out. Please contact our team on 01603 851000 to discuss your options. Unfortunately, if your child's camp dates cannot be rearranged due to availability, we will not be able to offer a refund unless you have purchased our CPP insurance plan.

If your child is unwell and cannot attend and you have purchased CPP insurance, refer to the CPP guidance at <https://www.campbeaumont.co.uk/parents-info/cpp-insurance/> to find out more about your options. Of course, if you wish to rearrange your child's time at camp rather than claim through the insurance, we would be happy to discuss this with you! Just give us a call on 01603 851000.

My child needs extra support, can they still attend camp?

If your child requires extra support, the best thing to do would be to get in contact with one of our team members on 01603 851000. You will have the opportunity to give information about your child's needs and the support required and we will endeavour to come up with a plan to enable your child to have the best time possible at Camp Beaumont. We make these plans with parents and carers on an individual case basis and are happy to work with you on a plan which works for your child. If your child already has one-to-one support, we are happy for their one-to-one to attend camp with them to support them. All we will need is a copy of their DBS check and to see some identification! Throughout your child's time at camp, we



will ensure we communicate thoroughly about the parts of the plan which are/are not working and will make changes in collaboration with you to support your child.

How do you manage discipline and behaviour?

Positive reinforcement is the key for us at Camp Beaumont! We want all children who come to camp to enjoy their time with us and have the best holiday experience possible. If we see children behaving appropriately, we make sure to comment on and reward this behaviour. All staff have some behaviour management training which focuses on outlining rules and discussing why they are important, then managing children's behaviour.

Of course, we understand that in a new and exciting environment, children may need reminding of behaviour expectations – and to that end, each group will agree to a camp contract outlining the rules of our sites. These rules are designed in collaboration with campers to ensure they keep themselves and others safe and enable activities to be as enjoyable as possible!

If a child is consistently breaking the rules and disrupting others, they will be taken aside and spoken to by a member of staff. A discussion will be had about why the rules are in place and why it is important to behave appropriately, then will be sent back to the group to enjoy the activity! In the case that a child is consistently not following the rules, this will be communicated to parents and carers.

If a child's behaviour puts them or someone else at risk, this becomes more serious. An Incident Report Form will be completed and details of what has happened communicated to parents.

If a child's behaviour at camp consistently puts themselves, others or staff members at risk or causes significant disruption to a group, parents or carers will be contacted and a warning given to that child. If this then continues, we reserve the right to prohibit a child from attending camp as a result of this.

The Activity Day

What are the arrival and collection times?

The arrival time is between 0830 and 0930. Throughout this period, our team will have some fun organised activities to warm the children up ready for the day full of activities. For parents that need it, we do offer an extended day service between 0800 and 0830 for a small additional charge of £5 per child per day.

Collection time is between 1630 and 1730 and again - like in the morning - our team will have a selection of activities to ensure the children continue their adventures right up until home time. We also offer an extended day option until 1800 for busy working parents for a small charge of £5 per child per day.

What happens when I drop my child off?

When you arrive, follow the signs to the 'sign in' area. There you will find your child's age group table with a friendly Head Group Leader to register your child. You will be required to hand in the Camper Information form if you haven't already and sign the register.

Your child will then be introduced to their group leaders and encouraged to join in with their group in some small warm up activities whilst the rest of the group arrives.



What if I am delayed in collecting my child?

We understand that sometimes things happen outside of your control and you may be late collecting your child. Please give the camp a call as soon as you know that you may be late so that we know. If you are later than 6pm then we reserve the right to charge £5 for every 15 minutes late. This is to cover the cost of the two team members that are required to stay. Don't worry though, your child will be kept safe and entertained until you arrive.

What is the structure of the day?

Depending on your child's age and group, the structure of the day will vary slightly. Extended Day Sign In (£5 extra) takes place from 8:00 – 8:30am. Children can be dropped off and will be supervised by camp staff until Sign In begins at 8:30 and lasts until 9:30am. During this time, staff will ensure children are settled and play games with them to warm them up for the day ahead!

For the rest of the day, children will participate in six activity sessions with frequent toilet, sun cream and water breaks, a break for lunch and a snack time for our campers under the age of 8. For three- and four-year-olds, sessions are slightly shorter – therefore children will participate in eight different activity sessions.

At 4:30, all children will be taken back to their Sign Out points. Sign Out runs from 4:30-5:30pm and children will be entertained by camp staff until their adults come to collect them. At 5:30pm, Extended Day Sign Out begins (£5 extra) and lasts until 6pm when the camp day is officially over!

For example timetables for each age group, please go to <https://www.campbeaumont.co.uk/programmes/>

Do you provide lunch?

We are able to provide a cold packed lunch at most of our camp locations for £6.50 per day for any parent who wishes for us to. The majority of parents provide a packed lunch for their child, please note however we are a '**nut-aware camp**' so please do not pack anything with nuts in it. We also recommend that you place ice blocks within the lunchbox to keep the food fresh until lunch.

Are all the activities included or do I have to pay extra for some?

All the activities on the main camp timetable are included in your child's camp holiday with Camp Beaumont. The camp timetable will be available at each site and show what your child will be doing each day. However, we do have some available Action Extra activities which can be paid extra for. Please see details of what is on offer at <https://www.campbeaumont.co.uk/programmes/action-extras/>. These action extras give children a more specialised session with focus on something they may have shown an interest in. These can be purchased before camp starts or your child can be added to the register during camp time – just speak to a member of camp management on site!

What is your policy on swimming?

Swimming is an activity on offer at some (not all) of our sites. Check our website at <https://www.campbeaumont.co.uk/our-camps/> or speak to one of our team members on 01603 851000 to find out whether the site you are interested in offers swimming! Swimming is offered as a timetable option for children in the Magic (5-7), Active (8-11) and Teens age groups. Please note that if swimming is on offer, not all age groups will



necessarily be timetabled to swim every day. Due to restrictions of numbers in the swimming pool and access times, we will timetable swimming to make it fair for each group. If your child does not wish to swim, that is fine with us – we will organise an alternative for them! When children arrive at the swimming pool, they will change in designated changing rooms then head to poolside for their swim test. The qualified lifeguards will first explain the rules of the swimming session then watch children swim a width of the pool and ensure that any child requiring armbands is wearing them. If you know your child needs armbands, please pack them for them. The staffing ratios:

Playtime & Magic – 1:8

Active & Teens – 1:12

still apply in the swimming pool. Staff members will be in the water with children while lifeguards stay on poolside.

Children will be monitored closely during their swimming session and at the end taken back to the changing rooms to get dressed and head back to their other activities!

How do the Action Extras work & what does my child need?

Action Extras run alongside the ordinary camp timetable. The full list of what is on offer can be accessed at <https://www.campbeaumont.co.uk/programmes/action-extras/> but please check the availability section if you are considering an Action Extra to check it runs at the site you are booking.

Action Extras are optional and can either be paid for before camp or during. At a certain point in the day, children will be taken from their normal group by an instructor to their Action Extra session. They will spend the session learning new skills and having more focus from a specialist instructor to work on something that they really enjoy. For most action extras, children do not need to bring anything extra to camp, with the exception of Learn to Swim and Horse Riding.

For Horse Riding, children will need closed-toe shoes with a slight heel, a long-sleeved top and long trousers and waterproofs: horse riding goes ahead come rain or shine! Please be aware that children will be taken off-site for horse riding – usually for either a full morning or a full afternoon session.

For Learn to Swim, children will need their swimming kit, a towel, armbands (if required) and goggles.

After the Action Extra activity, instructors will return children to their normal groups and they will continue on the normal camp timetable.

What happens if it rains?

Of course, as much as we would love to rely on the Great British weather, we cannot always ensure the weather stays fine for your child's time at camp! However, we do not let a little rain stop us. All timetables are planned with a 'wet weather' alternative which means that the majority of activities will still be able to take place indoors. Of course, there are some exceptions to this – but where an activity is missed because it cannot take place, we work our hardest to replace it with an equally enjoyable alternative.



What happens if my child has an accident or becomes ill whilst at camp?

While we always ensure high safety standards, there will inevitably be times when accidents happen! Our staff are all trained in the protocols for dealing with and reporting accidents and we always have paediatric first aiders onsite who are able to administer any necessary first aid.

In the event of a minor accident, first aiders will assess the child's injuries and treat them accordingly. An Accident Report Form will be filled out detailing how the accident happened, the injuries sustained, and the treatment given. This report will be shown to the person collecting the child at sign out time. We will communicate what happened and ask the parent or carer to sign the Accident Report Form to acknowledge our communication with them. In the event of your child bumping their head or for any injury from the neck up, a first aider will be contacted and an Accident Report Form filled out (as above), however we will always ensure we give you a courtesy call to let you know what has happened. After a head bump, staff monitor children closely – if staff have any concerns we will always contact you. At the end of the day, you will be asked to sign an Accident Report Form to acknowledge our communication with you.

In the event of a serious accident, our first aiders will assess the situation and you will always be contacted to be informed of the next steps.

If your child becomes ill whilst at camp, a first aider will monitor your child's symptoms. If their illness is minor and they feel better after a rest and a drink, an Incident Report Form will be filled out letting you know what happened and will be available for you to sign when you collect them. In this instance, we will continue to monitor your child throughout the day and contact you if symptoms worsen. For anything more serious, you will be called and our camp teams will discuss with you whether or not they/you feel your child needs to be collected and taken home. Children will be able to wait in the first aid area for as long as possible and will be monitored by camp staff. Again, an Incident Report Form will be available for you to sign on collection.

Can I see my child's activity programme?

Your child's activity programme will vary depending on which site they attend. The day's timetable will be displayed at the table where you sign your child in each day. Additionally, at the end of the day you will be provided with a list of the activities your child has participated in via their Camp Passport (Playtime age group) or mini-timetable (5+).

What should I do if my child has left their belongings at camp?

If our camp staff find any named items, we will try our best to return these to children during the day. If your child has lost something which has not been returned to them, all lost property will be displayed at sign in and sign out every day for the duration of camp. You are welcome to come and have a look through the misplaced items, even if your child's time at camp has finished.

Finding belongings and returning them to children is made much simpler by items being named!

At the end of camp, any leftover items will be donated to charity.



Summer 2020 (COVID-19)

When are you re-opening your camps?

We are planning to re-open our camps on 20th July, please check out the dates and prices section of the website for all the dates we are intending to operate this summer.

What are you doing when you re-open to ensure everyone's safety?

We are introducing 10 ways that we will be keeping everyone safe at Camp Beaumont when we open:

1. Contactless sign in & sign out
2. Clearly visible social distancing signage
3. Gloves and facemasks available for our teams if required
4. Thorough handwashing for all every hour
5. Easily accessible hand sanitiser stations for all
6. Reduced camp capacities
7. Maximum of 12 children per group
8. Programme adjustments
9. Staggering of lunch times
10. Enhanced cleaning routines

As we get closer to opening more information on the above will be released via our blog and on our social channels. Our goal is to offer a much needed service to parents in the safest way possible and continue inspiring children throughout the school holidays.

If I cancel, can I get a refund?

If you cancel then our booking [terms and conditions](#) will apply as normal, however we are offering extra flexibility to reschedule your booking to a later date.

What if I had booked but now you are closed the week that I booked for?

We will be in touch to look at moving your booking to a later date when we are operating or to offer a credit note to use until the end of Summer 2021. Please bear with us as we contact all the customers that this may affect.