



Parents Residential Information



HILLTOP – PARENT INFORMATION 1



About Us

Hilltop Outdoor Centre in Sheringham on the North Norfolk Coast is a high quality, family run and independent Outdoor Education Centre. Set in 26 acres of picturesque woodland Hilltop has modern facilities. There are two themed centres within the grounds, the rustic themed Woodland Lodge and the coastal styled Seaview House.

Our Ethos

'Challenge by Choice' is our ethos with the emphasis on Learning through Activity, Enjoyment, Discovery, Responsibility and Reflection.

Hilltop aims to promote the development of:

Self-Respect & Respect of others

Sense of community

Self-esteem, confidence and resilience

Cooperation

Personal Responsibility

Communication Skills

Essential Personal Information

It is essential that we are aware of any medical and dietary information for your child. Hilltop prides itself on nutritious, tasty home cooked meals with locally sourced ingredients. We offer vegetarian and vegan options to the menu chosen by your leader, we also cater for other medical or condition based dietary requirements such as Coeliac/food allergies etc. Hilltop reserves the right to decline medical dietary requirements if it considers that the medical risk is too great, if insufficient evidence/support has been provided or if this information is not received with in 4 weeks prior to arrival.

While we make every effort to ensure that meals are allergen free, we cannot guarantee this due to airborne contaminants or manufacturer substitution beyond our control.

All dietary & medical information should be submitted via your group leader NOT directly to Hilltop. Your group leaders are in loco-parentis of your child, it is imperative that they are party to medical and dietary information regarding your child. Hilltop does not accept information sent directly from parents.

Packed Lunch

If your group is due to arrive at Hilltop before lunchtime, then your child will need to bring a packed lunch. Please send this in a disposable bag or box.

As far as reasonably practical we aim to be a NUT FREE centre. However, TREE NUTS can be found in the natural environment around Hilltop. We request that ALL visitors DO NOT bring NUTS or NUT BASED PRODUCTS on site, however Hilltop cannot be held responsible for this.

Valuables

We strongly advise that children **DO NOT** bring mobile phones, games consoles, expensive cameras or watches. Hilltop does not accept responsibility for loss of money or valuables

Name Labels

It is essential that you label all clothing and footwear with your child's name.



Lost Property

We suggest writing a list of anything you have packed, so it can be checked before leaving. If anything is left behind, we hold items for 2 weeks. We charge a small fee for returns. Please check with the your group leader first as they may have a bag of unclaimed items from the trip.

Hilltop Swimming Pool

Our swimming pool is open from approx. April – October however this is subject to weather conditions & water temperature. The pool has a dept of 1.0metres (shallow end) and 1.4metres (deep end). Hilltop will have a qualified pool attendant on duty for all sessions trained in resuscitation and First Aid.

Gift & Tuck Shop

We have a Gift & Tuck shop facility on site which is stocked with variety of Hilltop Souvenirs, sweets, snacks and drinks. We recommend that children bring a maximum of £10.00 (preferably in change)

Water Bottles

We recommend that children bring a water bottle or purchase a re-usable Hilltop bottle from our gift shop for £2.50 each. Water dispensers and drinking fountains can be found in and around Hilltop.

Letters for Children

Hilltop welcomes letters from parents, please ensure that envelopes are clearly addressed and include the **child's name and the name of their school** to assist with distribution of mail.

Hilltop E-telegram ** we advise you to follow your school / group policy on mail**

Try our Hilltop e-telegram, it's the easiest and most fun way to let someone know you're thinking of them! Visit: www.hilltopoutdoorcentre.co.uk/e-telegram Passcode: ht95432b





PARENTAL CONSENT & PERSONAL INFORMATION

(Treated as Confidential Once Completed)

Please complete each section of this form in full and return it to your Group Leader

F



Group Name: _____ Date of Visit: _____

Child's Personal Details

Child's Name: _____ Sex: _____ Date of Birth: _____

Doctors Name, Address & Phone number: _____

National Health Number: _____ Date of last Tetanus vaccination: _____

Name & Address of person to contact in an **emergency**: _____

Telephone Number of person to contact in an **emergency**: _____

Name, Address & Phone Number of Parent/Guardian (if different to above) _____

Dietary requirements please tick relevant boxes below (*Halal and Pescatarian diets will be catered as vegetarian*)

Vegetarian ☐ **Vegan** ☐ **Diabetic** ☐ **Coeliac** ☐ **Other Restrictions** ☐ please specify below: _____

Does your child have a Food Allergy or Intolerance: NO ☐ YES ☐ If YES, you **MUST** complete a **Special Diet Request Form G** and return this with a copy of any relevant Care plan for your child.

Medical Information

Existing ailments can be exacerbated or increase the risk of further injury, some minor physical exertion will result in participating in the course. Please provide specific relevant health or medical information.

Please tick if your child has or currently suffers from any of the following:

Allergies ☐ **Asthma** ☐ **Back/Neck Problems** ☐ **Diabetes** ☐ **Epilepsy** ☐ **Heart Problems** ☐
Joint Problems ☐ **Raised/Low Blood Pressure** ☐ **Bone weakening condition** ☐ **Other** ☐

Please give more detail if you have ticked any of the above _____

Does your child take medication? Yes / No If **YES** please state condition _____

_____ Dosage Required: _____

Has a medical doctor advised your child to limit or restrict their physical activity in any way? Yes / No

Are you aware of any other condition that limits your child's ability to take part? Yes / No

If you have answered **YES** to any of the questions above, please explain _____

In signing this form, you:

1. Agree for information detailed within this form to be shared with Hilltop and third-party sub-contractors Hilltop engage for the purposes of providing the service.
2. Give your consent as the Parent or Guardian for this child to attend the course and to be given first aid and medical assistance as necessary.
3. Ensure the child attending (named above) understands it is not compulsory to attempt the activities.

Hilltop has public liability insurance of £10 million. This does not cover you for loss or damage to personal property or personal injury. Hilltop pays particular attention to safety but as with all outdoors activities there is a small inherent risk of minor injury. We advise you to confirm with the leader of your group that they have organised adequate insurance cover for this type of event including cancellation and curtailment cover.

Signed by Parent/Guardian: _____ Date: _____

Print name Parent/Guardian: _____

Group Leader to ensure this form is fully completed, information within this needs collating onto the Hilltop collated Medical (Form C) and Dietary forms (Form D) before sending to Hilltop. This form needs to be in the possession of the group leader for the duration of the visit.



HILLTOP KIT LIST

We advise not to pack any new or expensive items of clothing.
Adventurous activity is likely to cause them wear and tear!

Bedding:

- ☐ Sleeping bag OR
 - ☐ Duvet with duvet cover and bottom sheet
- (Hilltop will provide pillows and pillowcases)

Footwear:

- ☐ Indoor shoes or slippers (not slipper socks)
- ☐ Outdoor shoes/boots/trainers (2 pairs). No crocs or flipflops
- ☐ Wellies (optional)

Useful Items:

- ☐ A labelled bin bag for wet or dirty clothes
- ☐ Torch and spare batteries
- ☐ Re-useable water bottle
- ☐ Hair bands
- ☐ Tuck Shop money (no more than £10, ideally in change)



Clothing:

(make sure all items are named)

- ☐ Socks and underwear
- ☐ Nightwear
- ☐ T-shirts
- ☐ Long sleeved tops
- ☐ Fleece/jumpers
- ☐ Waterproof jacket
- ☐ Leggings or trousers
- ☐ Waterproof trousers
- ☐ Clothes for the evening
- ☐ Swimming kit

Toiletries:

- ☐ A wash bag (including shower gel, shampoo, toothbrush and toothpaste, hairbrush)
- ☐ Towel

Warm weather:

- ☐ Insect repellent
- ☐ Sun cream
- ☐ Sun hat
- ☐ Shorts

Cold weather:

- ☐ Woolly Hat
- ☐ Scarf
- ☐ Gloves

No Chewing gum

No Hairdryers

No Mobile phones

No iPods



No Games consoles

No Aerosols / Aerosol deodorant

No nuts or nut products

No electronic gadgets



FREQUENTLY ASKED QUESTIONS



Is Hilltop Insured?

Hilltop has mandatory Public Liability Insurance to £10 million. Public Liability Insurance does not cover for personal accident, loss or damage to personal property or cancellations.

Will the group be refunded if a child is ill or cannot attend?

No, *unless this is due to a communicable disease such as covid-19. We strongly advise organised groups to take out group travel insurance to cover monies paid to Hilltop for cancellation through sickness, injury or any other reason. Following the coronavirus pandemic, most travel insurers have removed cover for cancellations due to communicable diseases. *To ensure these types of opportunities continue for children, Hilltop will offer refunds for cancellations where a child is unable to attend through following current government orders or regulation on communicable diseases that prevent them from visiting on the booked dates.

What are the safety measures?

We have an established Risk Assessment, Normal/emergency operating procedures, Training, assessment and monitoring Programme that is subjected to continuous review both in house and external audits. We pride ourselves on having an excellent safety record through diligence and expertise of our staff in safety matters.

Does Hilltop have a child and vulnerable adult policy?

Yes. We have a recruitment and monitoring procedure in force. All staff complete training in child and vulnerable adult protection as part of their induction.

Emergency Telephone Number

In an emergency, you can call through to the Hilltop office on 01263 824514. Out of office hours the answerphone can direct you through to one of our senior management team, just listen to the voicemail for guidance. However, The Group leader should provide parents with an emergency mobile number for the group leaders on site at Hilltop.

Do children need different clothes every day?

Children need several changes of clothes depending on the length of stay and the weather. We have a large drying room for clothes and shoes for wet weather days.

What time do the children go to bed?

This is for the group leaders to decide. The evening activities start at about 7pm for an hour or so then the children have some free time. Group Leaders can supply hot chocolate before the children go to their rooms for the night. Quiet time at the whole centre is between the hours of 11pm to 7am.

Are the bedroom doors locked at night?

All doors have a locking system that allows the door to be locked from the inside without a key. Group leaders are provided with keys that over-ride the locks to open the doors from the outside. Leaders are located on each floor/lodge and a Hilltop member of staff is on duty throughout the night.

What if a child is homesick?

We advise the children not to phone home as this can upset them more; however, this is at the discretion of the group leaders. If a child does become homesick then the group leaders will decide what action to take. The group leader may know that the child gets upset occasionally. The group leaders on site should have a mobile phone contact number.