



HILLTOP KIT LIST

Pupils do not need new or expensive clothes.

Valuables should NOT be brought to Hilltop.

Packed Lunch

The first meal provided by Hilltop will be the evening meal. If arrival at Hilltop is before lunchtime, your child will need to bring a packed lunch – Please send the packed lunch in a disposable bag or box (**No Nuts to be bought on site**)

Bedding

Your child will need to bring a sleeping bag OR a duvet with duvet cover and a bottom sheet. Pillows and pillowcases will be provided by Hilltop.

Personal Kit

Waterproof jacket and trousers
Outdoor shoes/boots/trainers (2 pairs)
Wellingtons (optional)
Indoor shoes or slippers (not slipper socks)
Sets of old clothes (warm for winter)
Hat & gloves

Shorts (May to September)
Long trousers (at least 1 pair) for certain activities
Long sleeved top for our Air Jump Activity
Personal wash items, towel & toiletries bag
Indoor clothes for meals and evenings
Torch and spare batteries
Hair bands if needed & Watch - not expensive
Re-usable Water Bottle

Swimming kit

All groups please bring swimming kit even if it is not programmed on your timetable as in very poor weather a nearby local indoor pool maybe a substitute for an outdoor activity

Important Items

A bin bag for wet or dirty clothes from last activity on departure day – Clearly labelled with the child's name on it.
Insect repellent (April to October)
Sun cream (April to September)
Sun hat (April to September)
Hilltop Tuck shop pocket money (We recommend no more than £10 ideally in change)

No Mobile Phones, Game consoles, iPods, or other electronic gadgetry - Hilltop does not take responsibility for articles lost or left in rooms.

Lost Property

We will hold lost property for two weeks after the course. Please ensure all items are named to help 'repatriation'.

Incoming Mail to Children and Group Leaders

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**

If you would prefer the more traditional method of sending a letter, then please use the address below:
Hilltop Outdoor Centre, Old Wood, Sheringham, Norfolk NR26 8TS.

Please ensure you write the following on the back of the envelope or subject field:

- 1) *School / Group Name*
- 2) *Child's Name*
- 3) *Date they are staying at Hilltop*

This is important to help us with mail distribution.



Frequently Asked Questions

Is Hilltop Insured?

We have mandatory Public Liability Insurance to £5 million. Public Liability Insurance does not cover for personal accident or loss or damage to personal property. We **strongly advise** organising groups to take out group insurance to cover cancellation through sickness, injury or any other reasons. This insurance should be in place at time of deposits being paid.

What are the safety measures?

We have an established Risk Assessment Programme that is subjected to continuous review. We pride ourselves on having an excellent safety record due to the Risk Assessment Programme and the 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. Schools 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!

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.

Do we get a refund if a child is ill or cannot attend?

No. Hilltop is no different to other holiday bookings you may make. Your group leader should take out insurance to cover against this liability at time of booking.