

# OUTDOOR ADVENTURERS HOLIDAY CLUB



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Welcome to Outdoor Adventurers Holiday Club!

At Outdoor Adventurers Holiday Club, we believe in the magic of nature and the joy of outdoor exploration. Designed for primary school-aged children, our holiday club offers an exciting opportunity to step away from screens and get outside for hands-on adventures in the great outdoors. Run by The Outdoor Learning Company, we specialise in creating fun, memorable experiences that help kids connect with nature, build confidence, and spark their curiosity.

Whether it's discovering the wonders of the forest, building dens, learning survival skills, or simply playing in the fresh air, every day is a new adventure. Our friendly and experienced team ensures that each child feels safe, supported, and inspired to try new things—rain or shine!

So come join us at Outdoor Adventurers Holiday Club, where the only limit is your imagination, and every day is packed with fun, laughter, and unforgettable experiences in the heart of nature.

We can't wait to meet your young adventurers!







AND INTO THE FOREST I GO, TO LOSE MY  
MIND AND FIND MY SOUL.

JOHN MUIR

## 2 GENERAL INFORMATION

Thank you so much for choosing the Outdoor Adventurers Holiday Club! We're excited to welcome your child/ren for a fun-filled, nature-packed experience. We're confident they'll have an incredible time exploring the outdoors, making new friends, and learning in nature. Below is some important information to help ensure your child's day goes smoothly.

### **Hillier Gardens: 09.30-15.30**

Drop-off is in the education building. walk through the entrance into the main courtyard. To the right is the education building. Enter through the double doors, and we will be waiting to greet you in one of the rooms!

### **East Close Farm: 09.00-16.00**

Located on the A35, next to the Drop the Anchor Brewery. We recommend using Google Maps for the easiest directions, or use What Three Words: [///lease.shrub.stylists](https://www.what3words.com/lease.shrub.stylists). Parking is available on-site. Once parked, head through the pedestrian gate, past the toilets, and our barn is the big one with large metal doors.





## Running Late?

If you're running more than 15 minutes late, don't worry—just give us a quick call to let us know.

## Contact Numbers:

Hillier Gardens: 07523918580

East Close Farm: 07832 969292

## Food & Drink:

Snack Time: Please pack a snack for your child to enjoy during the morning break.

Lunch: Don't forget to send a **nut-free** packed lunch. We ask that no nuts be included to ensure the safety of all children, as some may have allergies.

Drinks: Please provide a drink, though we always have water available if needed.



### 3 WHAT TO WEAR

We're outdoors all day, rain or shine, so dressing appropriately is key for comfort and enjoyment. Here's what your child will need:

**Long sleeves and trousers:** Ideal for exploring the forest and woodland areas.

**Waterproofs:** Both trousers and a coat are essential to stay dry in any weather.

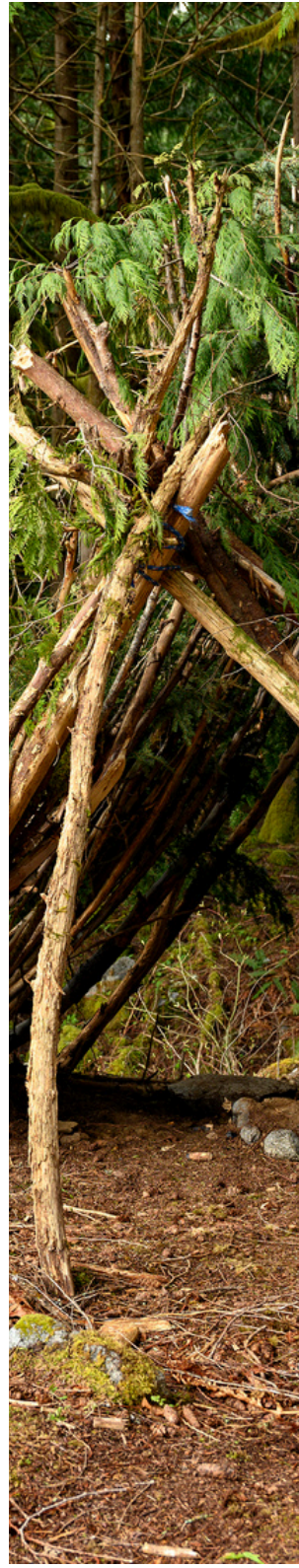
**Footwear & Accessories:** Welly boots, hats, and gloves are recommended, especially for colder weather.

**Spare Clothing:** In a rucksack, please pack the following:

- 2 x spare trousers
- 2 x long sleeve tops
- 2 x warm jumpers
- 2 x spare pants and socks
- Spare shoes

**Sun Protection:** For sunny days, please send your child with sun cream and a sun hat—better to be prepared!

Our staff reserves the right to not accept a child who isn't dressed appropriately for the weather.







CHILDREN MORE THAN EVER, NEED  
OPPORTUNITIES TO BE IN THEIR  
NATURAL ENVIRONMENT. THEY NEED  
TIME TO WATCH ANTS, BUILD DAMS,  
AND LISTEN TO THE BIRDS.

RICHARD LOUV

## 4 HEALTH & SAFETY

**Tick Awareness:** Ticks are becoming more common in the New Forest, so we recommend that parents check their child for ticks at the end of the day. Ticks are tiny parasites that can latch onto the skin, particularly in forested areas. To prevent ticks:

- Dress your child in long sleeves and trousers, as recommended.
- After the day's adventure, check their body, especially areas like behind the knees, under the arms, and around the neck and scalp.

If you do find a tick, don't panic—simply use tweezers to remove it by pulling it straight out, ensuring the head is removed. Clean the bite area with soap and water, and if any concerns arise, seek medical advice.

**Health & Safety Booklet:** We have a detailed Health and Safety booklet available that covers our key policies and procedures. If you'd like a copy, we're happy to email it to you—just ask!

**Cancellation Policy:** We're out there rain or shine, but if high winds or unsafe weather conditions are predicted, we may have to cancel a session. If so, we'll notify you up to 24 hours in advance, and a full refund will be provided.





## **We're Here to Help!**

If you have any questions or need more information, don't hesitate to reach out. We're here to help and want to make sure your child has the best possible experience with us!

### **Email:**

[oa@theoutdoorlearningcompany.co.uk](mailto:oa@theoutdoorlearningcompany.co.uk)

### **Phone (Justin):**

07523918580

We're looking forward to welcoming your child/ren to the Outdoor Adventurers Holiday Club, and we're sure they'll have an unforgettable time with us!



# 5 TERMS & CONDITIONS

By booking with us, you agree to the following terms. We've kept it simple to make things easier for everyone!

## AGE

Children attending must be primary school age. It's important to give us the correct age during booking. If your child is younger than our required age, you'll need to pick them up immediately, and no refund will be provided.

## SIGNING IN & OUT

Please make sure to sign your child in and out each day. If someone else is picking them up, let us know at drop-off, so we can note it. We'll meet at the designated area – no need to worry about site access fees. Adults cannot join the holiday club without prior arrangement, and for safety reasons, we require an enhanced DBS check for adult participation.

If we feel your child is having a hard time coping during the day, we may ask you to pick them up. Any refund in this case is at our discretion.

## BEHAVIOUR

We promote positive behaviour, but if your child behaves in a way that we can't manage, we'll ask you to collect them. Additional costs, such as supervision or transport, will be passed on to you, and no refund will be offered. We may also cancel future bookings if needed.

## BIKES & SCOOTERS

Unfortunately, we can't store bikes, scooters, or other modes of transport. There's no storage in the woods, and these items can't be taken with us.

## BOOKING & PAYMENT

Payment is due when you book online. You'll receive a confirmation email within 5 days. If payment isn't made, or you don't receive an email, your spot isn't confirmed, so please double-check. For childcare vouchers, let us know once the payment is made.

If payment isn't received 72 hours before your session, we reserve the right to cancel. We may also cancel if booking details are missing, or you owe fees from a previous session.

## CLOTHING

"There's no such thing as bad weather, only bad clothing!" To ensure your child has a great time, make sure they are dressed appropriately:

- Waterproofs (jacket and trousers)
- Wellies, hats, gloves
- Spare pants, socks, trousers, tops, jumpers, and shoes
- A rucksack
- Sun protection (except in winter)

We may refuse entry if your child isn't properly dressed, and no refund will be given. Please label all clothing with your child's name.

## DATA PROTECTION

We follow GDPR rules, meaning we won't sell or share your information with others. You'll only hear from us about Outdoor Learning Company activities. You can request a copy of our privacy policy at any time.

## FAMILY ACTIVITIES

If an event requires an adult, they must be over 18 and follow our health and safety guidelines. Adults under the influence of drugs or alcohol will be asked to leave.





## **BOOKINGS & DISCOUNTS**

If you book a group, you'll be the point of contact for all children in that group. Please let us know if they've attended before so we can ensure their details are up-to-date. If you cancel any spots that cause your group to lose a discount, we'll adjust the refund accordingly.

## **FOOD**

Please pack plenty of food for your child! A nut free snack, lunch, and a drink are essential. If your child doesn't have enough food or drink, we may refuse entry, and no refund will be issued.

## **ILLNESS**

If your child has a fever, vomiting, or diarrhoea within 48 hours of the session, please keep them at home and let us know by 8 am on the day. We'll offer you another date. If they get sick during the day, we'll ask you to pick them up.

## **LATE DROP-OFF & COLLECTION**

If you're going to be more than 20 minutes late, please let us know. If you don't arrive within 20 minutes and haven't called, we'll assume you're not attending, and no refund will be given. For late pick-ups, a fee of £15 per half-hour applies. Please keep us informed if you're running late!

## **LOST PROPERTY**

We do our best to return lost items, but it's up to you and your child to check they have everything before leaving. Labelling your child's belongings makes this easier. For Hillier Gardens, lost items will be handed in at the main reception.

## **KNIVES**

Please don't send your child with knives of any kind. We'll confiscate them and return them at pick-up.

## **MEDICATION**

If your child needs medication (e.g., inhalers or EpiPens), it's your responsibility to provide them and inform us. We'll need two EpiPens if applicable, and we can't accept children without their required medication. No refund will be provided if they arrive without it.

## **MOBILE PHONES & TABLETS**

Unless we've agreed in advance, children shouldn't bring mobile phones or tablets. If they do, we'll keep them safe and return them at the end of the day.

## **PHOTOGRAPHS**

We may take pictures or videos for promotional purposes, but we'll always ask for your permission. We don't allow children to take their own photos during the sessions.

## **REFUNDS & CANCELLATIONS**

If we cancel an event, we'll offer you another day in place. If you cancel:

- More than 21 days' notice: full refund or credit note
- Between 7 & 21 days: credit note
- Less than 7 days: no refund

No refunds for illness (see above).

## **WEATHER**

If extreme weather (e.g., high winds) forces us to cancel, we'll offer another day in lieu, but no cash refunds. If bad weather develops during the day, we may need to end the session early for safety reasons.

## **RESPECT**

We expect everyone to treat our staff with respect. Abuse towards staff will result in bookings being cancelled without notice or refund.





[WWW.THEOUTDOORLEARNINGCOMPANY.CO.UK](http://WWW.THEOUTDOORLEARNINGCOMPANY.CO.UK)