



## FAQ & Terms and Conditions

Please read all the details carefully, ensuring you fully understand all that has been explained. Your enjoyment of the camp will come from your personal preparation and your co-operation at all times with the organisers. Insha'Allah we at the Family Camp will do our utmost to take care of all that is required to make the camp run as smoothly as possible.

**On completion of your booking it is assumed that you have agreed with all the points below unless we receive any objections by post or email.**

### What does my fee include?

The camp fee is inclusive of transport, accommodation (tent pitch space only – please remember to bring your own tents), meals and activities. The fee is kept to a minimum charge and in most years subsidised by us. Any bookings received after 1<sup>st</sup> August could possibly incur a 10% late booking fee.

### How do I book for my family?

The easiest method of booking and securing your place is by visiting [www.r2rfamilycamp.com](http://www.r2rfamilycamp.com). It is fast, secure and easy to use as well as avoiding any unnecessary delays. Forms can also be sent via email if you make a request to [info@r2rfamilycamp.com](mailto:info@r2rfamilycamp.com).

All applicants must fully complete and sign the application form giving full details as requested. Upon receipt of your completed form and payment made in full e-tickets will be issued. The allocation of tickets is dependent upon availability and on a first come basis. We, the organisers, reserve the right to refuse bookings to any person considered unfit for any reason which could in our opinion possibly jeopardise the camp, the safety or wellbeing of any individuals concerned, other participants or even our own staff. We will not accept any harassment or verbal abuse towards any member or staff, volunteers or even participants and any person doing so will be removed from the camp immediately.

### How can I make payment?

The easiest way to make your payment is via online bank transfer. Payments can also be sent in by cheques payable to 'R2R Family Camp Ltd'. Please ensure you write your name and address on the back of the cheque and send with completed forms to the address at the bottom of the page.

### Camp Prices per Person                      £

#### Indoors Option

Indoor Accommodation                      £160 per bed (sisters and children, boys under 8 only – limited availability)

#### Outdoors Option

Adults 12 years plus	£140
Children 5 – 11 years	£125
Junior 0 – 4 years	£70

#### Bank Details for Payment

Account Name:	R2R Family Camp Ltd
Account No:	40683078
Sort Code:	20-53-04
Payment Reference:	FC18 plus your Initials

### When will I receive my tickets?

e-tickets will be issued from 1<sup>st</sup> August. You will need these in order to board the coaches as well as registration at campsite. If you lose or misplace your tickets please contact us and we will re-issue. If you prefer not to print you can save the tickets on your phone/tablets and can show upon request.

### **What if I need to cancel my booking or the camp is cancelled by the organisers due to unforeseen circumstances?**

As we need to organise and book your travel arrangements, accommodation, meals and activities, once your tickets have been issued, your fee is used to secure your place. **Therefore 2 weeks prior to camp it is not possible to refund your booking due to cancellation or non attendance.** The organisers reserve the right to cancel or decline any booking.

By booking with us you agree that the organisers are not responsible for any injury, damage or loss caused to any property as a result of any cancellations, delays, adverse weather or participants negligence.

### **What are the food arrangements and can you cater for specific dietary requirements?**

Meals and snack are provided during the whole stay at the campsite. All meals are freshly prepared on site sourcing local produce. As part of the activities for adults over the age of 16, a couple of hours are required by all teams to take part in food prep over the weekend to ensure meals are prepared on time as numbers can reach over 300 bookings. *Note that we are unable to cater for any specific dietary requirements.*

### **Accommodation & Toilet/Shower facilities**

All participants need to bring their own tents, unless booking indoor accommodation. Separate tent areas will be allocated for families and single brother/sisters bookings. Indoor accommodation is only available for sisters with young babies, or medical conditions and disabilities. Due to limited number of beds these will need to be booked in advanced and are on a first basis. The price is for each bed and not based on age.

Indoor accommodation's will have its own shower/toilet as well as kitchen facilities and is used exclusively for those who have booked. Separate toilet/shower facilities are available on the fields for those who will be staying in tents. We request our participants to keep all facilities clean and rubbish free.

### **What do I need to bring?**

We will be sleeping in tents in the outdoors for the duration of the camp where it may get cold at night. We may experience bad weather conditions, therefore it is essential for you to bring warm clothing as well as water proof clothing.

1. A pack lunch for the outward coach journey is recommended as first meal will be served late
2. Notepad and pen
3. Sleeping bag with foam ground matt. Please bring appropriate sleeping bags for young children and babies
4. Good sturdy footwear with thick socks for walking and activities
5. Personal toiletries, towel, sun block cream and mosquito repellent, headwear to protect from Sun (cap or hat)
6. Clothing for sports, jogging bottom, trainers and T-Shirt, warm clothes, jumper, fleece and jacket
7. Water proof clothing, torch light (check batteries)
8. Pocket sized Quran and daily Supplication book
9. Lastly but not least your tent. Please ensure you have checked it is complete beforehand as we cannot be responsible for any missing parts. We do not have any tents or ground matts ourselves that can be given out.

Please bring essential items only as storage on coaches and tents is limited. In view of current 'Health and Safety Regulations' the drivers are instructed not to handle any piece of luggage so please ensure you are comfortable lifting your own luggage. We will have supervisors at hand to assist in loading and unloading whenever they can. However they will not be responsible for any loss or damage to any items of luggage.

### **What does the booking price include?**

The price quoted and paid includes coach transport to and from the campsite from East London. All activities, food and tent pitch hire is included in the price. Everybody is charged an approximate average as we feel this is the best way.

### **Do I have to take the coach or can I bring my own vehicle?**

Everybody is expected to travel by coach as these have been laid on at a considerable cost for everybody. There are limited parking spaces available which is normally allocated for the volunteers of exceptional circumstances, which has to be agreed beforehand and details will be required to provide to campsite so permits can be arranged.

### **What is the purpose of the camp?**

The camp will have a competitive nature for this reason you will be assigned into teams. All participants will remain and work together in their respective teams throughout the camp, competing with other teams. All items issued to you will be your responsibility for the duration of the activity and must be returned, any items lost or damaged must be paid. Each team will have a supervisor and a team leader. Each team must choose a team name and a team leader.

Please note that occasionally parents insist on changing the group their children have been assigned too. All children are assigned into groups based on the booking details that were submitted on the forms. Under no circumstances are children or parents allowed to change this or move their children into the next age group as they might know a child in that group or prefer the activities that have been assigned to an elder group. **If any such case is caused which effects the teams/timetables as well as disruption to the camp then you may be requested to sit out the activities and in worse case be requested to leave the camp to avoid further disruption to the camp as well as other participants. If you have been requested to leave then you will need to make your own travel arrangements.**

**What will happen with my children, and where do they go for their activities?**

Children over the age of 5 will be allocated into junior teams. It is the responsibility of the parents to ensure children are ready on time and at designated meeting points to join their teams for activities. Once they are on an activity please avoid making contact – as this may disrupt the activities for other children. Please note that children are supervised at all times.

**Are there prizes for the winners?**

Prizes will be awarded to all winning teams at the awards ceremony, which is held on the last day of the camp. All children will be awarded with a gift and a certificate. We encourage for this to take place in the presence of parents / guardians

**I have a child under 5 years old, how do I participate?**

Mothers with children under the age of 5 will be placed in a separate ‘mother and toddler’ group, whereby specific activities will be arranged. There will be extra supervision provided along with a flexible activity timetable. Please note that it is optional for mothers to participate in all activities, as its dependant on their needs. We are unable to take any responsibility in supervision of children under the age of 5. Parents / guardians must arrange supervision of their children under the age of 5 if they choose to partake in any activities away from our camp area (usually mothers always support each other in supervising their children). Please consider whether you would be able to cope with your young children living in an outdoor environment with limited facilities. Please contact us if you have any concerns or questions.

**Will I have access to the kitchen - what if I need hot water or milk for my child?**

The main kitchen area is strictly out of bounds for participants use, due to health and safety reasons (other than when allocated to work there). There are facilities available in the lodge kitchen for heating water, milk and food for children, set conditions must be observed. We will endeavour to accommodate your needs as best we can but cannot facilitate all specific requests.

**Will the camp be filmed or photographed?**

Digital photography and filming may be taking place during the camp by the organisers, if you have any objection or concern about yourself or your children being photographed or filmed please write a letter to us accompanying your application form. If you are submitting an online application then please include it in the comments section at the end of the form.

Any photography or filming will be solely for use on our online camp gallery and on our promotional material, we always try our best to follow Islamic guidelines. We avoid direct or close photography of our sisters attending the camp. There may also be Media coverage of our camp. Participants are asked to seek other camper’s permission before filming or photographing them during the camp.

**Will I need to partake in cooking and cleaning?**

All teams will be scheduled to partake in cooking and cleaning duties, working together and supporting each other is a principal part of our camp objectives. Meals will be served on a large platter and will be shared to increase brotherhood, but you do have the option to eat from a separate plate.

**What time will we depart from the campsite?**

Although specific details will be given to you with your booking confirmation normal departure time from the campsite is around 2:00pm. You will be returned back to the original coach set off point. Please ensure you have pre-arranged your journey home from there. Final confirmation of timings will be provided closer to the time and will also be sent out with your tickets.

**What other important information do I need to know?**

The camp has been planned to provide participants with a fun, challenging and enjoyable time in a safe and Halal environment. All participants are expected to behave in a manner which is expected of a good Muslims. Under no circumstances should participants be involved in brawls, fights, arguments, or display behaviour which would be seen as harmful to participants or the organisers. All serious complaints should be sent in writing addressed to the Camp Coordinator at the office address. Any issues and complaints at the camp can be addressed to the activity supervisors or if serious then directly to the camp coordinator.

We endeavour to make it a safe, memorable and enjoyable camp for you.

If you require any further information please email us on [info@r2rfamilycamp.com](mailto:info@r2rfamilycamp.com) or call us on 07957 263 647