

Frequently Asked Questions

Are Hilltop Staff Police Checked?

Yes. We also check references and qualifications. All staff are inducted carefully including child protection measures.

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!

Is Hilltop Insured?

We have mandatory Public Liability Insurance to £5 million with Faraday Reinsurance Company. Public Liability Insurance does not cover for personal accident or loss or damage to personal property. We advise schools to take out group insurance with the Local Education Authority to cover cancellation through sickness, injury or any other reasons. This insurance should be in place at time of deposits being paid.

What if a child is homesick?

We advise the children not to phone home as this tends to upset them hearing "mums" voice; however, this is at the discretion of the teacher. If a child does become homesick then the teacher will decide what action to take. The teacher may know that the child gets upset occasionally. We have had parents/guardians pick up a child and return them the next day to continue the course. The teachers on site should have a mobile phone contact number.

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.

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

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

What time do the children go to bed?

This is for the teachers to decide. The evening activities start at 7pm for about an hour or so then the children have some free time. Staff will supply hot chocolate before the children go to their rooms for the night.

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. Teachers are provided with keys that over-ride the locks to open the doors from the outside. School staff are located on each floor and a Hilltop member of staff is on duty throughout the night.