

Camp Policy



1. Payments & Refunds

Once registration is confirmed, no refunds or cancellations are permitted. This means, missed days or absences (due to illness, holidays, or other reasons) will not be refunded.

2. Drop Off, Pick Up And Bus Services

Parent who drop off or pick up their children from our center must be prompt. Kindly arrive no later than 09:00 hours and pick up by 18:00 hours at the latest. Parents who use our bus collection service from various stations must be prompt at the meeting points. The driver will wait for a maximum of 5 minutes and then has to leave. For any unforeseen circumstances such as train delays or cancellations, parents must contact NUEJOS immediately.

3. Personal Belongings / Lost & Found

All items including spare clothes, water bottles and jackets should be clearly labelled with your child's name. NUEJOS is not responsible for any lost or damaged belongings.

4. Health, Safety & Medication

Parents must inform staff about any allergies, medical conditions, or special needs before camp begins. A child who is unwell or has a fever must stay home until he or she is fever free and feels comfortable to attend camp. Medications such as EpiPens, allergy tablets, inhalers, etc must be handed over to camp counsellors at drop-off. Children in our care are not allowed to administer medication themselves. Parents must provide clear instructions on how to administer any medication.

5. Food, Snacks & Allergies

Do not send your child to camp with any food or snacks. We tend to have children with various severe challenges and therefore we all owe a duty of care to them. Animals are also not allowed into the premises for the same reasons.

6. Damages

Parents will be held responsible for any damages caused by their child to NUEJOS property, furniture, toys, or equipment. When intentional or negligent damages occur, repair or replacement costs may be charged. Kindly encourage your child to act with care and respect.

7. Behaviour & Respect

All children, parents, and visitors must treat others with respect and kindness. Bullying, inappropriate language, or disruptive behaviour will not be tolerated. Should such a behaviour persist after a warning and discussions with the respective parent, NUEJOS reserves the right to remove the child from the camp (with no refunds) and the parent will be contacted to pick-up their child.

8. Smart Watches / Computer Games/ Mobile Phones

The items listed above are not permitted during camp. If your child brings any stuffed or hard toys, NUEJOS will not be responsible if misplaced or damaged.

THANK YOU FOR YOUR COOPERATION