



A to Z of Norjam 2025

Norjam has produced an A to Z of information that you will find helpful to get the most from the Jamboree. Please note that the information was correct as the time of production.

If you have any questions, please contact the Administration Team: admin@norjam.org.uk

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A

Activities

A comprehensive guide to activities will be supplied to every contingent upon arrival to Norjam and also be available on the website ahead of Norjam. This will include all the information needed for safety guidance and to make the most of your time at the Jamboree.

Admin Centre

The Admin Centre is located in the Vice Presidents Building, beyond the main arena. The team are happy to help to answer your questions, replace lost ID bracelets or help you locate your lost property. We can even post your letters and postcards home for you.

The opening hours are:

Saturday – from 08:00 to 16:00 in the Arrival Barn and then we relocate to our base until 19:00 in the Admin Centre.

Sunday to Thursday – 9:00 until 17:00 and then 18:00 until 20:00 in the evening.

Friday – 9:00 until 17:00.

Saturday – 9:00 until 11:00 only.

Adult Bars and Entertainment (strictly 18+ only)

There will be one “quiet” bar and one “lively” nightclub for adult Scouters and Guiders to enjoy.

These will be open on the following evenings:

Saturday: 9.30pm to 11pm (Last orders 10.45pm)

Sunday: 8pm to 11pm (Last orders 10.45pm)

Monday to Thursday: 7.30pm to 11pm (Last orders 10.45pm)

Friday: 9.30pm to 11pm (Last orders 10.45pm)

Arrival and Departure

The address of Norjam is The Norfolk Showground, Norwich. NR9 3LX.

Groups can access the site between 17:00 and 20:00 on Friday 8 August to deliver their equipment which must all be stored within one mess tent, there is no sleeping on site for contingents on the Friday night.

Norjam starts Saturday 9 August, and the gates will open for arrivals from 08:00.

Arrival for Contingent leaders is via a designated gate that will be advised and will be signposted from the road.

One leader is to go to the check in point and collect all the ID Bracelets, Neckers and other items for the Jamboree.

All Contingents must check in with the Subcamp team who will direct you to your allocated space.

Please follow road signage that will be clearly displayed when moving kit vehicles to your subcamp.

Contingent leaders will be able to print off the “C Permit” to allow them to park in the onsite carpark; these need to be displayed in the windscreen of the vehicle during the jamboree. Vehicles that are carrying camping equipment will also need to print off the “E Permit” to allow them to enter the camping areas. These vehicles will need to be unloaded and removed to the car park as soon as possible to allow a flow of traffic through the site.

Staff will be able to print “S Permit” for the staff car park – see further staff information in the Staff Handbook.

Contractors will be issued with “X Permits” and will need to be met by a member of the relevant team on arrival.

The drop off point for participants by parents or carers is via a designated gate that will be advised and will be signposted from the road.

For safety and security reasons, parents dropping off participants will not be allowed to drive onto the campsite, they will instead be directed to a “drop off zone” where the participants will then be met and escorted by their Contingent leaders onto the Jamboree site. Contingent leaders need to inform parents/carers of a suitable time for participants to arrive on site, allowing enough time for the contingent leader to register their arrival with the administration team.

Departure will be on Saturday 16 August and final details for this will be confirmed during the week of the Jamboree, for any specific requests, please liaise with the Subcamp Teams. Gates will open for vehicles to re-enter the site at 08:00 unless otherwise agreed. Contingents must leave the site by 12:00.

Please ensure that your area is completely cleared and that no rubbish is left behind.

B

Badge Swapping

Badge swapping is an exciting part of Jamboree culture and is encouraged to take place within the supervised badge swapping area in the marketplace.

Banking

There is no banking facility onsite. ATM machines are available at the nearby supermarkets.

Bicycles

Cycle helmets must be worn at all times when cycling through the site, and speed of travel kept slow to avoid accidents with pedestrians. At night all bicycles must have working lights front and rear.

C

Campsite Electricity Policy

The use of electricity is strictly restricted for medical needs only and must be registered as part of the 2nd stage of registration and be in prior agreement with your subcamp team.

Norjam has a policy that can be found on the website. [Click here to view.](#)

Caravan and Motorhome Policy

Caravans and motorhomes will be parked in designated areas and will not be allowed on the main camping areas.

Norjam has a policy that can be found on the website. [Click here to view.](#)

Ceremonies and Flags

You can bring Flags and Banners to the opening and closing ceremonies of the Jamboree.

Please read the Main Stage Programme for more information. [Click here to view.](#)

The Norjam Flag will be broken daily. Everyone should stand alert whilst the Flags are being broken or lowered. If you have your own Flags, then please ensure they are broken and lowered at the same time.

Charging Lockers

Electrical charging lockers will be situated in the marketplace. Staff, leaders and participants will be able to charge electrical items (e.g. mobiles, camera batteries, etc.) at a small cost.

Chillout Zone

Provides a quiet area in our marquee in the marketplace. See our daily listings for opening times.

Cinema

Showing films every evening in our marquee in the marketplace. See our daily listings for films and showing times.

Code of Conduct

You will be living alongside hundreds of Scouts and Guides from across the United Kingdom and from around the world and these simple rules will help everyone to have the best Jamboree adventure.

Norjam has a policy that can be found on the website. [Click here to view.](#)

Complaints Policy

We hope that we will not have any complaints to deal with, however the Chair of Norjam is the point of contact.

Norjam has a policy that can be found on the website. [Click here to view.](#)

Contingent Leader Meetings

Every Subcamp Team will have regular meetings for one leader from each contingent to attend to keep up to date with all the latest information. We understand that the time we choose to hold these meetings won't be convenient to all contingents, but we hope that at least one person from each contingent will be able to attend these important updates from the Subcamp Leaders regarding activities etc. The meetings will be as brief as possible and be at 18:00 daily.

D
<p>Damage and Breakages</p> <p>If you come across any fixtures or fittings that have been damaged or broken in anyway or any other site problems (e.g. blocked loos) then please report these to your Subcamp Team who will report it to Site Services. Any wilful damage or vandalism will be charged to individuals or groups.</p> <p>Data Access Policy</p> <p>Norjam cares about your personal information. Norjam has a policy that can be found on the website. Click here to view.</p> <p>Data Protection Policy</p> <p>Norjam cares about your personal information. Norjam has a policy that can be found on the website. Click here to view.</p> <p>Dependent Children Policy</p> <p>Dependent children at Norjam are those aged 17 or under, who are not registered as a participant with a Scout or Guide Contingent Group and remain the responsibility of their parents or carers at all times. The Jamboree has some great opportunities for dependent children too – see Side Show Fiesta. Norjam has a policy that can be found on the website. Click here to view.</p>
E
<p>Emergencies</p> <p>Norjam provides 24 hour Medical, Fire and Security cover. There is a fire station, medical centre and security tower within the site. If you have an emergency on site, alert the nearest member of staff or your Subcamp Team, who will call for the Jamboree emergency service that you need.</p>
F
<p>Faith Zone</p> <p>Celebrate all faiths with the Faith Team in the marquee based in the marketplace.</p> <p>Fire Equipment</p> <p>You are responsible for ensuring that you have appropriate fire safety equipment. If you have booked to hire fire equipment, it will be delivered to your subcamp for arrival.</p> <p>First Aid and Welfare</p> <p>Staff and Group leaders are responsible for their first aid; and should bring a first aid kit. We have a fully trained team and hospital on site for incidents requiring a Doctor, Nurse or Dentist for assistance. We also have a team available on site to support any welfare or mental health issues; contact your Subcamp Team if you need their help.</p> <p>Food Bank</p> <p>There will be a collection of spare food (long-life) at the end of the Jamboree to make donations to the local foodbanks.</p> <p>Food Outlets</p> <p>These can be found in the marketplace and serve until 22:00. A full list of food vendors can be found on the website.</p> <p>Forms</p> <p>The data collection forms that you filled in and signed when completing the database, will need to be brought to the Jamboree with you. This includes:</p> <ul style="list-style-type: none"> • A signed personal detail form for every person (contingent members, staff and dependent children) on site. • TWO copies of the activity consent form for all young people to be handed in upon arrival (held in two separate batches to the personal detail forms). <p>Fuel (for your journey home)</p> <p>There are two Petrol Stations within a mile of camp – please ask for directions.</p>

G
<p>Gas Only gas cooking equipment is permitted. The use of open fires or barbeques (unless gas) is prohibited. Gas bottles can be ordered from the main shop in the marketplace. Cooking with gas is covered in the Good Camping Guide. Click here to view.</p> <p>Good Camping Guide Everything you need to know about the Jamboree camping rules can be found in the Good Camping Guide. The Guide can be found on the website. Click here to view.</p>
H
<p>Heritage Zone Learn about the history of Scouting and Guiding in our marquee in the marketplace.</p> <p>Hygiene Keeping well at the Jamboree is important to everyone. Hygiene is covered in the Good Camping Guide. Click here to view.</p>
I J
<p>Ice Packs There will be facilities to freeze ice packs (to use to chill food) onsite. All ice packs need to be labelled with your contingent name. Please contact your Subcamp Team for further details.</p> <p>ID Bracelets The ID bracelet holds information about the individual, taken from the information entered during the 2nd stage of booking and must be worn on the wrist at all times. It also has a code which will be logged when any adult enters or leaves the site. Please note that no person under 18 years of age is permitted to leave the site without an adult.</p> <p>International Opportunities A fantastic, multicultural event will be held on Tuesday 12 August. Please contact the stage team by 9pm on Monday 11 August if you would like to take part. There will be a chance to rehearse on Tuesday afternoon so please bring any music you may need, preferably on a USB stick.</p> <p>International Zone Lots to do and see in our International marquee in the marketplace.</p> <p>Insurance Although Norjam maintains adequate levels of insurance cover for its own equipment and personal accident cover for non-Association supporters, you are reminded that insurance cover for your equipment and individual members of your contingent remains your own responsibility. Personal accident cover is provided through your Association membership fee; whilst your Group equipment must be covered through your regular group or personal policies. Although international contingents are covered by the UK personal accident insurance subject to holding an up-to-date membership in their own country, all equipment, travel costs, etc remain the responsibility of the individual contingent or member of staff. We advise confirming within your home country that your policy covers international travel and recommend the purchase of adequate travel insurance.</p> <p>Norjam accepts no responsibility for loss or breakages of any personal items at the event. Norjam provides no insurance cover for travel to or from the event. In the event of Norjam being abandoned for any reason (weather, terrorist event or medical emergency, etc.) no refunds will be given.</p>
K L
<p>Lost Property Lost property will be delivered to subcamps following activity session and all valuables retained in the Admin Centre for collection. It is very helpful if clothing items, purses or wallets and phones are named.</p>

M

Magazine

Norjam will have it's own magazine and we would also love to see your content! if you know a budding writer, poet or artist we'd love to feature them - more details to come nearer the Jamboree!

Main Stage Programme

Great acts and entertainment await...

Please read the Main Stage Programme for more information. [Click here to view.](#)

Market Place

There will be a wide variety of stalls and shops for you to explore, some of which will change during the week, so be sure to visit daily. This is where you will be able to purchase all the Norjam merchandise too.

Morning Exercise

There will be daily exercise sessions.

Please read the Main Stage Programme for more information. [Click here to view.](#)

N O

News

If you have any news stories, events or celebrations that you wish to be covered by the radio or in our news, please visit the Media Centre. Please note that all external press coverage of Norjam will be handled by the Media Team.

Norjam's Got Talent

Team Talent will be holding auditions daily from Sunday to Wednesday with a daily heat final on the main stage and the final on Thursday evening.

Please read the Main Stage Programme for more information. [Click here to view.](#)

P

Parking

Parking spaces for Contingents and Staff are available. All vehicles (including trailers) are required to display the relevant parking permit which must be downloaded and printed prior to arrival.

Passports

We will provide a facility for storing Passports for International Contingents and Staff members during your stay with us. Please come to the Admin Centre to use this service.

Photo Sales

Photographs of the event will be available for sale. Contingents can book a photographer for a contingent photo. The Media Team will also be producing a photobook for sale.

Further information is available from the Media Centre at the jamboree.

Post

The Admin Centre is where you can take postcards and letters to be sent home to family and friends, make sure you bring some stamps with you. You can have items sent to camp and these will be delivered to your subcamp for you.

The Jamboree address is Norjam Jamboree, The Norfolk Showground, Dereham Rd, New Costessey, Norwich NR5 0TT. Make sure names (and contingent name) is included in the address.

Q R

Radio

Jam FM will be broadcasting live throughout Norjam; make sure you bring a battery-operated radio and tune in. We often broadcast key information over the radio as well as providing great entertainment for everyone.



R continued

Refuse and Recycling

Looking after our world is important to us all and so we encourage everyone to help. We will have refuse points at various locations around the Jamboree site. Refuse will be sorted at the waste companies' depot, 96% of waste will be recycled. Please place all waste into bin bags before placing into bins. Please keep the site litter free and make sure that you leave your site how you found it. Please encourage good practice amongst young people and Leaders. Refuse and recycling are covered in the Good Camping Guide. [Click here to view.](#)

Risk Assessments

Risk assessments for all the activities and services provided by the Jamboree will be accessible from the Norjam website in June 2025. Camping risk assessments are the responsibility on the individual Contingents as part of the usual nights away process for The Scout Association and Girl Guiding UK.

S

Safeguarding Policy

All adults are expected to abide by the safeguarding policies of the Scout and Guide Associations. All staff members will be expected to have watched the Jamboree safeguarding film ahead of the Jamboree.

If anyone has any concerns regarding a safeguarding issue, please contact the Director of Essential Services via the Response Team.

Norjam has a policy that can be found on the website. [Click here to view.](#)

Safety

Your safety is important to us. Site safety checks will be carried out across the site throughout the week by authorised Norjam staff. All Norjam risk assessments for the jamboree will be available on the website ahead of the Jamboree.

Service Animals

The only animals allowed onsite are service animals accompanying adults or young people. Please contact us to discuss your requirements.

Sexual Health Policy

Your welfare is very important to us.

Norjam has a policy that can be found on the website. [Click here to view.](#)

Shopping and Internet Deliveries

All shopping deliveries will be directed through the Bawburgh Gate, Long Ln, Norwich NR9 3LX.

Deliveries will only be accepted onto the site between the hours of 10:00 and 17:00.

Deliveries will NOT be accepted on Saturday 9 August as the site will be too busy with arrivals, so please make sure you bring your food with you.

The deliveries will be held in a secure area in the St Walstan Building, ready for your collection.

Delivery vans will NOT be allowed to drive onto site.

Please note there will not be any refrigeration, and you MUST meet your delivery at the time you have booked.

You can visit the local supermarkets in your own vehicles but will need to carry your shopping from the car park as cars will not be allowed to drive to the camping areas. Some kind of cart or trolley is a great piece of kit to bring with you.

Our international support team will help all international contingents and staff (who have not booked central catering) with shopping trips to the local supermarket.

Side Show Fiesta

Two activity packages are available for dependent children to join in the fun of the Jamboree.

Booking for the two Side Show Fiesta activity packages closes on 30 June.

Norjam has a policy that can be found on the website. [Click here to view.](#)

S continued

Smoking and Vaping Policy

The policies and guidelines of both Associations must be adhered to, and any adult smoking (cigarettes or E-cigarettes) should do so out of the sight of young people, in designated areas and not in any building or tent.

Young people under 18 should be discouraged from smoking.

Cigarettes must be extinguished responsibly so as not to cause fire or litter.

Norjam has a policy that can be found on the website. [Click here to view.](#)

Social Media Policy

Social media will be used to share information and also to share stories with the outside world for family and friends.

Norjam has a policy that can be found on the website. [Click here to view.](#)

T

Tent Space

Camping space will be allocated based on group size, but please be prepared for it to be a tighter squeeze than you would normally encounter at a regular camp.

Camping near others means that you will quite possibly be in “each-others’ pockets” so it’s imperative that you are respectful to your neighbours and think about how you and your contingent members behave.

You need to ensure that all tents are fit for purpose and not damaged in a way that will affect their safe use.

More information about camping space is covered in the Good Camping Guide. [Click here to view.](#)

Terms and Conditions Statement

The Jamboree has a set of terms and conditions that you have agreed to when you booked for Norjam.

Norjam terms and conditions can be found on the website. [Click here to view.](#)

Toilets and Showers

The Jamboree toilets are a mix of fixed blocks and temporary units and will work well all week as long as only the toilet paper provided by the Jamboree is used. If you think paper stocks are running low, please inform a member of your Subcamp Team at the earliest opportunity and encourage participants to do the same.

No sanitary items other than the toilet paper provided to be put in toilets, sanitary bins will be provided. If you notice or are aware of bins becoming full, please advise a member of the Subcamp Team. Please be respectful of the environment and other users.

Arrangements for those with special needs are available through Subcamp leaders.

Elsan disposable points are available, please ask Subcamp Teams.

Toilets and showers are covered in the Good Camping Guide. [Click here to view.](#)

Transport and Vehicle Policy

Everyone’s safety is important to us. The use of vehicles at the Jamboree is strictly controlled.

Norjam has a policy that can be found on the website. [Click here to view.](#)

U V

Visitors

Visitors are welcome to book a visit to the Jamboree, however all visitors must be booked in advance and must be accompanied throughout the day by the contingent or member of staff they are visiting.

Booking for the two Side Show Fiest activity packages closes on 30 June.

Norjam has a policy that can be found on the website. [Click here to view.](#)

W X Y Z

Water Collection and Disposal

Water must be collected, stored and disposed of in the right way.

Water collection and disposal is covered in the Good Camping Guide. [Click here to view.](#)

W X Y Z continued

Weather

Norjam takes place on a large, open site prone to all sorts of weather – hot and sunny to very inclement! Make sure that you are well equipped for every eventuality. Appropriate footwear and waterproofs are a necessity. Remember to bring spare clothing with you. Plus, sun cream and hats will be necessary if we get hot weather. It is important to drink plenty of water and stay hydrated, so make sure to bring re-usable drink bottles.

Welfare Policy

The welfare of all adults and young people is important to us. Norjam has a policy that can be found on the website. [Click here to view.](#)

Wi-Fi

There will be free WiFi available at Norjam. Whilst we cannot guarantee you will receive wireless connection in every tent and marquee across the site, we plan that all of the key areas such as the marketplace, cafés, grand ring, entertainment venues and subcamp offices will have connection. Please bear in mind, we will do our best to provide internet in a field.

Young Leaders

Young Leaders will be able to access the Marketplace activities provided by the Chillout, Cinema, Faith, Heritage and International Teams. Young Leaders will be very welcome to go to the 14+ Disco in the barns and enjoy all the Main Stage shows and ceremonies including Norjam's Got Talent.

Young Leaders will NOT be able to take part in any activities taking place during the day in the programme zones as these are exclusively for participants aged 10 to 17 who have paid for the full Jamboree participant package.

If any Young Leaders wish to change to the full Jamboree participant package, the cost will be an additional £205.00 fee, please contact the Admin Team: admin@norjam.org.uk by 30 June.