

# General FAQ

- **How do I book?**
  - *Weekly booking*
    - Tuesday to Thursday are available on our online booking system. The full three days has to be booked for each week. If a week shows that there are no spaces, please call us (+447852207700) to see if there are any other options including going on our waiting list.
  - *Whole summer bookings*
    - Monday to Thursday can be booked if you book a day for the whole five weeks of summer. For example, if you book Mondays, you have to book all five Mondays for the summer. These bookings are currently bookable by phone call only: +447852207700
  - *Can I mix and match weekly and whole summer bookings?*
    - Unfortunately, you cannot book both options. Your child can only be in one bubble so you have to book weekly **or** a whole summer booking.
- **Will siblings be together?**
  - Yes they will so we do not 'burst' any 'social bubbles.'
- **What are your group sizes?**
  - Whole summer bookings (Monday to Thursday) will have 8 children in a classroom on any one day and a maximum of 15 children using the room throughout the whole summer.
  - Weekly bookings (Tuesday to Thursday) will have a group of 15 in the hall. This group of 15 children will change each week.
- **How will you be COVID-19 secure for children?**
  - A short summary of measures:
    - Children will be in social bubbles of no more than 15 children
    - Weekly and whole summer bubbles will be completely separated onsite
    - Social distancing as much as possible to two metres
    - We will be outdoors as much as possible
    - Frequent handwashing will take place, alongside a 'catch it, bin it, kill it' policy.
    - Regular cleaning of areas, resources and toys. Items that cannot be cleaned will be kept quarantined for 72 hours before use.

## Bookings, Refunds and Cancellations

During the Covid-19 pandemic, refunds will be issued in the form of a credit note. Due to the level of financial risk FUNdays Club is currently experiencing, we kindly ask that monetary refunds for cancellations or non-attendance are only requested if essential. This matter will be kept under review, and the policy will be updated when possible. For further information, please consult our Bookings, Refunds and Cancellations policy.

### FAQs:

#### 1. What about sickness, and families instructed to isolate by a test and trace team?

- We regret that refunds cannot be given for sickness, or the symptoms of sickness, resulting in the absence of a child.

- We regret that no refund will be given for families instructed to isolate for less than 14 days. For periods exceeding 14 days, provided the team informs FUNdays Club, a bespoke and optional holding fee arrangement will be put in place to maintain spaces for re-opening. Please see the regulation *“SCHOOL SITE CLOSURE BY SCHOOL, GOVERNMENT or REGULATORY BODIES – closure for more than 14 days”*.
- 2. What happens if my child, after being instructed to isolate by a test and trace team, has no Covid-19 symptoms, tests negative and is allowed to return, but FUNdays Club is unable to re-open a bubble, for example due to staff sickness?**
- In this instance, a full refund will be made. Please see the regulation *“PROCEDURE OF FUNdays Club: CANCELLATION BY FUNdays Club”* for more details.
- 3. Can I get a refund if my child is no longer able to attend on account of their behaviour?**
- We regret that a refund will not be possible in this situation. A parent or carer may cancel a place, in line with the notice periods policy, if their child is unable to attend for long a period of time on account of their behaviour. However, during the Covid-19 pandemic any refund made would be in the form of a credit note rather than a monetary refund. Please see the introductory paragraph to this section.

## Behaviour Policy Clarifications

We are really looking forward to welcoming children back to FUNdays Club and we want them to feel safe. To help your child get ready, please share the Returning to FUNdays Club guide for children with them, so they are prepared for the changes they will find.

It is crucial that the behaviour of children at FUNdays Club does not put any other child, staff member or family at risk. Please read our behaviour policy. To this end, the following guidelines during the pandemic will be in place:

- Any child who displays **Level 4 Behaviour\*** will be unable to attend FUNdays Club until further notice.
- Any child who displays **Level 3 Behaviour\*** will be individually risk-assessed, and attendance will not be possible while that assessment is carried out. The result of the assessment will be shared with their parents and carers. The result may mean that attendance is not possible during the period of the Covid-19 pandemic, but this will be kept under review as the level of risk and government guidance change.

\*For definitions of Level 3 and Level 4 Behaviour, please see our Behaviour Policy.

Please note that FUNdays Club does not have the resources to accept children from specialist schools or behavioural referral units.