



Holiday Club Frequently Asked Questions (FAQ's)

Does J A Coaching work to an adult to child ratio?

We operate a 1:8 ratio of adults to children for children aged four to seven. For eight-year olds and over we aim for a 1:12 ratio.

Can you tell me about the staff who will work in the Clubs?

J A Coaching Club workers are enthusiastic, inspiring and passionate individuals who are DBS checked to Enhanced Level and hold qualifications/have extensive experience in sports development. There is a Paediatric First Aid trained member of staff on site at all times. Staff receive ongoing training in various aspects of child supervision and care, including behaviour management, child protection and activity delivery.

Payment

How do I pay?

- Bank transfer. Bank details can be found on our Parent Consent Form at www.jacoaching.co.uk. or
- Cash on the day
- Cheque

Can I book and you invoice me for the sessions later?

You will need to pay for the sessions as you book them.

Why must I pay in advance?

Its secure your booking and help the team to plan effectively.

Can I spread the cost?

You have the option of paying weekly of for the full 6 weeks.

Can I get a receipt?

Once you have made a booking and payment has been made you will receive an email confirmation.

Holiday Club

What does my child need to bring on the day?

J A Coaching do not provide food at our holiday clubs. A healthy and nutritious packed lunch is required.

Please note: all J A Coaching is a nut-free zone.

- Please also bear in mind that refrigeration is not available in our premises.
- Packed lunch recommendation: non-fizzy drinks, water (plenty of water on a hot day); fresh and non-processed food such as fruit, vegetables, wholemeal bread and biscuits, raisins, natural yoghurts, crackers as well as ice packs, frozen gel or frozen juice drinks.
- We recommend packing according to our unpredictable English weather. On any given day this should include sun cream, sun hat, waterproofs and warmer clothing.
- We would also suggest clothes that you don't mind getting messy due to our outdoor play philosophy and art & craft activities.

- Please ensure all items brought to an J A Coaching are clearly labelled. Please ensure children do not bring any valuable toys or belongings with them as J A Coaching cannot be held responsible if they go missing.

How does drop off and collection work?

- Collection and drop-off are between the hours of 8am and 6pm (unless there is a tripped planned then you will be notified in advance of the drop off time). *Please note however that extended day registration closes promptly at 6pm; there is a charge of £5 per 15 minutes for collections made after the advertised session end time.*
- The standard day runs from 8am till 6pm. Registrations will open until 8:30am.
- We operate a secure drop off and collection system. A parent/guardian must sign all children in/out each day.
- If there are any changes to your contact details since last attending a J A Coaching holiday club or any medical updates, please ensure this is communicated to us.
- **What happens if someone else needs to pick up my child?**
Only the people we are introduced to can pick up your child. Any person collecting your child must be over 16 years of age.

My child is going to be absent or I need to cancel a session, what should I do?

You can contact J A Coaching in advance to cancel via email, calls, text, whatsapp

What if my child requires medication whilst at the club?

Any child requiring medication, including inhalers, cannot attend until we have our own supply of the medication. J A Coaching can only administer prescribed medication. Please ensure you hand any medication required to the Club Manager. J A Coaching Head Office can email this form to you prior to your child attending. Please do not forget to collect any medication from us at the end of the holiday.

Is there a booking deadline for Holiday Club sessions?

Subject to availability and sufficient staffing levels, J A Coaching can take bookings right up until the club is due to start.

What if I need to cancel my booking?

If you are wanting to cancel with 72 hours notice then you will be able to get your money back.

Can I book different days each week?

Yes – you can book whichever sessions suit your particular needs.

Can I book part of a session?

Unfortunately, we do not offer a part session option but you are more than welcome to drop off or collect your child at any time during the session depending on what activities we are doing.

Is there a sibling discount?

There is a 5% sibling discount for the second and subsequent siblings

Can I cancel after I book and will I get a refund?

Yes you can cancel. 72 hours or more notice of the booking date then you will be able to get your money back.