



Frequently Asked Questions

Q: What does my child need for the holiday activities days?

A: A packed lunch, a refillable, non-breakable bottle for water, (please apply in advance), comfortable clothing appropriate for the weather conditions and outdoor sessions, appropriate footwear (open toed shoes are not deemed appropriate for sports), swimming costume and towel and sunhat and sunscreen (clearly named) in warmer weather. We schedule a mid-morning snack break where children have the choice to have one snack out of their packed lunch (not their sandwich). Please ensure your child has a suitable snack for this break. Always bring a smile!

Q: What time should we arrive and pick up?

A: Registration is at 8.30am. Please ensure children are not dropped off before this time. Parents need to register and sign in their child / children at the O'Byrne Theatre located next to the car park at the rear of the main house. This is also where parents will need to sign out their child(ren) at the end of each day. A late fee will be charged to those parents collecting their children after 4.45pm. We will not allow a child to leave our site unless they have been signed out with a parent / guardian.

Q: Can I book on the day?

All children **must** be booked on in advance of the day starting and no later than 24 hours before the start – no walk-ins are allowed.

Q: What age range are your holiday activity days suitable for?

We accept children from 'rising 5' (five years old by 31st August 2019) to 14 years.

Q: What happens if I am late to pick up my child?

We obviously understand that sometimes things happen that can affect parents' ability to pick up on time. If you are 5-10 minutes late to collect we will call you to find out what the situation is and hopefully resolve the situation. A charge of £5 will be applied every 30 minutes after 4.45pm to cover the additional staffing cost.

Q: Is there a late stay option?

To help us plan ahead, we can accommodate late stay if it is requested the day before the start of the Club. We charge an additional £5 for one additional hour. Pick up time for Late Stay 5:30pm. Payment on collection.

Q: What is the procedure for somebody else collecting my child?

You must advise the School Office of this arrangement at morning registration. We would require the full name, contact number and relationship connection of the named guardian.

Q: Can my days be changed or cancelled at short notice? We need at least 48 hours notice to change or amend your booking. A full refund will be given for cancellations given if 10 days notice is provided, otherwise no refund will be made.

Q: Do you cater for children with specific medical conditions and needs?

Claremont recognises that the needs of individual children vary, and will endeavour to accommodate children with specific needs and/or medical conditions within the camp environment. **It is the responsibility of the parent/carer** to inform us of any medical conditions and special educational needs or disabilities, so we can discuss how best to accommodate the child, and consider whether any reasonable adjustments can be made to ensure they are able to fully participate and enjoy the activities within the staffing ratios provided for their age group. The needs of each child vary, so decisions are made on a case-by-case basis and depend upon the level of support each individual child may require. Please contact us in advance of booking to discuss your child's needs.

Q: How do I pay?

We accept payments through Parent Pay which is a secure online payment system. Visiting parents are required to complete a registration form, after which they contacted by our Finance team during office hours to set up a Parent Pay account. Please note that bookings are not secure until payment has been made through the Parent Pay system. If you have any questions about this, please contact the School Office on 01424 751555.