



## ~FAQs~

### ~Where to meet/collect?~

We are based at Hinchbrooke Country Park, Huntingdon, PE29 6DB.

**Holiday Club sessions:** we will collect everyone at the MAIN VISITOR CAR PARK by the picnic benches/ticket pay machine at 10am, and we will also walk all of the children back here again at 3pm for collection to avoid you having to pay parking! If you want to bring your child straight to our site please do not arrive before 10.10am as there will not be anyone there, we will all be up at the main car park collecting the rest of the children!

**Parent Stay sessions:** Please come straight to our site at the start of your session. If it is your first time visiting us, please head to the main Café which is signposted from the car park. We will send a member of staff to collect everyone from the café just before the start of your session.

If anyone is running late please and is unsure of where to find us please just call us on 07557 282 113 and we can direct you to our site.

### ~What does my child need to bring?~

Please check the weather in the morning of your visit to see if your child (or yourself!) will need waterproofs, coats, hats etc. The woods are muddy almost all year round, so wellies or walking boots are highly recommend and warm layers are essential.

### ~Lunch/Food~

Parent Stay and Play sessions: You are welcome to bring along snacks if you feel your child may be hungry, we just ask that no nuts are brought on site and that all foods is consumed at the log circle.

Holiday Club: During the HAF Programme (Easter, Christmas, Summer) all food is included. We will provide either a cold packed lunch or a hot cooked lunch on the fire. A

water bottle would be helpful, but we will also have cups and water and squash available also.

Please ensure if your child has any allergies that these are clearly listed on their class for kids accounts or send us an email.

We are strictly NUT FREE so please do not send anything containing any kind of nut in your child's packed lunch, this is to protect those with allergies.

### **~Additional Needs~**

We pride ourselves in ensuring our forest school sessions are inclusive of all, our staff have extensive experience of supporting children who are neurodivergent especially and as we are an Alternative Provision, we are very passionate about ensuring that all children are able to access our sessions, no matter their needs.

It is imperative that you notify us if your child has any additional needs, especially if they are attending a drop off session. This is to ensure we can support them appropriately during the session and therefore ensure they have a lovely time and feel supported and understood. Please just send us an email and we can arrange a phone or face to face chat before they are due to attend.

### **~Terms and Conditions~**

We are really sorry but we are unfortunately unable to process refunds due to you no longer being able to attend. We are more than happy for you to gift the space to a friend or to sell the space yourselves. If we have enough notice we are happy to advertise the space on our Facebook page to try to re-sell the space, however we cannot guarantee we will be able to.

### **Payment for sessions**

All sessions must be paid in full online at the point of booking. This can be done by bank transfer, child care vouchers or through your class for kids accounts.

### **Our Bank details are:**

Fireflies Forest School Ltd

Account number: 02283634

Sort code: 60 83 71

We are also registered on various childcare voucher sites as well as the Government one. Just search our name (Fireflies Forest School) or for Computershare our user ID number is 0026983877.

### **Cancellation due to staff illness**

If any of the Fireflies staff are too ill to run the session they will try to replace themselves to ensure the session can still go ahead. If we are unable to find a replacement the session will be postponed, and we will offer everyone an alternative date to return for their session or a refund.

### **Cancellation due to extreme weather**

Although forest school happens in all weathers, safety will always come first. If there is strong wind or extreme thunderstorms whereby we feel the session is exposed to unacceptable risk the session leader may decide to cancel . If possible, on occasions we may be able to offer you an alternative session but if you cannot attend the alternative session offered then no refund can be given. We will not cancel due to rain or cold, only unsafe weather such as lightening, thunder, high wind and this is of discretion of Jessica Brocklebank.

We hope this information answers any questions that you may have prior to coming to one of our sessions, but if you do have any further questions please do just send us an email :)