



DigitallyCoolCoders

Our Frequently Asked Questions...

Q: What ages do you cater for?

A: From Reception to ages 11 Yrs ...Year 6 students. Only primary school children.

Q: Are you Ofsted Reg?

A: Yes the school we work with are.

Q: Does your service cater for SEND students?

A: Yes we do but please contact us before making your booking so an assessment for your child's needs can be done .

Q: What hours will you operate?

A: 9am up to 4pm and offer an early drop off from 8:30 am or a late pick up to 5:30pm at an extra cost (please ask/cash on the day.)

Q: Special outings to places like where?

A: To very local places like the park or Rio Cinema. Parents usually will get advance notice.

Q: What is the actual minimum staff-to-child ratio?

A: 1 adult to 8 students while we still have our junior assistants to help contribute with the management of the children.

Q: Will camp leaders have official qualifications, such as Level 2 NVQ in Playworker, and first aid certificates?

A: Yes! Fully Experienced Teaching staffing with years of working with children, certifications covered. etc DBS, First Aid.

Q: Will I need to provide a packed lunch, snacks and water?

A: Yes please! Please make sure your child has a pack lunch and water bottle each day!

Q: Is there a discount for booking a whole week at a time?

A: Discounts will be promoted and displayed at that time of advertising and those discounts will apply.



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Q: Which school holidays will you cover?

A: We cover from the February break up to the October Break.

Q: What safeguarding is in place for your child?

A: We operate on school premises and therefore ALL Safeguarding policies will apply, you can visit our policies page for more information.

Q: Is any refund given for non attendance?

A: All club bookings are non-refundable.

Q: Can I use my Tax Free Childcare Vouchers for making payment?

A: Yes! Please contact us before booking.

Q: How do free funded places work?

A: All free funded places are for children registered as free school meal students with the Hackney Council and will be offered a place for 4 days Only out of the holiday break., and you will have to purchase any more days required.

Q: How does the “Pay in Three” payment plan work?

A: We send you a payment request via Paypal, so you will have to be a user of a paypal account and Paypal will offer this as an option if you are eligible to make your payment to us via Paypal which allows you to pay in three, over a three months period this is done directly with paypal.

Any further questions you may have please feel free to email us.