

Summer Holiday Hub Activities FAQs

How long will the activity last?

Each event will last 4 hours unless otherwise stated.

Who is eligible to attend?

Any adopted child between the ages of 6-16 years of age and other children within the family either adopted or birth siblings.

Can parents attend the session?

Unfortunately, these activities are for children without their parents or significant adult. They are opportunities for children to spend time with their peers in a safe and fun environment amongst other adopted children. If you have concerns regarding your child's confidence within any groups you are more than welcome to remain nearby and give the CCS staff member a contact number in case your child becomes distressed. Many children and parents have found this measure comforting, and a staff member's need to contact a parent has been extremely minimal.

Will I know the staff who are the group leaders for the activities?

Across the 17 activities we offer, a team of CCS staff will be responsible for different groups. When you receive confirmation, you will receive specific details for the activity you have booked along with group leaders' names and photographs which you can share with your child. This will aid with familiarisation and recognition when meeting for activities.

Do I need to pay for an activity?

Yes, each activity costs just £10 per child per session and includes all entrance and service fees, lunch, staff costs and expert leaders where applicable. Details on how to pay for the activities will be included in your booking and confirmation email.

What does my child need to bring?

Children and young people will need to bring a filled bottle of water at each event. As each event will have specific requirements please check your confirmation letter which will clearly state what you need to bring.



My child is out of the age range but would really like to attend. Is this possible?

The ages stated for each activity are a guide to ensure the differentiated needs of the children can be met. We are also aware that despite children's ages they may feel more comfortable with a different age group depending on their needs. Please contact us via email so we can discuss this with you.

Will the event offer toilet and self-care facilities?

All events and activities will have toilet and hand washing facilities.

Parking

Most of the events will have parking facilities however some locations may be more difficult to access e.g. Bristol Aquarium. Please make sure you leave sufficient time to reach the activity on time.

Medication

If your child has ongoing medication e.g. inhaler please ensure you complete this information on your child's booking form. We will not be able to administer medication, prescribed or otherwise, for children who are unwell.

Will the activity be cancelled due to bad weather?

We shall endeavour to run activities regardless of weather and ask that children and young people wear appropriate clothing to support this. There may be some activities which may need to be cancelled e.g. Watersports however we will give as much notice as possible and reschedule. Where this is not possible then CCS will offer refunds for any cancelled activity

I've booked and paid however we no longer wish to attend. Am I able to claim a refund?

Unfortunately, the Holiday Hub activities are non-refundable for several reasons. As you can appreciate planning such a wide range of activities requires much planning in advance with most of the activities requiring CCS to prepay in full. In order for us to keep chargeable costs to a minimum for families, resources are purchased in bulk and are based on full occupancy of the activities. Whilst we appreciate there may be several reasons why children may not be able to attend, refunds would result in the activities being financially unsustainable in the future.

My child wants to book with another adopted friend is this possible?

Yes, we receive many emails where children wish to be at the same activities together and we would advise booking as early as possible to avoid disappointment. When booking please state who your child would like to be with so we can ensure we have linked the requests. We will endeavour to do our best to meet these requests but it does rely on both families booking activities at the same time as our Holiday Hub process is on a first come first served basis.