



## PARENT GUIDE

For parents of children in the 4-7 (Pre-Prep)  
and 7-14 (Prep) age groups

### WHAT CAN YOU EXPECT FROM ACTIVATE?

- An exciting, safe and structured multi-activity holiday programme that takes place within the beautiful grounds of Town Close School.
- Outstanding facilities
- An excellent choice of sporting and non-sporting activities led by well qualified, caring and experienced staff.
- An invaluable opportunity for your child/children to make friends, try new activities and have lots of fun in a safe and caring environment.
- Excellent staff:child ratios for all activities.
- Ofsted registered.
- **Flexible** drop off & collection times (*Mornings: from 8.30am / Afternoons until 5.30pm*)
- A hot or cold meal and pudding or fruit and snacks throughout the day. ***Please note that children should not bring in any food from home.***
- A Free **Activate T-shirt**

## 7-14 (Prep) DAILY TIMETABLE AND INFORMATION

Time	7-14s (Prep)	Venue
08:30	<b>DAY BEGINS*</b> Sign in / Group Time	Dearnaley Building (Sign in outside)
09:30	'Shake your Tailfeather' & Daily Info	Front Lawn
09:55	ACTIVITY 1	In groups (as per timetable)
11:00	Break (Drink and Fruit / Biscuit)	Dining Room / Front Lawn
11:30	ACTIVITY 2	In groups (as per timetable)
12:35	Lunch & Free Play	Dining Room / Front Lawn
13:45	ACTIVITY 3	In groups (as per timetable)
15:00	Break (Drink and Fruit / Biscuit)	Front Lawn
15:30	ACTIVITY 4	In groups (as per timetable)
16:30	Register and Tidy Group HQ	Dearnaley Building
16:40-	Sign out	Dearnaley Building
17:00	Extended Stay (Supervised film)	
17:00	Extended Stay	Dearnaley Building
17:30	<b>DAY ENDS *</b>	Dearnaley Building

### WHERE SHOULD CHILDREN ARRIVE?

You should come to the Prep School drop off point used during term time located off Newmarket Road.

### WHERE DO CHILDREN SIGN IN?

All children in the 7-14 (Prep) age group must sign in outside the Dearnaley Building foyer on arrival.

### SIGNING OUT?

All children 7-14 (Prep) must be signed out by **Parents/Carers (who must give the correct password)** from the Dearnaley Building.

After 4.30pm, all children will remain in the Dearnaley Building for Extended Stay until 5.30pm at the latest.\*

### OLDER CHILDREN SIGNING OUT ON THEIR OWN?

Occasionally, older children arrange to go out with their friends at the end of their day at Activate or parents may wish that they make their way home by themselves. If they wish to do this, they must provide a letter from their parent/guardian agreeing to this.

**\*We cannot accept responsibility for any child who is delivered before 8.30am or collected after 5.30pm, unless the Course Director has been informed at least 24 hours in advance of your intention. A charge of £10.00 will be incurred for each 15 minute period that a child is left in our care after 5.30pm.**

## 4-7 (Pre-Prep) DAILY TIMETABLE AND INFORMATION

<b>Time</b>	<b>4-7s (Pre-Prep)</b>	<b>Venue</b>
<b>08:30</b>	<b>DAY BEGINS*</b> Sign in / Group Time	Outside Pre Prep Foyer Group room
<b>09:30</b>	ACTIVITY 1	In groups (as per timetable)
<b>10:20</b>	Back to base	Group room
<b>10:30</b>	Break (Drink and Fruit / Biscuit)	Dining Room / Front Lawn
<b>10:50</b>	Back to base	Group room
<b>11:00</b>	ACTIVITY 2	In groups (as per timetable)
<b>11:50</b>	Back to base	Group room
<b>12:00</b>	Lunch / Play	Prep Dining Room/Front Lawn
<b>13:00</b>	Back to base	Group room
<b>13:45</b>	ACTIVITY 3	In groups (as per timetable)
<b>14:40</b>	Break (Drink and Fruit / Biscuit)	Group room / Playground
<b>15:10</b>	ACTIVITY 4	In groups (as per timetable)
<b>15:50</b>	Tidy up time	Group room
<b>16:00</b>	Sign out / Supervised play / Film	Group room
<b>16:40</b>	Collect belongings and go to marquee	
<b>16:45</b>	Sign out Extended Stay	Dearnaley Building (Library)
<b>17:30</b>	<b>DAY ENDS *</b>	Dearnaley Building (Library)

### WHERE SHOULD CHILDREN ARRIVE?

You should come to the Pre Prep School Entrance via the car park off the Ipswich Road.

### WHERE DO I SIGN IN MY CHILD/CHILDREN?

Parents/Carers of 4-7s (Pre-Prep) will be required to sign their children in at the desk outside the Pre-Prep foyer on arrival.

### SIGNING OUT?

All children 4-7 (Pre-Prep) **must** be signed out by **Parents/Carers** from outside the Pre Prep foyer with the **correct password**.

**At 4.40pm** all children will be taken to the Dearnaley Building, from where they should be collected. **(5.30pm at the latest\*)**

**\*We cannot accept responsibility for any child who is delivered before 8.30am or collected after 5.30pm, unless the Course Director has been informed at least 24 hours in advance of your intention. A charge of £10.00 will be incurred for each 15 minute period that a child is left in our care after 5.30pm.**

## **GENERAL INFORMATION**

### **4-7 (Pre-Prep) and 7-14 (Prep) age groups**

#### **WILL MY CHILD BE IN A GROUP OR TEAM?**

In the Prep, children are placed in groups with other similarly aged children. In the Pre-Prep, children will be in mixed age groups. Each group is supervised by a Group Leader and a Course Instructor. Children in both Prep and Pre-Prep will be following a set timetable every day, giving them a broad range of activities. The groups will also be eating in their groups at lunchtime.

#### **WHAT DO THEY NEED TO BRING?**

All children will need to bring the following items each day, all of which should be **clearly named**...

- Water bottle
- Sun hat and sun cream
- Warm clothing / waterproof coat
- Outdoor trainers
- Indoor trainers (Prep ONLY)
- On Thursdays (Pre-Prep) and Fridays (Prep) – change of clothes for water games and named water gun, if possible

**Please place these items in a named bag and bring them each day.**

Children **must not** bring money unless they have been given permission by a member of staff.

#### **MEDICAL/FIRST AID**

Please give any medication with full instructions to a member of staff on arrival. You will also be asked to complete a Town Close Medicine Form. If any medical aid is given, your signature will be required at the end of the day. All our Course Instructors are first aid trained.

#### **IS MY CHILD INSURED?**

Children attending Activate are automatically covered by our Personal Accident Insurance Policy. Details are available on request.

#### **WHAT IF I HAVE A COMPLAINT?**

Whilst we hope that you and your children will be completely satisfied with the day care that we provide, should you have a complaint, in the first instance please speak to the Course Instructor verbally. We will then endeavour to solve any issues as swiftly and efficiently as possible. If the complaint cannot be resolved informally, the complaint should be put in writing to [info@activatenorwich.co.uk](mailto:info@activatenorwich.co.uk) marked for the attention of the Course Director.

#### **HOW CAN I FIND OUT MORE?**

For further information please log on to <https://townclose.com/activate/> or email [walker@townclose.com](mailto:walker@townclose.com) or [info@activatenorwich.co.uk](mailto:info@activatenorwich.co.uk).

### **CONTACT NUMBER DURING ACTIVATE**

**07385 213932**