

# Allstars Holiday Club – Parent FAQs

## 1. What ages do you accept?

We welcome children aged **4 to 11 years**.

## 2. What are your opening hours?

Our standard day runs from **9:00am to 3:30pm**, with **early drop-off** (from 8:00am) and **late pick-up** (until 5:30pm) options available at most venues.

## 3. What should my child bring?

Please ensure your child arrives with:

- A **refillable water bottle**
- A **nut-free packed lunch**
- Weather-appropriate clothing (including **sun cream or raincoat**)
- Comfortable shoes (trainers recommended)

All belongings should be clearly labelled.

## 4. What kind of activities do you offer?

We run over **80+ different activities** across the week including:

- Sports (football, dodgeball, pickleball, etc.)
- Creative play and crafts
- Themed games
- Outdoor adventures
- Imaginative challenges and more!

No two days are the same — and every session is designed to be active, fun, and inclusive.

## 5. Is food or drink provided?

Children must bring their own **nut-free packed lunch and snacks**. Drinking water is available throughout the day — please bring a water bottle.

## 6. Is your team qualified and DBS checked?

Yes. All our team members are:

- **Enhanced DBS checked**
- Trained in **safeguarding, first aid, and behaviour management**
- Passionate about working with children and making every session the best part of their week

## 7. Do you accept childcare vouchers or tax-free childcare?

Yes! We're Ofsted registered and accept both **childcare vouchers** and **tax-free childcare** payments. You'll find details during the booking process or feel free to contact us for support.

## 8. Can I drop off or pick up at any time?

We ask parents to stick to the scheduled session times where possible. If you need to collect early or drop off late, just let us know in advance so we can make arrangements.

## 9. How do I book a place?

You can book online at [www.weareallstars.co.uk](http://www.weareallstars.co.uk). Our booking system is quick and easy, and you'll receive an email confirmation once your place is secured.

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## 10. What happens if my child is unwell or can't attend?

If your child is unwell, please keep them at home and notify us as early as possible. We'll always do our best to accommodate changes, and credit options may be available depending on the situation.


## **11. My child has additional needs — can they attend?**

Absolutely. We welcome children of all abilities. Please let us know any details during the booking process so we can put the right support in place and make sure your child has the best experience possible.

## **12. Who can I contact with questions?**

You can reach our friendly team via:

 [\*\*clubs@weareallstars.co.uk\*\*](mailto:clubs@weareallstars.co.uk)

 **01270 295 214**

We're always happy to help!