

THE DO'S & DONT'S ...

Thank you for complying with these guidelines to make the booking system work better for everybody!!

STEP 1 - Before You Book ...

The Do's

Please browse www.caapuk.co.uk/activities when each holiday program goes live approx 2 weeks ahead of school break start date and then email us on info@caapuk.co.uk with your requests with the information specified below:

- DC/DYP name
- Names of siblings
- Membership number
- Email address specified by you
- Preferred session time if applicable
- We **ALWAYS** need an up to date, on the day contact number in case of emergency/ change of plan
- It is the parent/carer's responsibility to inform CAAP at time of booking of ANY extra equipment your child/young person needs in order to access an event.
- During longer holidays, only book your child onto recurring activities once so that everyone gets fair access.
- Only send us booking requests for your own child/y

The Don'ts

- Don't expect us to email you with the events list, with 500+ members we continue to strive to make our online system as clear and transparent as possible for all CAAP families and CAAP staff.
- Never try to book your child onto CAAP activities via personal message on FB, by text or phone. They will be refused.
- Don't expect CAAP to know that your child/yp will need a beach buggy/hoist/ changing bed for the event that you book, telling us what equipment you require in your booking email is 100% essential.
- Don't over stretch yourself either financially or physically on bookings on long programs.
- Don't send us block bookings for multiple families. They will be refused.

** Failure to provide this basic information will result in your booking email being returned and we will move to the next person in the queue.*

There may be abbreviations on the activity program list, please familiarise yourself with them:

DC = Disabled Child DYP = Disabled Young Person Child = any child YP = any young person
SIBS = Event just for siblings of a registered DC or DYP Shiner Day = an activity where a Shiner is working
Mobiloo Day = a activity where the unit is present

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STEP 2 - After You Send Your Booking Email ...

The Do's

We operate an instant automatic response on emails received but further contact from us could take 24-48hrs at peak times and could take much longer.

- Please be patient.
- We generally post in the CAAP Facebook group when we have answered all booking emails, keep an eye out for that post as that is your opportunity to let us know if you are still waiting.
- If you are put on a reserve list for activities do check your emails regularly for updates and be ready for short notice opportunities to become available
- Pay promptly by the many payment facilities that CAAP offer.

The Don'ts

- Don't email/FB message/call/text/tweet us asking us if we have received your booking email, this only clogs the system and slows the process for everyone. The FB post mentioned above is your signal to email us again if you haven't heard from us about your booking.
- Don't stay on a reserve list if your plans change, let us know you no longer wish to be offered cancellations.
- Don't delay on payments, it will result in you losing your booking. Thank you for paying on time.

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STEP 3 - At CAAP Events ...

The Do's

When you registered your child/young person with CAAP they will have been issued a membership card known as a CAAP Card which holds the child/young person's individual registration number.

- Bring the CAAP card to every event your registered child/young person attends. This helps with booking in & out and will ensure you receive the group rate if applicable.
- Always provide an appropriate adult to accompany your child/young person to a CAAP event, for the duration of the event. You may be able to access an includer to support your disabled child/yp from Family Information Services (call 0800 587 8191)
- If you opt out of CAAP photos/video etc it is your responsibility to tell the CAAP representative on the day **At every session you attend.**
- There may be 'shiners' working at some of our activities, please respect their need for patience and understanding as they perform their tasks during their learning with CAAP.

The Don'ts

- Don't expect CAAP to accept duty of care for your child,
- Do not expect CAAP to accept 'drop offs' your child must always be accompanied unless expressly specified and agreed with CAAP
- Don't expect us to know that you do not give photo consent – it is your responsibility to inform us of your media stance.
- NEVER rush or add pressure to speed up booking in or any other task undertaken by a shiner.

CAAP IS NOT A SHORT BREAKS PROVIDER AND OUR ACTIVITIES SHOULD NOT BE USED AS, OR INSTEAD OF, SOCIAL CARE.