

# COPING WITH CHAOS



**Weekends: April - May 24**

## April 2024

Saturday 6th April

Bookable from 01/04 - 05/04

Sunday 14th April

Bookable from 08/04 - 12/04

Saturday 20th April

Bookable from 15/04 - 19/04

Sunday 28th April

Bookable from 22/04 - 26/04

## May 2024



Saturday 4th May

Bookable from 29/04 - 03/05

Sunday 12th May

Bookable from 06/05 - 10/05

Saturday 18th May

Bookable from 13/05 - 17/05

Sunday 26th May

Bookable from 20/05 - 24/05



## Information for all sessions

### Location:

The Treehouse, Merritown Lane, Hurn, Christchurch, BH23 6BA

### Time:

10am - 2:30pm

**Sessions now need to be book via SchoolsBuddy.**

**We have a new way of booking weekend sessions, please refer to the information on the next page.**

Access to sensory room, cinema room, soft play area, games consoles and a variety of toys all newer, bigger and better!

No 1 to1 staff available - limited staff on sessions to assist where needed.

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## Weekends: Information

### Important information about bookings

The way in which you book weekend sessions has changed.

Due to our new, exciting venue we are able to open up the weekend sessions to more families as we will have far more space. Although this will still be limited for the time being (higher limit than before), we are hoping that in the future we will be able to increase the number of bookings for each session further.

#### How to book:

Previously you have been able to book weekend sessions for two months at a time, however we are changing this to weekly bookings in a view to make the booking system fairer and for more people to be able to access without having to wait months.

If you are interested in booking on to any of the above sessions, this will need to be done via our SchoolsBuddy system, the same as all other bookings for sessions/services. The difference will be that instead of booking sessions for months at a time, you will need to book at the beginning of each week, if you are interested in the session for the weekend that week. Bookings will open between Monday and Friday each week, for the weekend session at the end of that week. *For example, for the session on Saturday 6th April, the booking system will open on Monday 1st April and will close on Friday 5th April, you can book your family on any time during this period.*

#### Cancellations

Unlike other all other sessions, you will be able to cancel these sessions during the Monday-Friday period, if something changes and you are no longer able to attend the weekend session that week. This can be done through your SchoolsBuddy account. Please do make sure if you need to cancel a session you do so ASAP after booking as this will allow another family to book on.

#### Payments

All weekend sessions are still £10 per family and will be charged a couple of days after the session. Sessions will be charged to your SchoolsBuddy account, which you can then log back on to and pay directly through there.

**Important - You will be charged for a session if you are booked on to it, even if you don't attend, as you will be taking the space of another family. Therefore please remember to cancel sessions if you do not intend to attend.**

If we notice that you are attending weekend sessions and then not paying the fee afterwards, you will be banned from booking any more sessions until the fees are settled. If anyone has any issues with payment, please contact us directly.

Finally, I just want to mention that this is a trial which we will be constantly assessing and making changes to if required. If anyone has any feedback along the way, please do let us know.