Flying Start Services Booking Policy

Arrival time

Please do not arrive for your group more than 5 minutes before the advertised start time. Too many people waiting in halls and corridors create a safety risk and people may be asked to wait outside.

If you are running more than 10 minutes late, please let us know if you still plan to attend. If the group is full your space may be given away to another family if we don't hear from you.

Buggy Parking

Please allow time to find space to park your buggy in a safe area. Most venues have designated buggy parks or rooms. These should be used in order to prevent blocking corridors and fire exits. Please do ask a member of staff at the venue if you are unsure of the best location to park your buggy.

Parking

If you drive to a venue, please allow time to find space to park your car. Not all venues have designated car parks so you may have to park on local roads and walk a short distance to the centre. You can call Flying Start in advance to ask about a venue's parking if you're not sure.

Illness

If you have any infectious symptoms, please do not attend the group and put other families at risk.

Cancellation

If you cannot make the group due to illness or any other any reason, please do let us know as soon as possible. If the group is full with a waiting list, we can then notify other parents to fill your space. Non-attendance at groups without prior notice is recorded, and you may be refused booking for groups in the future.

Rebooking sessions (weekly)

If you would like to book for following week's session after you've attended a group, please email flyingstart@eyalliance.org.uk or call 01582 368245 to book a space if available. Please do not ask staff at the session itself as they do not have access to the booking system to check availability.

We do not allow advance booking for multiple weeks of any activity sessions. This is to allow all families a fair chance of attending Flying Start groups. The exception to this rule is for a course that is a set number of weeks (e.g. Baby Massage, Parenting Puzzle course, HENRY course).

Booking multiple sessions a week

To enable as many families as possible the chance to participate in our sessions at least once a week, we will only accept each family to book a maximum of two similar groups each week (e.g. Play and Learn, Little Explorers, Sensory Play)

Turning up without booking

If you turn up to a session without booking you may be turned away if that group is full. For health and safety reasons a maximum capacity is set at each venue.

V1. June 2024

Age Criteria

Please ensure the session you book is the correct age group for your child. You can contact Flying Start for clarity if there is any confusion.

Younger babies may be able to attend groups for older siblings if they are fully supervised by the parent/carer as Flying Start staff cannot be responsible for their safety.

Older siblings will not be allowed into groups for younger children as this poses a safety risk.

Number of Adults attending

We ask that only one parent/carer attends with children for our groups. This enables the room space to be used for more children rather than lots of adults. However, if there is a special need for another adult to attend please let Flying Start know and they can confirm on a case-by-case basis.

Payment

There is a charge of £2 for most of our groups*. Please drop cash into the pots available on registration. Some venues have card machines available to use for this charge so please ask on registration. You may also call and pay in advance if you wish. If you cannot afford this charge please make a member of the Flying Start team aware.

*Please note there is a higher charge for Bushmead (£3) due to room hire/snacks. Other groups are FREE including: Antenatal courses, Zoom workshops, Baby Weighing, Breastfeeding Café, Early Days Postnatal Group, Parent Chat, Red Cross group and Dads Group.

Phones

We request that you do not use your phones at all in our groups. If you have to take an urgent call or message please take it outside the room but note that you'll need to take your child with you as we are not responsible for supervision.

Photographs

Please do not take photographs or videos in our groups. There may be occasions where staff will ask permission to take photos if needed for promotion. This is completely voluntary and consent forms will be used.

Leaving children with staff

Please note we are unable to supervise your child for you at any time, for example if you need to move your car. You must always take children with you.

Allergies

If you/your child have any allergies please check with staff before using an activity.

Messy play

There may be some activities that are messy or wet. If your child wishes to take part you may want to bring a change of clothes for them.

Right to decline

Flying Start have the right to decline a booking from a family should their behaviour be deemed to breach our Code of Conduct.