

Flying Start Services Booking Policy

Our booking policy helps us to keep sessions safe, fair and enjoyable for all families. Please take a few minutes to read the information below before booking or attending a Flying Start session.

Arrival Time

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

If you are going to be more than **10 minutes late**, please let us know if you still plan to attend. If the group is full, your space may be offered to another family if we have not heard from you.

Buggy Parking

Please allow time to find a safe place to park your buggy. Most venues have designated buggy parking areas or rooms. These should be used to prevent corridors and fire exits from being blocked.

If you are unsure where to park your buggy, please ask a member of staff at the venue.

Parking

If you are driving to a venue, please allow enough time to find somewhere to park. Not all venues have designated car parks, so you may need to park on a local road and walk a short distance to the centre.

If you are unsure about parking at a particular venue, please contact Flying Start in advance.

Illness

If you or your child has symptoms of an infectious illness, such as vomiting, diarrhoea, fever or contagious illness, please do not attend the group. This helps to protect other children, families and staff.

Cancellation

If you are unable to attend a group due to illness or any other reason, please let us know as soon as possible. If the group is full and there is a waiting list, we can then offer your space to another family.

Repeated non-attendance without prior notice may affect your ability to book future sessions.

Rebooking Weekly Sessions

If you would like to book the following week's session after attending a group, please email flyingstart@eyalliance.org.uk or call **01582 368245** to check availability and book your space.

Please do not ask staff at the session to book you in, as they may not have access to the booking system and cannot check availability.

We do not allow advance booking for multiple weeks of activity sessions. This is to ensure that all families have a fair opportunity to attend Flying Start groups.

The exception is courses which run for a set number of weeks, such as **Baby Massage, Parenting Puzzle and HENRY** courses.

Booking Multiple Sessions Each Week

For particularly popular or busy sessions, we may limit families from booking multiple sessions of the same type. This is to ensure that as many families as possible have the opportunity to attend and to give everyone a fair chance to book a space.

Where a session is subject to this restriction, we will let families know when booking.

Turning Up Without Booking

If you attend a session without booking, you may be turned away if the group is full. For health and safety reasons, each venue has a maximum capacity which we must adhere to.

Age Criteria

Please make sure that the session you book is suitable for your child's age. If you are unsure which session is appropriate, please contact Flying Start before booking.

Younger babies may be able to attend sessions aimed at older children, such as those attended by an older sibling, provided they remain fully supervised by their parent/carer. Flying Start staff cannot take responsibility for supervising children.

Older siblings cannot attend sessions specifically designed for younger children, as this may present a safety risk.

Number of Adults Attending

We ask that only **one parent/carer attends with a child** wherever possible. This helps us to make the best use of the available space for children.

If there is a specific need for an additional adult to attend, please contact Flying Start in advance so this can be considered on a case-by-case basis.

Payment

Most of our groups have a **charge**. Payment can be made by cash or card when arriving at the venue.

If you are unable to afford the charge, please speak to a member of the Flying Start team. **No one should feel unable to attend because of the cost.**

Mobile Phones

We request that you do not use mobile phones during our groups. If you need to take an urgent call or respond to an urgent message, please leave the room.

Please note that you will need to take your child with you, as Flying Start staff cannot supervise children while you are outside the session.

Session Cancellation

In some situations, such as extreme heat or other unforeseen circumstances, sessions may need to be cancelled at short notice. If you are booked onto a session that is cancelled, we will contact you to let you know.

Information about cancelled sessions will also be shared on our **social media channels**, so please check these regularly for the latest updates.

Photographs and Videos

Please do not take photographs or videos during our groups. This helps us to protect the privacy of all children and families attending.

There may be occasions when Flying Start staff ask permission to take photographs or videos for promotional purposes. This is completely voluntary and appropriate consent will be obtained.

Leaving Children with Staff

Flying Start staff cannot supervise your child for you at any time. For example, if you need to move your car, you must take your child with you.

Allergies

If you or your child has an allergy, please speak to a member of staff before taking part in an activity, particularly activities involving food or other materials.

Messy Play

Some activities may involve water, paint or other messy materials. If your child would like to take part, you may wish to bring a change of clothes.

Right to Decline a Booking

Flying Start reserves the right to decline or cancel a booking where a family's behaviour is deemed to breach our Code of Conduct.

This may include repeated non-attendance without notice or behaviour that impacts the safety, wellbeing or enjoyment of other families, children or staff.