

# Den Session FAQs

## **What sessions am I entitled to?**

Guests are entitled to one complimentary 2-hour Den Session per child, per day, per nights stay. Guests enjoying our Pre-school Package are entitled to one complimentary Den session per child, per day of stay.

All sessions are booked on a first-come, first-served basis and are subject to availability. We kindly ask that you let us know if you're unable to attend your session.

Cancellations must be made at least two hours before the start time. A £20 no-show charge per child will be added to your room if we don't hear from you, as during busy times spaces can be limited and we'd love to offer your spot to another family.

## **What days/times are your sessions?**

We have two daily sessions that run daily: morning session 9.30 - 11:30am and afternoon session 2.30-4:30pm.

## **How do I book a session?**

Guests can enquire about Den sessions by clicking on the link/ book button on the Den page of the website

**What do I need to do before a session?** Parents/guardians must complete a child registration form for each child attending the sessions. You only need to complete one form per child for your entire stay. Guests will be given a link to this form via email, please ensure it is filled in before your child/ren's first session.

## **What do I need to do on arrival for the session?**

Parents/guardians must sign children into the session on arrival and sign them out on collection. If the person collecting your child is someone the den team have not met, you will need to provide a password – this is included on your child/ren's registration form.

## **Do I need to arrive early before the session starts?**

You do not need to arrive early and you may not be able to enter the den before the start of the session.

## **What if I am late for a session?**

Unless Den staff are given prior notice, if children do not turn up within 15 minutes of the start of the session, their place may be given to a child on the waitlist.

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## Den sessions: Health & Safety

### **What happens if my child/ren is sick before a session?**

If a child is unwell, they are not permitted to have a session within 48 hours of their sickness and siblings may also not be allowed to enter The Den.

### **What happens if my child/ren is sick during a session?**

The den team will contact a parent/guardian to come and collect their child/ren. They will not be permitted to have a session within 48 hours of their sickness.

### **What should I do if the fire alarm goes off?**

In the case of a Fire Evacuation, the Den staff will take children to the fire evacuation point in the back of Car Park. Parents must not come to the Den to collect children. Children will be taken back to the Den after the alarm stops and it is safe to return.

## Den sessions: Children

### **What do I need to bring for my child/ren?**

Please provide nappies and wet wipes for babies and a change of clothes for older children who are prone to accidents.

### **Can I bring food for my child/ren? Do you provide snacks?**

We do not provide any food and we do not allow any food into The Den. Parents can leave milk/formula for babies and water bottles/drinks for children. We can provide water and sippy cups. Please ensure your child has had enough food before the start of the session.

### **What should my child/ren wear?**

All children must be fully clothed with appropriate clothing and underwear. The Den Team may not allow a child into The Den if they are not suitably dressed. The Den team may take off babies' tops in hot weather to keep them cool.

### **What happens if my child is upset and/or does not settle?**

If a child does not settle within 15 minutes, or becomes upset, we will call parents to collect them to prevent them from becoming distressed.



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## Den sessions: Parents/guardians

### **Can I come into the session with my child/ren?**

The Den is an Ofsted registered creche and parents are unable to come into the play area during the session. Parents can wait in our drop-off zone for a short time while children settle into the session

### **Where can I go during the sessions?**

Parents must stay on site at the hotel during the entire session. You can go anywhere in the hotel grounds including the spa.

### **Can I buy additional sessions for my child/ren?**

Additional sessions are available at £20 per child, per session. Extra sessions may not be available to book in advance during school holidays and may need to be booked on the day of the session. All additional sessions will be added to the room bill. If you wish to cancel an extra paid session, you must do so 48 hours prior to the session date or you will be charged the full amount.