



# The Ickworth

## Den Session FAQs

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

Guests are entitled to one complimentary two-hour Den session per child, per night of 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 a daily session that runs 9.30am-11:30am and on weekends and school holidays a session 2.30 - 4.30pm in addition to the morning. Please note: during school holidays, e.g., Christmas, den session times may change.

### **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.

**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. We also advise a comforter for little ones to help them settle in a new environment with new faces.

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

If a child does not settle within 10 minutes or becomes upset throughout the session and does not settle again, we will call parents to collect them to prevent them from becoming distressed.

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

All children must be fully clothed with appropriate clothing and underwear. If a child is not suitably dressed, we may not allow them into the den. The Den team may take off babies' tops in hot weather to keep them cool. We also ask in warm weather that before session sun cream is applied because we do have an outdoor area. We CANNOT apply this for you.

### **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. This is to ensure all children are kept safe, as we have a high turnover of children and children with allergies coming into our play space.



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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.

#### **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 Front 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: 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 treatment rooms.

#### **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.

#### **Can I come into the Den outside of sessions?**

The den is open daily between 12.30-2.30pm for families to 'stay and play' alongside our family activities. There may be times when the den team are in trainings or meetings and this timing will be closed, however, we do have our cinema room available for families throughout the day and night.