

Frequently Asked Questions and Answers

Applying for a Respite Break

Q: Does my child qualify for a respite break and documents required

A: All children under the age of 17 that have a registered disability may qualify for a respite break at “Ray’s Sunshine Holiday Home.”

Q: What Documents are required for a respite break?

A: You will need to fully complete the application form, the terms and conditions document and attach an original supporting letter to support your application. We also require a payment of £150 which can be paid via CHEQUE, bank transfer or over the telephone on 0300 124 0122. £80 is fully refundable providing there is no damage on your departure and £70 is a donation towards the running cost of the charity’s running costs. Applications without terms and conditions, a supporting letter and a deposit will not be processed and a respite break will not be secured.

Q: Where can I find the Terms and Conditions document?

A: The Terms and Conditions document can be found on our website under downloads or documents – www.crackerjacks.org.uk.

Q: What is the supporting letter?

A: You must supply a supporting letter with your application. The letter must come from a doctor, specialist or NHS Trust. Letters from social workers, health visitors or school teachers would not fit this criteria. The supporting letter must specify your child’s disability and why they would benefit from a respite break. This must be an original document, emails and scanned documents cannot be accepted.

Q: How do I get my documents to Crackerjacks?

A: All original documents must be handwritten and sent by post to our offices. Our address is Crackerjacks Children’s Trust, 24a Worcester Street, Kidderminster, Worcestershire, DY10 1ED. We suggest you keep a copy of your documents. We do not accept electronic documentation. If you ignore this and email your application it will not be processed.

Q. What dates are available at the respite holiday home?

A. The park is closed from the end of November until the middle of February so we cannot arrange respite breaks between these times. The respite home is unavailable due to maintenance between the end of July and beginning of September. If you apply for a break during these periods when the home is unavailable, alternatives will be suggested.

If the date you request is available, we can secure your respite break on the condition we have received all documentation and £150 deposit we will secure your respite break and you will receive confirmation by email. If the dates you request are unavailable alternatives will be discussed.

Dates will only be secured/discussed once we have received your complete application, terms and conditions, supporting letter and £150. Applications with missing information or attachments will not be secured.

Q: Does the holiday Home come with bedding?

A: Yes, we supply pillows and duvets, however, **you will need** to supply pillowcases, duvet sheets/covers and bottom sheets. Some guests bring sleeping bags however these can get very hot during the summer periods.

Q: What time can we arrive and depart from the Holiday Home?

A: You can check-in at the reception from 3.00pm and must depart on the day of departure by 10.00am.

Q: Does the holiday home have heating?

A: Yes, the Holiday Home has gas central heating, the boiler is located in the second toilet in the cupboard with self-explanatory operating instructions.

Q: Can the shower room accommodate a wheelchair?

A: No, but the holiday park has several good quality disabled facilities with W/C, washing and shower units free of use will full wheelchair access.

Q: Does the beach have wheelchair access?

A: Yes, you can access the beach directly opposite the park entrance to the right which is a little further down the road from the site. This part of the beach allows vehicle access onto the sand. There may be a small charge for the vehicle, you will need to check with the rules and regulations for this part of the beach.

Q: Does the swimming pool have wheelchair access?

A: Yes, Splash World have a ramp to allow a wheelchair into the pool. Passes to use Splash World are not included in the cost of your respite break.

Q: How many people can officially occupy the respite Home?

A: The Home has a maximum occupancy of six people, this should be no more than two adults and four children, (adults must be 25 and above, children 0-17). For more information, see the Terms & Conditions document, Sleeping Capacity.

Q: What sleeping arrangements are there for a disabled child with a wheelchair?

A: The Holiday home has a very large living/dining area which contains a double pull-out bed from under the sofa along with instructions on how to set it up.

Q: What facilities does the Holiday Park offer?

A: The park has many facilities such as Theme Park, Splash World, swimming complex, night time entertainment, restaurant (food areas) Chinese restaurant, Laundrette, children's play area, bike hire, horse riding, golf course, sandy beach, amusements, children's entertainment and a good old fish and chip shop. The passes for the clubhouse are included in your respite break however to access other facilities like the Theme Park and Splash World there will be a charge at the facilities.

Q: What attractions are there outside the Holiday Park?

A: The Holiday home has a folder displaying leaflets with lots of local attractions such as Zoo's, Wookey Hole cave experience, local farm visits and many more local attractions. You can also ask reception should you need any further help on where to visit and you will find them all very helpful. The cost of these attractions are not included in your respite break.

Q: What if I have a problem with the Holiday Home such as gas, electricity, or alarm?

A: The reception will give you an entertainments guide and what's on during your visit, you will find it will have a list of useful numbers. The Holiday Home folder will also contain important numbers to contact if you have a problem.

Q: Do we have access to all facilities?

A: The Holiday Park has many good quality facilities for adults and children, such as theme park, splash world with wheelchair access, children's entertainment at The Bucket & Spade. There are outside and inside play areas, two night-time entertainment halls and RJ's Nightspot which requires membership available from the reception. Catering for all the family including Chinese and fish & chip takeaways, a restaurant, supermarket, launderette and bike hire. The play areas are free. The passes for the clubhouse are included in your respite break however to access other facilities like the Theme Park and Splash World there will be a charge at the facilities.

Q. How do I communicate with the charity during my respite break?

A. If you need to reach out to the charity during your stay you can email the grants officer on grants@crackerjacks.org.uk.

Q: Can we take our pet to Holiday Home?

A: STRICTLY no pets are allowed at the holiday home.

Q: How do we get our £80.00 deposit back?

A: Upon departure, the Respite Home will be inspected later that day to ensure that it has been left the way that you found it, if there are no discrepancies your refund will be sent to you within 10 days. Should there be any problems we will withhold your deposit until we have made contact with you and resolved any issues with regards to breakages, extra cleaning or missing items. However, the charity would be extremely grateful if you were able to donate your £70 refund towards our ongoing costs and upkeep so that we can continue giving families such as yourself a well-deserved respite break.

We hope you found this information useful. If you have any further questions not in this document or you haven't been able to find on our website please email our grants officer on grants@crackerjacks.org. We cannot deal with requests via telephone