

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.

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 deposit 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 respite homes. 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 application forms must be handwritten and sent by post to our offices with original documentation as requested. 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. Emailed application forms will not be processed.

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.

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

A: For families staying at Meadow View, check in is at 14:00 and check out is 11:00.

Q: Does the swimming pool have wheelchair access?

A: For families staying at Meadow View, the onsite swimming pool does not have wheelchair access.

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

A: For families staying at Meadow View there is a maximum occupancy of four people.

Q: What facilities does the Holiday Park offer?

A: For families staying at Meadow View there is a swimming pool on site available for families to use during the summer months. Please be aware that this swimming pool is not accessible via wheelchair.

Q: What attractions are there outside the Holiday Park?

A: For families staying at Meadow View, we encourage guest to use the local attractions in and around Worcestershire. These include the West Midlands Safari Park, The Severn Valley Railway, Great Whitley Court & Stourport Fun Fair.

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

alarm? **A:** For families staying at Meadow View, an information leaflet will be sent prior to your stay with contact numbers for different situations.

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: 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.

