

## **Looking for an answer, try here:**

**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". Once we are in receipt of a fully completed application form with a supporting letter from your Doctor, Clinic or NHS Trust. We will require the signed Terms & Conditions and the deposit of £150. This can be done by bank transfer, over the phone or by cheque. Please note **ALL INFORMATION REQUIRED TO SUPPORT YOUR APPLICATION MUST BE THE ORIGINALS DOCUMENTS AND NOT PHOTO COPIES, EMAILED OR SENT VIA A MOBILE.**

Please visit [www.crackerjacks.org.uk](http://www.crackerjacks.org.uk) to download your Respite Break Grant Application Pack. All Applications are subject to our Terms & Conditions.

**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 (No Charge).

**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).

**Q: Does the swimming pool have wheelchair access?**

**A:** Yes, Splash World have a ramp to allow a wheelchair into the pool.

**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). See Terms & Condition, 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.

**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.

**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.

**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, laundrette and bike hire. . The play areas are free.

**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 £80 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.**