

BOOKING INFORMATION

This information is provided to assist you with choosing and accessing the trips, activities or services provided by 4CT (and supported by MPCF and SPACE) as part of the HAF SEND COMMUNITY OFFER.

- If the activities provided are not accessible to you because of cost or physical access please do not hesitate to speak to us – our aim is to be able to provide ‘something for everyone’ and we aim to offer a range of activities to meet a range of age groups, interests and needs within the scope of the funding that we receive.

Please be aware:

- The coach has storage for prams / buggies / wheelchairs—you cannot take these on board—please speak to us if this does not meet your needs.
- Most of our departure venues have a small car park—if you need to use nearby on street parking please park responsibly and be aware of any cost involved in using local car parks or on street parking restrictions (e.g. near the Etihad or Co-op Live arena)
- The packed lunch for the trips usually consists of a drink, sandwich, fruit and a nut-free cereal bar. For shorter activities there may be snacks such as drinks, fruit etc. Due to numbers we can only offer limited options. If you have special dietary needs you are advised to bring your own lunch / snacks etc. Pasta pots are available as an option for Tree Top Nets only.
- Please check activity suitability—most venues have websites where you can do this—activities may have age limits or other requirements.
- Bookings are non-refundable so please ensure you check before you book

ANY QUERIES SHOULD BE DIRECTED TO [4CT LIMITED on 0161 230 1420](mailto:info@4ct.org.uk)

We understand that due to circumstances beyond your control you may not be able to attend on the day of an event, activity or trip. Please contact us if this is the case.

- **Persistent non-attenders may not be able to access future bookings**

Attendees are responsible for the supervision of their own children at all times and to help to support the health and safety and safeguarding of all other participants. Our facilitators have a legal duty to report concerns in accordance with 4CT policies.

- **In the event of health and safety or safeguarding concerns (such as very poor supervision of children) we are obliged to report these to the appropriate authorities.**

If you have any concerns, complaints or compliments regarding these activities please speak to a facilitator or contact 4CT on 0161 230 1420 or email info@4ct.org.uk



TERMS AND CONDITIONS

These terms and conditions apply to any trip, activity or service provided by 4CT (and supported by MPCF and SPACE) as part of the HAF SEND COMMUNITY OFFER.

Unfortunately we have experienced some issues with a very small minority of participants so we are clarifying terms and conditions for all.

All participants must abide by these terms and conditions, if they do not all members of your booking group may be excluded from activities and any payments or deposits will not be refundable.

GENERAL BOOKING RULES

- The adult making the booking is responsible for the supervision of the children at all times. This includes on the coach, the venue destination or activity.
- The booking must be for a family who live within the Manchester City Council boundary and include at least one child aged 16 or under with special educational needs or a disability - this is a requirement of our funding.
- Bookings may be limited to ensure that all families have the opportunity to attend a trip or activity.
- You are responsible for ensuring that your group arrives on time for departure at all times.
- Please treat all staff and volunteers with respect at all times – we will not tolerate abuse, violence or threats.

ACTIVITIES

- No pets/ animals on transport or at any activity
- Please follow all activity instructions, advice and information

TRANSPORTATION (COACHES)

- The coach will leave the departure point on time—you are responsible for travel home at your own expense if you miss the transport. In an emergency please contact the 4CT office on 0161 230 1420. The times shown are departure time from the listed venue (e.g. 10am) the end time is the anticipated time we are due back at 'home' **PLEASE ENSURE YOU LISTEN TO THE COACH FACILITATOR TO FIND OUT THE DEPARTURE TIME AND LOCATION**
- When the coach is moving do not to speak to or distract the driver.
- If any member of your party suffers from travel sickness, please come to coach trips prepared. (Sickness tablets, cleaning products, bags...etc) we would not recommend coach travel for anyone with extreme travel sickness
- No eating / drinking on the coach please