

## FAQ's section

### **Who are our activities suitable for?**

Teen and junior courses are suitable for people aged 6-17. To be able to include everyone we will make reasonable changes and adaptations to the programme of events where possible. It is essential that participants are able to take care of their own personal and social needs, for example getting changed. Participants can arrange to bring their own carer to assist with personal care, including behavioural and medical support, or Dinton staff can be provided at an additional cost to act as activity support where appropriate. This is at the discretion of the Centre Manager.

### **Do I need to complete a consent form?**

Yes – completed consent forms must be completed online prior to the activity day, or can be completed online at the activity centre at start of the first day.

### **I/my child has a medical condition. Do I need to disclose this?**

Yes. Accurately completed consent forms allow us to take the best care of you/your child. Please complete forms as comprehensively and honestly as possible, detailing any physical or mental conditions, along with instructions for any medications that need to be administered whilst in our care, and any other knowledge to ensure the wellbeing of you or your child.

### **Do I need to complete a consent form every time I/my child attend an activity?**

No – as long as it is within the same calendar year and there have been no changes in contact details or medical information, you do not need submit a new consent form.

### **Do I have to pay for car parking if I'm picking up/dropping off for an activity or course?**

Car park permits are included with adult and instructor training courses for the duration of the activity. Pick up and drop off parking is included with school holiday activities and junior clubs. Permits will only be valid for the Sandford Lane car park. Pay and Display tickets are available to purchase from car park machines for all other activities.

### **When can I drop off my child?**

For Welly Days, Wild Days and RYA Sailing Courses, drop off from 9.15am – 9:30am. Please note you are unable to leave your child unattended on our premises prior to 09.15am. All children must be signed in by an adult. For all other courses, activities and taster sessions, please arrive 15 minutes prior to the start of each session.

### **When can I collect my child?**

For Welly Days, Wild Days and RYA Sailing Courses, pick up is at 4.30pm. Adult/guardian must sign for their child as soon as they arrive. Only then will they be brought through to reception.

### **Can my child sign themselves in/out?**

We only accept self-registration forms for children aged 13 and over. The child must be signed in by an adult on the first day of a course. The adult must then complete the self-registration form, which will be applicable from sign out on the first day. A new self-sign in/out form must be completed at the start of each week the child is at the activity centre.

### **Can a friend drop off/pick up my child?**

Yes – as long as the parent/guardian and child is aware, and the child knows who the parent/guardian is.

### **Do I need to supply lunch for my child?**

Yes – we do not offer onsite catering. Due to the increasing numbers of nut allergy sufferers, we kindly ask that not nut products are included.

**Can my child bring their mobile phone/iPad etc?**

We encourage that all valuables are left at home. Should a child need to bring valuables, we have a limited number of small lockers available for personal items such as phones/purses/wallets etc that can be used.

**Do I need to supply a water bottle?**

Yes - participants are reminded of the importance of staying hydrated whilst undertaking any sport and will be encouraged to drink water throughout the day.

**What happens at lunchtime?**

Once lunch has been eaten, children from all courses will be encouraged to join together to play supervised games. Should your child benefit from, or prefer to be in a quiet space, please do let us know in advance as this can be arranged.

**Can I collect my child early from a course?**

Should you need to collect your child early from a course, please speak to Reception or an Instructor at sign in/registration or call the office in advance on 0118 934 4424.

**Can my child stay with their friend/sibling?**

Children are split into groups depending on age and height. Once the groups are formed, instructors will ask if any child is not with their friend/sibling and will then have the opportunity to move groups wherever possible.

**Will my child need any cash?**

We do have hot drinks and snack vending machines on site. The cost is £1 per item. Children are only allowed to use the vending machines at a designated time following lunch. DAC do not service the vending machines and are therefore unable to give change to use the machines, or give refunds should they swallow money.

**My child has lost something, what should I do?**

Lost property will be collated each evening. Every effort will be made to cross reference the labelled items with course participants. Contact will be attempted with the owner. Valuable items such as cards, watches, phones & keys will be securely stored and logged. Before any item is returned to a customer a description of the item must be given by the customer. Lost property will be kept for two weeks. Non-valuables will be recycled or donated to charity. No refunds will be given for any lost property.

**My child is almost 8, can they attend Wild Days?**

No, we're afraid not. This is due to our licensing regulations and so we are unable to make any exceptions.

**What happens if it's raining?**

Our activities run in all weathers. Please see our What to Bring guide on our website for a list of clothes to cover all weathers.

**Will the course/activity ever not run due to bad weather?**

All persons will be evacuated from the lake in the event of thunder and lightning. Indoor games will be played until the storm passes. All persons will be allowed back on the lake 20 minutes after the last lightning flash was recorded.

**What do I need to bring?**

Please see our What to Bring guide on our website.

**I/my child wears glasses, can they be worn on the activities?**

Yes – please ensure that you bring something to secure them with i.e. glasses cord, sports head-band or even an old shoelace will do the trick!

**I/my child wears hearing aids, can they be worn on the activities?**

Hearing aids should be worn for registration and all safety briefings. For land-based activities hearing aids can be worn. For water based activities, we cannot guarantee that they will not get wet. Before booking onto a course, should you have any queries or concerns regarding hearing aids and watersports please contact the DAC office on 0118 934 4424.

**What changing facilities are there?**

There are showers, toilets and changing rooms at the Activity Centre that are for the use of customers and members of the Activity Centre only.

**Do you have lockers for my child's belongings?**

Small lockers for valuables such as keys, phones and wallets are available and there is a refundable deposit of £1 on lockers.

**Where do I park for Dinton Activity Centre, Boat Hire, all water sports and holiday courses?**

Dinton Activity Centre has its own designated car park. This is located off Sandford Lane RG10 0SU.

**Where do I park for the Dragonfly Café and the Play Park?**

The Dragonfly Café and Play Park is located by the main entrance to Dinton Pastures. This is located off Davis Street RG10 0TH.

**How does the weather affect boat hire?**

Pay and Play Boat Hire runs in all weathers. Boat hire will only close if lightning is seen or thunder heard in the immediate area, and will only reopen 30 minutes after the last lightning flash has been seen.

Hire of canoes and stand up paddleboard is subject to wind conditions – if the wind is constant at 12mph or gusting over 17mph they will not be allowed on the lake.

Hire of all boats will stop if the wind is at a constant of 20mph.

If you are concerned about the weather conditions, please contact the activity centre prior to coming down on 0118 934 4424.

**When Would I Be Eligible For A Refund**

Should your boat hire session be cut short due to thunder and lightning, you will be offered the opportunity to go back out on the lake once safe to do so, or offered a cash refund.

**I've lost something in the park, what do I do?**

Lost property is kept in the Rangers Office and in the Dragonfly Café. Should you lose an item in the park, call the Rangers office on 0118 934 2016 or the café on 0118 932 1071. The Rangers office holds a lost property log. After a month, any non-valuables will be thrown away or donated to a local cloths bank. Any wallets with cards/cash, money or other valuable items such as jewellery – the customer is contacted if possible, otherwise items are taken to the police station in Lower Earley. Single credit/debit cards are immediately destroyed, followed by a telephone call to the card company/bank/building society so they can inform the card holder.

**Where do I park for events at California Country Park, and where do we meet?**

Please meet us next the pavilion, near the café at California Country Park. The address is: California Country Park, Nine Mile Ride, Finchampstead, Berkshire, RG40 4HT.

**Can I use Childcare vouchers?**

Yes - please read our Affordable Fun document located on our Activities webpage for more information on Childcare Care voucher providers we accept, and their corresponding reference numbers.

**Is DAC Ofsted registered?**

Yes – our unique reference number is EY447828.

**Do you offer sibling discounts or multiple booking discounts?**

Yes – please read our Affordable Fun document located on our Activities webpage for more information.

**Can I cancel my booking?**

Cancellations must be made in writing and the following refunds will be available:

If you cancel up to six weeks before your booking, you will be given a full refund including any deposit.

If you cancel between six and two weeks before your booking, you be given a 50% refund and/or lose your deposit.

If you cancel less than two weeks before your booking, you will not be eligible for a refund and you will be liable for the full cost of your booking, should you not have previously paid.

Where payment is taken over the phone or online you have 14 days to change your mind and receive a full refund, unless your activity has already started.

**What is DAC's cancellation policy?**

Dinton Activity Centre reserve the right to cancel or reschedule any activity for the following reasons:

Adverse environmental conditions such as: electrical storms, high winds, algal blooms, frozen waters, equipment breakages, instructor sickness, insufficient uptake or extra ordinary circumstances out of our control.

Rescheduled courses will be re-allocated up to 6 months from the date of your original course.

Cash refunds will not be available; however the customer will be issued with a gift voucher, of equal value. The gift voucher can be used to re-book onto any course or activity of their choice. Gift vouchers will have maximum expiration date of 365 days from the date of issue.

**How can I qualify to be an Instructor?**

We're proud to be the centre where many sailing and paddlesport instructors start their careers. We select only the best tutors and educators to run our comprehensive instructor training programme. Many candidates go on to work for us, delivering high quality adventurous activities to our visitors.

We provide all the equipment you'll need, although you are welcome to bring your own, and a car parking permit for the duration of your course. <http://booking.wokingham.gov.uk/instructor-training>

Don't meet all the pre-requisites yet? [Check out our range of adult courses](#)

Are you a volunteer and need some help with funding these courses? Give us a call on 0118 934 4424 and we'll talk you through your options.