

Here at JAG, we're on a mission to make unforgettable memories for your child with fantastic holiday experiences. We hope your child has an amazing time at our Holiday HQ clubs! Not booked? Secure their space now at junioradventuresgroup.co.uk/make-a-booking/

Check your club's page for more details on dates, timings & programme schedules!

[FIND CLUB](#)

FAQs



[VIEW FAQs](#)

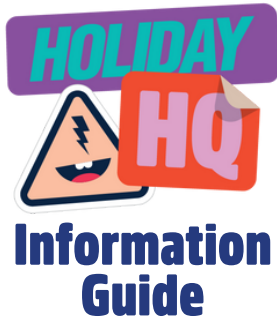
As the UK's leading childcare provider, we understand that providing our families with peace of mind that their child is safe, happy, and engaged is essential. Our Ofsted-registered holiday clubs are run by expertly trained DBS-checked professionals who are enthusiastic to deliver fun and inclusive activities to keep children entertained and moving all day.

What to Bring

- Refillable water bottle
- Nutritious packed lunch and snacks (please note, lunch is provided for children booked via the HAF programme)
- Comfortable & weather-appropriate clothing
- Spare clothing for outdoor play, arts & crafts activities & potential toilet accidents
- For venues with swim sessions: a swim kit, towel and swimming aids (if required)
- Weather-appropriate items, e.g. sun cream, coat/jacket, hat, etc...
- If your child requires medication, please provide this and complete the relevant forms.

*Please ensure any item brought into club, be it a lunchbox or item of clothing, has been clearly labelled, as we do not accept responsibility for lost items.





What NOT to Bring ❌

- We have a strict no nut's policy. This includes any products labelled as 'may contain nuts'
- Valuable items such as money, jewellery, mobile phones*, smart devices*, other media devices*, etc... Our staff are unable to look after anything for children during our clubs. We cannot accept responsibility for loss or damage to personal items or clothing.

* Please note that we operate a no-screen policy and the use of mobile phones, smart devices and cameras are not permitted in our clubs. This includes parents and guardians using their phones at drop off and pick up.

** Although we understand that older children who have consent to make their own way to and from our clubs may need their phone, they are not allowed to be used during club hours and must be kept with their personal belongings at all times.



Other Information

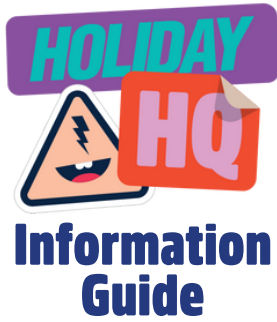
Drop off & Pick Up

Our clubs are open from 08:30 - 17:30 (HAF and short day pass timings vary) and offer flexible drop off and collection for children. Families can drop off and collect their children from our holiday clubs at any time from the start through to the end of their booked session time, but all children must be signed out by the finish time stated on your venue's page.

We do, however, recommend dropping off by 10am at the latest so that children don't miss out on the exciting activities planned throughout the day!

For specific details on drop off & pick up locations, please check your venue's page.





Drop off & Pick Up

Please note that only people registered on your Authorised Collectors List can collect your child, and we politely ask that all collectors provide us with at least one form of photo identification. Please note that collectors must also be 16 years of age or older.

We understand that you might sometimes run behind schedule, and we do our utmost to support our families wherever possible. However, if a child is collected late, it has a knock-on effect on our teams, so we do charge a late collection fee of £10 per 15 minutes. If it becomes a recurring event, we also reserve the right to withdraw our service. We'd ask that you contact our customer care team if you are running late, so we can inform our on-site team in advance. If this doesn't happen and a child isn't collected on time, we'll try and contact the parents or guardians. If we're unable to make contact, we will follow our safeguarding policy/uncollected child policy.

[FIND CLUB](#)

Club Information

To find your club, drop off and pick up details, key contacts and more please go to your venue page on our website.

[FIND YOUR CLUB](#)

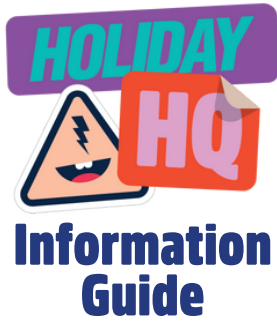
[VIEW POLICIES & PROCEDURES](#)

Check Your Details

Please update any medical or contact details changes since you last attended by logging into your account. If there have been any changes to any information regarding your child, please ensure you inform the Holiday Club staff as soon as possible.

[LOGIN TO YOUR ACCOUNT](#)





Medication

If your child requires medication, this must be brought to the club, and the relevant forms must be completed every time your child attends. We cannot accept children into the club without the required in-date medication and paperwork.

[LOGIN TO YOUR ACCOUNT](#)

Unattended Sessions

Make sure you don't miss out on the fun! Unattended sessions will still be chargeable unless seven days notice is given for cancellation as per our T&Cs.

[VIEW T&CS](#)

Swim Sessions

If your venue offers swim sessions and you'd prefer your child not to participate in swimming activities, please update their consents within the booking system.

Please be aware that the availability of facilities such as swimming pools is subject to the leisure centre's timetable and staffing, which can vary. Our teams work hard to schedule access to these facilities before the school holidays. However, changes in the leisure centre's operations or staffing levels may occasionally impact our ability to access these facilities as planned, which is out of our control. We appreciate your understanding and flexibility in these situations.

[CHECK SWIM VENUES](#)

Additional Support

We have created many resources that help keep children engaged in activities, aid their development, and ensure a focus on leading a healthy and nutritional lifestyle.

[AT-HOME RESOURCES](#)

