

Application Pack



RAY'S SUNSHINE Respite Home

- Three Bedrooms ,Large Lounge
- Fully Equipped Kitchen, Wheelchair Access
- WC & Shower, Separate WC & Sink
- Large Veranda Relaxing Area With Table & Chairs, 42" TV With DVD player
- Lots Of Entertainment For The Kids
- Funfair, Water World, Large Indoor Play Area, Amusements and Much More.
- Nightly Entertainment With "Chunkie Russell"



Our New 2018 ABI Summerbreeze Respite Home at Holiday Resort Unity



Please ensure all relevant forms are read, signed and returned with the appropriate supporting documents



FUNTASTIC EVENTS





Respite Break Grant Application Form 2018

"RAY'S" SUNSHINE RESPITE HOME

1st Childs name:	D.O.B:	Disability:
2nd Childs name:	D.O.B:	Disability:
Lead Parent Name:		
Lead Parent Full Address:		
Total number of people staying at the Respite home: Ages: 1.....2.....3.....4.....5.....6..... Maximum 2 Adults (age 25 and over) and 4 children (under 18 at time of respite break)		
Landline Tel Number:	Mobile Contact Number:	
Email Address:		
Please explain why you are applying for a respite break:		
How will your child/children benefit from a respite break?		
Please explain if your child/children need or have any special requirements:		
Have you applied for a grant from Crackerjacks before:	When?	
Please give details		
You will be required to supply documented proof to support your Grant Application for both disabled children (if applicable) either:		
Doctor, Social Worker, Clinic, Special Needs School or NHT Trust. Please see declaration section (Page 3)		

BOOKING FORM: Information required for Crackerjacks & HRU.

Respite Breaks are available between:

Mon check in 14.00hrs until Fri 11.00hrs (5 Days) or Wed check in 14.00hrs until Sun 11.00hrs (5 Days)

Please give two preferred dates below

Start date 1: **Start date 2:**

If your application is successful, we will try where possible to allocate your requested date, if we are unable to offer your requested date(s) then an alternative will be offered.

Please Note: The Respite home **will not** be available between 23rd July 2018 until the 2nd September 2018

Please Indicate what forms of transport you will be use to arrive at the holiday park:

Train: Coach: Car: Friend: Other:

If arriving in a vehicle which will be parked on site during your stay, please give details:

Registration: Model: Make: Colour:

Estimated Time of Arrival:

Members who will be staying at Ray’s Sunshine Respite Home Maximum 2 adults (25 or over) and 4 children

No	Title	First Name	Surname	Age Years	Months
1					
2					
3					
4					
5					
6					

Facilities available at Respite home:

Facility	Yes	No	Comment	Facility	Yes	No	Comment
Car Parking	X		Next to Caravan	Bed Linen		X	
Pets		X	Strictly No Pets	High Chair		X	Available for hire
Towels		X		Travel Cot		X	Available for hire
Bed Guard	X		2 available	Wheelchair access	X		
Quilts		X	For all beds	Decking Veranda	X		
Quilt Covers		X		Wi-Fi	X	X	In certain areas free

Please note: where items are available to hire you will need to make direct contact with the holiday park to make arrangements. There will be a cost for this service please check with the holiday park Hire Service or alternatively you may wish to bring your own.

Holding Deposit & Terms and Conditions

Once the booking is confirmed Crackerjacks Children’s Trust will require a **£50.00** holding deposit which is fully refundable upon your departure from the Respite home providing there are no damage or breakages. The deposit will be refunded to your bank account or by cheque within 10 working days after your departure.

Whilst staying at the Respite home you will be required to abide by the Terms and Conditions and rules of the holiday park (HRU) along with the Terms and Conditions/rules of “Ray’s” Sunshine Respite Home which can be found at the Respite home and on our website or attached to this document.

DECLARATION:

DEFINITION: Any reference to “Ray’s” Sunshine Respite Home throughout this Grant Application is classed as the property and ownership of Crackerjacks Children’s Trust. The Sealine Works, Whitehouse Road, Kidderminster, Worcestershire, DY10 1HT. Charity Registration No: 1146586.

SUPPORTING DOCUMENTATION:

Please supply supporting letters to your grant application form from a professional, such as: *(Doctor, Social Worker, Clinic, Special Needs School or NHS Trust)* on your behalf explaining your child’s condition and how they would benefit from this grant by receiving a respite Break. **Please tick the box to confirm you have enclosed a supporting letter with the signed Terms and Condition document.**

When you have completed all the questions on this document please read and sign the declaration below:

I am the Lead Person for
(Name of child/children)

To the best of my knowledge, all information I have provided on this application form is correct. Supplying false information may result in your application being rejected.

I have enclosed cheque/paid my £50.00 holding deposit, refundable after the break or will be returned if the respite is not approved: Please tick box

Bank Details: Lloyds Bank - A/C No 28372368 sort code 30-94-70: **When paying directly into our bank account or via internet banking please quote your child’s surname as the reference.**

Not supplying all of the information will result in your application being rejected and delaying your respite break.

By signing this declaration, you are agreeing to abide by all our Terms & Conditions, Rules & Regulations of HRU and “Ray’s” Sunshine Respite Home (Crackerjacks Children’s Trust)

NAMED (Lead Person)

SIGNATURE DATE.....

Send completed application along with signed Terms & Condition and Supporting Documents to:

GRANTS OFFICER,
CRACKERJACKS CHILDREN’S TRUST
THE SEALINE WORKS
WHITEHOUSE ROAD
KIDDERMINSTER
WORCESTERSHIRE
DY10 1HT

All communication will only be accepted in writing to the above address or by email to:
grants@crackerjacks.org.uk

Upon receipt of all documentation, your Grant application should be answered within 10 working days. If you have had no reply within this time please email us: grants@crackerjacks.org.uk or call 0300 124 1244 Ext 429 and ask for the Grants Administrator (Pauline) Monday to Wednesday 09.00 until 15.00

OFFICIAL USE ONLY:

DATE OFFERED: _____ CONFIRMED WITH LEAD PARENT: _____

CONFIRMED WITH HRU: _____ NAME: _____

DATE OF CONFIRMATION: _____ HRU REFERENCE No: _____



The Sealine Works
Whitehouse Road
Kidderminster.
Worcestershire, DY10 1HT

Tel: 0300 124 0122
Email: info@crackerjacks.org.uk
Web: www.crackerjacks.org.uk

Terms & Conditions

Ray's Sunshine Respite Home

Reservations of accommodation/occupancy are accepted for Crackerjacks Children's Trust "Ray's Sunshine Respite Home" and are subject to the following Terms and Conditions. Please check our website for any updates. Please read carefully as the lead person will be required to sign this document in agreement to the Terms and Conditions and Rules and Regulation of Ray's Sunshine Respite Home: PLEASE SIGN AND RETURN WITH YOUR APPLICATION FORM:

- 1. Contract:** all bookings will form a contract between the occupant (Lead Person) and Crackerjacks Children's Trust. The accommodation is let for respite purposes within the meaning paragraph 9 of the First Schedule to the Housing Act 1988, and there is no right of occupancy beyond the stated and agreed period. All bookings are subject to final confirmation by Crackerjacks Children's Trust.
- 2. Rental:** Bookings for persons or groups under 25 years of age cannot be accepted. No hen or stag parties permitted (this is a condition for booking our Respite Home on the HRU site).
- 3. Bookings:** Upon receipt of your fully completed Respite Break Grant Application form along with your supporting letter from a specialist (Doctor, Social Worker, Clinic, Special Need School or NHS Trust) the Respite home can be provisionally booked. Your booking will be reserved for a period of 10 working days to allow confirmation of your booking direct with Crackerjacks Children's Trust. Should you not receive confirmation within this period please contact us on 0300 124 0122.
- 4. Security Deposits** – Crackerjacks Children's Trust require a £50 refundable damage/breakage deposit - this will be required when booking the Respite Home and is made paid directly to Crackerjacks. The deposit will be refunded by Crackerjacks at the end of the stay providing there is no damage or any extra cleaning is required.
- 5. Damage/Extra cleaning:** All bookings are accepted on the condition that the Respite Home is left in the same state of repair, order and cleanliness both inside and outside as at the start of the Respite, should you not have time to leave the caravan as you found it, items missing or their any breakages there will be a charge of £50. The lead person will be required to agree and sign to pay for any breakages/damage or any extra cleaning over and above the standard cleaning. All breakages must be reported to Crackerjacks and payment will be taken direct from your holding deposit.
- 6. Sleeping Capacity:** The maximum number of people allowed in the Respite Home is six persons and is clearly stated on the application form. This should consist of no

more than **two adults and four children. (Adults 25 and over Children under 18 at time of respite break)** Extra persons cannot be accommodated under any circumstances. Should it be noted that the Respite home has guest staying/sleeping overnight over the recommended six people, then the respite break will be terminated immediately where you will be asked to leave without a refund to your deposit. Checks are carried out at random and site CCTV is in operation 24 hours.

7. **Availability:** The Contract is made on the understanding that the Respite Home and its facilities as published on our website www.crackerjacks.org.uk will be available for the dates stated. In the unlikely event that the Respite Home is not available through events arising out of the control of Crackerjacks, then the booking may be cancelled. All efforts will be made reschedule your respite break at a later date.
8. **Occupation times:** Tenancies commence after 2pm (unless otherwise agreed), on the commencement date of the tenancy and terminate at 11am on the leaving date. This is to ensure that the Caravan can be properly prepared for subsequent guests.
9. **Access to Caravan:** Crackerjack Children's Trust or its agents shall be allowed access to the holiday accommodation at any reasonable time during any holiday occupancy, or immediately if any serious suspicion whereby, you have failed to abide to the Terms and Conditions/Rules and Regulations.
10. **Pets: Under no circumstances** are any pets allowed to stay at the Respite Home. This is because some children with disabilities may have allergies that could affect their condition.
11. **Linen:** No bed linen is supplied; this will be clearly stated in the application form for the Respite home when booking, however, Duvets and pillows are provided.
12. **Statutory regulations:** Crackerjacks Children's Trust will be responsible for complying with all applicable Statutory Regulations and Discrimination Acts affecting customers, the Respite Home, and its equipment, such as gas, water, electric and electrical appliances.
13. **Smoking: Smoking is not allowed** inside the Respite Home. If guests wish to smoke on the decking or in the garden area, please ensure you extinguish your cigarettes correctly and not leave cigarette litter on the premises. Smoking inside the caravan constitutes a breach of contract (see: paragraph 19).
14. **Special Needs:** If your family or children have any special requests or needs, you will be responsible for advising Crackerjacks Children's Trust at the time of booking, although Crackerjacks cannot guarantee that any requests will be met. Failure to meet special requests will not be a breach of contract on behalf of Crackerjacks Children's Trust. It is your responsibility to satisfy yourself that the Respite Home is completely suitable for your needs. Please note that if a particular requirement is not specified on the Website then it is not provided.
15. **Barbecue:** The use of a barbecue on the plastic deck is **not permitted** at any time, any damage cause to the decking will be charged in full to the lead person. There is a patio area that is suitable for BBQs.

16. **Cancellation by guests more than 6 weeks before the Respite:** Any deposit of £50 is non-refundable, but can subsequently be used as a deposit for a future Respite at the Respite Home with Crackerjacks Children's Trust and booked within 6 months from the date of cancellation.
17. **Cancellation by guests within 6 weeks of a Respite:** If cancellation occurs for any reason within 6 weeks of the start of the Respite, you will be required to advise Crackerjacks immediately by e-mail or a confirmatory letter.
18. **External factors:** Crackerjacks Children's Trust have no control over, and cannot be held liable for external factors that could possibly affect a Respite such as severe or unexpected weather, local traffic, local events, neighbours, children playing, electricity, gas and water supply and the vagaries of television, broadband and mobile phone reception, or any financial losses incurred as a result of external factors.
19. **Breach of contract:** If there is a material breach of any of these conditions by the occupant (Lead person) or any of their party, Crackerjacks Children's Trust or its agents reserve the right to re-enter the Respite Home, and/or end the letting and require the occupant (lead person) and their party to leave immediately without refund.
20. **Complaints:** Every effort has been made to ensure that occupants have an enjoyable Respite. If, however, the occupant has any cause for complaint, then they must contact Crackerjacks Children's Trust within 10 days of departure in writing so any problems arisen can be speedily resolved. Crackerjacks cannot subsequently consider any complaints or enter into any correspondence about a complaint unless these procedures has been followed.
21. **Data protection and Privacy:** Information provided on Booking Forms will remain confidential and will not be disclosed to a third party or used for any other purpose.
22. **Cleaning and maintenance of the Respite Home:** – Crackerjacks Children's Trust will ensure that the Respite Home is clean, tidy and well maintained at the start of every holiday. Should you find any fault please report in writing to Crackerjacks Children's Trust within 10 working days of your departure.
23. **Respite Home Rules and Regulation:** It is the occupants (Lead person) responsibility to ensure that the rules and regulation of the Respite Home are adhered to at all times there should be no deviations or exceptions to these regulations any deviation or exceptions will be seen as breach of contract (Please see breach of contract, Paragraph 19). Rules and Regulations are available on our website and at the Respite Home.
24. **Parking:** There is a parking space on the drive for one vehicle at the Respite Home. Vehicles are left or parked are at the owner's risk. Crackerjacks Children's Trust will not be held responsible for any damage, break-ins or any other vehicle related problems. Please be aware that if parking off-site at Splash World, Children's Adventure area or the Theme Park you will be require to purchase a parking ticket from the machine, registration number will be required. These areas can be approached by foot from the Respite home. (Please see site map)

25. **Holiday Insurance:** **We strongly recommend** that you take out/apply for Holiday or Travel Insurance to cover and protect you and your party from all unforeseen accidents or fatalities. Crackerjacks Children’s Trust will not be held responsible for any unforeseen problems relating to your traveling arrangements, respite break, personal circumstances, the weather or any other circumstance that may occur during your respite stay. For further information you may wish to contact. www.direct-travel.co.uk

26. **Responsibility for your children and guests:** whilst we want you to have an enjoyable respite break with your family, we also require you to respect other holidaymakers using the resort. The holiday resort security has the power to remove and terminate the respite break with immediate effect in the event of any disturbance of the peace, not abiding to the rules and regulations at HRU, drug-related offences, rowdiness, or any other offence that causes disruption to HRU or its holidaymakers.

Note: These Terms and Conditions are correct as at 30th April 2018 any amendments would automatically be published to our website, please check www.crackerjacks.org.uk/downloads.

Acknowledgment of these Terms and Conditions, Rules and Regulations to Ray’s Sunshine Respite Home:

I, Name:

of, Address:

Address:

Address:

Post Code:

Confirm that I have read and understand these Terms and Condition and agree to abide by them at all times whilst occupying Ray’s Sunshine Respite Home, the property owners, Crackerjacks Children’s Trust.

I also agree to abide by the Rules and Regulations of the Respite Home which I have been supplied to me (a copy can also be found at the Respite Home).

I acknowledge as lead person that all adults are over the age of 25 and that I am personally held responsible for the occupants staying/occupying Ray’s Sunshine Respite Home during the respite break period.

Signature: **Date:**

PLEASE SIGN AND RETURN WITH YOUR APPLICATION FORM:

Looking for an answer, try here:

Q: Does my child qualify for a respite break?

A: All children under the age of 17 that have a disability will 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, Social Worker, Clinic, Special Needs School or NHS Trust along with the signed Terms & Conditions. Please visit www.crackerjacks.org.uk to download your Respite Break Grant Application Pack 2018. 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 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 2.00pm and must depart on the day of departure by 10.30am

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.

Q: Does the beach have wheelchair access?

A: Yes, you will need to access the beach via Brean Downs which is a little further down the road from our 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 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 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: On arrival you will be given passes to some of the facilities paid for by the charity, this will include entrance to RJ's where you will have children's entertainment and top quality tribute acts, entrance to The Tavern which is very similar to RJ's, discount at the Theme Park, Splash World and Golf Course. 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 £50.00 deposit back?

A: Upon departure the Holiday Home will be inspected later that day to ensure the Holiday Home has been left the way you found it, if there are no discrepancies your refund will be sent to you within 10 days, should there be 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.

We hope you found this information useful.