

Dear Parents/Guardians

## **HOLIDAY ACTIVITIES AND FOOD PROGRAMME (HAF) ATTENDANCE**

We are delighted that you have booked onto one of Lincolnshire County Council's HAF clubs which includes free access to sports and games, a variety of activities such as arts and crafts, music, cooking and hot healthy meals.

Unfortunately, we are experiencing children not turning up to sessions that they have been booked onto. Although HAF sessions are funded to eligible families, if your child/ren does not turn up and the HAF provider has not been notified, it leads to other eligible children missing out on their opportunity to attend a holiday club and a hot meal.

Unfortunately, non-attendance at booked sessions on two or more occasions without advance cancellation, will lead to all your bookings being removed from the booking system. This will enable other child/ren to be offered the place(s). Credits against your HAF voucher will be returned to you but there will be no guarantee of being able to book a place on other HAF provision as this will be dependent on the availability of places.

It is important that you only book your child onto the days they can attend. We appreciate that plans may change and there may be occasions when your child/ren is unable to attend. Please ensure you cancel any bookings with your provider giving at least 24 hours' notice. This will allow sufficient time to offer places to another eligible child. To cancel a booked session, please contact the HAF club provider by telephone or email. Their contact details can be accessed via the booking system or on your confirmation email.

We appreciate your cooperation in ensuring that limited HAF funding is spent efficiently and cancelled funded HAF places can be opened to other families of eligible children who are trying to access a holiday club.

If you have any queries regarding the Lincolnshire HAF programme, please contact your local HAF club provider or the HAF team [HAF@lincolnshire.gov.uk](mailto:HAF@lincolnshire.gov.uk).

Yours faithfully

HAF Team