

## **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](http://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.**