

10 November 2022

Dear parents and carers

Known in Surrey as Club4, the Holiday Activity and Food (HAF) scheme offers free holiday activity camps for children and young people from reception to year 11 (inclusive) who are in receipt of benefits-related Free School Meals (FSM).

Club4 provides a wide variety of activity camps to ensure children have the chance to enjoy a wonderful range of enriching activities, physical activity, nutritional education and a meal each day, in over 140 locations across Surrey.

The Club4 holiday activity camps run during the main school holidays (Christmas, Easter and Summer). The programme is coordinated by Active Surrey on behalf of Surrey County Council. **It is a separate offer to Surrey County Council's supermarket voucher. Families can use both schemes.**

As with the supermarket vouchers, you will be sent a digital Club4 evoucher by Wonde, who are employed to work on behalf of the Council. When you receive the evoucher you will be able to click a link to view and book camps near you, directly with the providers. Vouchers will be issued to all parents and carers on **Monday 14 November 22**. Each voucher will allow a child to access a maximum of 4 credits (1 credit = 1 day of holiday activities).

When choosing your holiday camp provider, have a think about what best suits your child - what do they enjoy, do they like something new and exciting or do they prefer familiar activities? If you plan to book for several days, would they enjoy getting to know one set of coaches over time in one place rather than attending lots of different settings? Please only book if you're sure your child can attend as there are a limited number of spaces per camp. More information about the Club4 programme can be found here: [Club4 camps \(activesurrey.com\)](http://club4camps.activesurrey.com)

If you have changed your mobile phone number or prefer another email address, please update your contact details by contacting the school office as soon as possible.

Please find below some Frequently Asked Questions (FAQs) and should you have any queries relating to this information, please contact our Finance Team.

The Club4 team look forward to meeting your children this Christmas.

Frequently Asked Questions

1. **What help is available for my child?** Surrey County Council (through Active Surrey) are coordinating a range of holiday activities for the main school holidays. The programme is open to every eligible child that Free School Meals in Surrey schools based on their family income.
2. **Can I choose which activities to book?**

The voucher directly links to a booking system where you can view and book all the activities available.

3. **How do I access my voucher?**



You will receive either a text message or an email from Evouchers to say that you have been issued with a voucher. Follow the instructions on the voucher to book your activity.

4. I'm having trouble with my voucher, what should I do?

Please contact support@evouchers.com who will be able to assist.

5. Can I exchange the vouchers for cash?

No. The vouchers cannot be exchanged for cash.

6. When will I receive my vouchers?

Vouchers will be sent out on **Monday 14 November 22** for the upcoming Christmas holidays. Some email accounts may send the email to your junk folder, so do check this folder for your voucher. A new voucher will be issued for every holiday period (Christmas, Easter and Summer)

7. What will my child's school do with my information?

The school will pass your information to Surrey County Council's fulfilment agency, Wonde, who will use the information you give to send out the Club4 voucher.

8. Who can I talk to if I think there is a mistake or if I don't receive my voucher?

If you haven't received your voucher, please do check your junk folder for the email in the first instance. If you think there is a mistake with the information about you or your household, or the voucher is not received, speak to your child's school to check that all of your information is correct.

9. My child lives in Surrey but goes to school in another authority area, what help will I get?

Each local authority has planned for the children that go to school in their area. In some areas you will need to apply for the help that is offered. If you live in Surrey and your child goes to school elsewhere, we recommend that you talk to your child's school in the first instance and they will be able to tell you what arrangements are in place.

10. Who decides who is eligible for Free School Meals?

The Government decides who is eligible for Free School Meals. You can find out about who is eligible and how to apply here <https://www.gov.uk/apply-free-school-meals>

11. Who is paying for the Club4 programme?



The Department of Education has funded the Holiday, Activity and Food (HAF) programme, known in Surrey as Club4.

12. Who's running the camps?

The camps are being run by different providers, coordinated by Active Surrey on behalf of Surrey County Council. Some will be established camps which always run in the school holidays and are open to everyone, while others are being run exclusively for Club4 children by community groups and clubs. All of them will provide food and activities.

13. Where are the camps and what times/dates do the camps run?

Camps are taking place in every Borough and District of Surrey. Each camp will have its own opening hours and dates.

14. My child now can't attend a day they're booked onto. What do I do?

Please only book onto a camp that you know your child can attend as they will otherwise be taking up a place that could be allocated to another child. However, we realise that things can crop up which alter plans so please contact the camp you have booked the place with to let them know about cancelling or amending your child's place. This will enable the camp provider to return your evoucher credits enabling you to book onto another camp if you wish.

15. What meals are provided? What if my child can / will only eat certain foods?

This will depend on the camp. In most cases a hot meal will be provided. In some camps more than one meal or snack may be offered, depending on the facilities available. Camp providers will request specific dietary needs and food allergies when parents make a booking. Part of the Club4 experience is also about providing food education to the children at camp.

More information about the Club4 programme can be found here: [Club4 camps \(activesurrey.com\)](https://www.activesurrey.com/club4-camps)

Best Wishes

The Carrington Team

