



together for  
children  
SUNDERLAND

# How to book your child's Holiday, Activities and Food (HAF) sessions

A guide for families



# Welcome

The following is a guide to booking HAF activities in Sunderland. It also forms Together for Children's booking, cancellation and walk-in HAF policy.

## What is HAF?

The Holiday Activities and Food Programme (HAF) sessions offered across Sunderland are co-ordinated by Together for Children and funded by the Department for Education (DfE).

The sessions are for children who are eligible to benefit-based free school meals however there are also places for children who meet other criteria. More information about the criteria can be found when making a booking.



## Where can I find more information about HAF and the activities available?

More information about Together for Children's HAF offer can be found by clicking this link [Holiday Activities and Food \(HAF\) Programme - Together for Children](#)

[Programme - Together for Children](#)

To go to the HAF booking website click on this link [Together for Children · Eegu](#)

## How to make a booking

All HAF providers in Sunderland use the same booking system - EEQU. Providers can offer free and paid for places. Places are limited and we encourage families to book early and to only book sessions which they know they can attend.

When families create the booking, the booking request for eligible children is sent to the provider to confirm. Bookings are confirmed at the providers discretion.

If there are activities that your child would like to do, you can register your interest for a place before bookings are open. You will then receive a reminder email to let you know when bookings go live.

## How many sessions can your child be booked on to?

There are a maximum number of sessions that children and young people can be booked on to for each school holiday that HAF activities are offered:

Winter HAF - a maximum of 4 sessions  
Spring HAF - a maximum of 4 sessions  
Summer HAF - a maximum of 16 sessions

As places are limited, please only book sessions that your child or young person will attend.

A video guide of the booking process is available by clicking on this link [Introducing Eequ: How parents find and book a free HAF activity | Eequ Help Centre](#) You do not need a code to book to activities.





## Waiting lists

Providers can operate waiting lists for sessions if they are fully booked. Families can join the waiting list if they wish to be emailed if a place becomes available. As all of the families on the waiting list are advised when a place becomes available, it is advisable to act quickly to book.

Further information can be found by clicking this link: [How does the Waiting List work? | Eegu Help Centre](#)

## Confirmation of your booking

Once a provider has accepted the booking, families will receive a message by email.

## Reminders of your booked places

You will receive an email reminder before the booked session takes place. You will also be able to view all of the sessions you have booked within the booking system.

## Making changes to booked places

The majority of our HAF providers will be fully booked and have waiting lists. If you book into a HAF activity and can no longer go, please be sure to cancel your place so that another family can use it.

## How to cancel your booked place

If your child is not able to go to their booked activity, you are able to cancel the booking in the booking system. Providers will require at least 2 working days' notice of cancellation before the day the session takes place.

If you are not able to make the cancellation in the booking system, please contact the provider directly by phone or email to let them know. We understand that sometimes families' plans change on the day through illness or emergencies, but it is really important to the provider that you let them know so that they can try to fill the place. As the booking system is not able to accept cancellations on the day of the session, please contact the provider by phone to let them know that your child will not be there.

An online guide to cancelling the booking can be found by clicking on this link: [How do I cancel a booking? | Eegu Help Centre](#)

## Paying for places

Each provider will have their own policy about the cancellation of paid for places. This will include whether the provider offers refunds. As the arrangement of paid for places is between the Provider and family, Together for Children will not intervene in any disputes around the refund of money for cancelled places.

## Providers rights for accepting, declining and cancelling places.

Providers reserve the right to accept and decline bookings based on the places available, their ability to meet the needs of the children and young people attending and whether the child has attended previously booked places. If the provider is unable to meet your child's needs or feel that it may not be appropriate for them, they will advise you of other providers who are offering spaces. They may do this after reviewing the information that is included in the booking and declining the booking or they may cancel further bookings after your child has attended their first session.

The HAF team can be contacted to explore other options for your child.

Please email: [HAF@togetherforchildren.org.uk](mailto:HAF@togetherforchildren.org.uk).

## No-show and Provider's rights to cancel booked places.

We understand that plans can change. However, to ensure fairness and maximise access to HAF-funded places, Together for Children and Sunderland's HAF Providers have agreed a No-show Policy. A no-show is when a child is booked onto a session but does not attend and the provider is not contacted to let them know. If children repeatedly do not attend booked sessions it has an impact on delivery of the sessions, it prevents other children who could have benefited from taking part and it affects the funding that the provider will receive.

Providers reserve the right to cancel your child's booked places in the following circumstances:

- After 2 no-shows without notice, the provider will contact families to discuss future bookings.
- After 3 no-shows without notice, future bookings with the provider will be cancelled, and access to other HAF-funded places will be restricted.
- If families wish to attend, they will be encouraged to rebook or request support if they are experiencing barriers to attendance by contacting the HAF team – [HAF@togetherforchildren.org.uk](mailto:HAF@togetherforchildren.org.uk)

## Drop-in places at HAF activities

For most HAF activities, advance booking is required. However, there may be HAF activities which do not require advance booking or providers may allow children to walk-in on the day if they have spaces available.

Providers are required to collect information about the children and young people attending the activities that they provide. The information is used to ensure the safety and well-being of children attending and for providers to receive funding for the place. Children who have not booked but would like to take-part in a HAF session will be asked to provide information including their name, date of birth and the school that they attend. They will also be asked to provide details of their parent or guardian as the provider will contact them to seek consent for their child to attend.

Providers will be able to offer walk-in spaces if they have spaces available and it is safe to do so. A child will only be able to attend one walk-in session. Should they want to attend more HAF sessions, parents or carers must book their place on the booking system. The provider can support parents and carers with this if they wish.

Further information about creating an account can be found by following this link: [How do I join to make bookings? | Eegu Help Centre](#)

To find out how Together for Children uses information shared by children, parents and carers please follow this link to the HAF Privacy Policy. [220223 2023 Privacy Notice HAF 2023 Final.pdf](#)





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