



Holiday Booking FAQ 2022/23

Holiday Care

- All holiday booking forms must be completed and submitted prior to the stated closing date for all holiday services.
- Any holiday forms received after the stated closing date will be charged a £5.00 late booking fee, per day, per family.

How do I receive and submit my holiday booking forms?

- The link for each holiday booking form will be emailed to all parents and guardians.
 - Booking forms must be returned by the stated closing date.
- There are limited spaces for each trip, therefore trips are allocated on a first come first served basis and places are not guaranteed.
 - Trips may be subject to change due to weather or circumstances out with our control.

Children's Choice

Why do I need to discuss and agree trips with my child/children?

- As stated in Article 12 of "The UN Convention on the Rights of the Child" and GDPR legislation we ask that children are included in deciding if they would like to participate in trips that you may wish to book for them.

What if I need to make a change to my booking?

- **Requested changes received prior to MACS confirming your booking:**
 - All requests are required to be in writing (i.e., email) for changes to your submitted booking, including adding or cancelling days will be accommodated subject to availability.
 - Amendment fees will not be charged prior to booking confirmations being sent.
- **Requested changes received after MACS have confirmed your booking:**
 - All requests are required to be in writing (i.e., email) for changes to your submitted booking.
 - If we are able to make your requested changes, we will advise you and an amendment fee of £5.00 will be charged.
 - If we are unable to offer any requests for additional days, we will advise you and your child/children will be placed on a waiting list.
 - Any requests to cancel days will result in full fees being incurred.
- **What happens if I submit my booking form after the stated closing date?**
 - We will process late bookings where places are available and a £5.00 late booking fee will be charged, per day, per family.

How do I know if the days that I have requested are confirmed?

- Confirmation for holidays will be emailed to you approximately 1 week after the stated closing date. If for any reason we need to extend this we will email to advise.

If you do not receive your confirmation email or any notification regarding your booking by this date, please contact Head Office on 0141 887 0002 or email general@macs.uk.com

Please see table below:

Holiday Service	Dates	Booking Form Emailed	Closing Date	Confirmation Emailed
Summer 2022	Wed 29 th June – Tue 16 th Aug	Start of May 2022	23 rd May 2022	30 th May 2022 *
October 2022	Mon 10 th Oct – Mon 17 th Oct 2022	Start of Sept 2022	15 th September 2022	22 nd Sept 2022 *
Festive Hols 2022-23	Wed 28 th Dec 22 – Thur 5 th Jan 23**	Start of Nov 2022	15 th November 2022	22 nd Nov 2022 *
February 2023	Fri 10 th – Tue 14 th Feb 2023	Start of Jan 2023	15 th January 2023	23 rd Jan 2023 *
Spring 2023	Mon 3 rd April – 14 th April 2023**	Start of March 2023	15 th March 2023	22 nd March 2023 *
May 2023	Tue 2 nd and Fri 26 th May 2023**	Start of April 2023	15 th April 2023	24 th April 2023 *

* may be subject to change

** MACS Closed on Public Holidays