



Dear Parent/Guardian,

It is with immense regret that we have had to take the exceedingly difficult decision to cancel our 2020 summer camps.

The Department for Education announced guidelines on July 1st that children returning must remain in 'small consistent groups' of a maximum of 15 in each bubble and for 5 year olds this is reduced to 8 per bubble.

The 'consistent' aspect is difficult for holiday camp providers because different children attend on different days. Less than 10% of our bookings are for children to attend Monday to Friday for example. The guidelines go on to say 'If you are unable to keep children in your setting in small consistent groups for future sessions, you should only operate your provision outside and follow the government guidelines on the Phased return of sport and recreation in England, which allow up to six people from different households to meet outdoors.' Lack of clarification on how long bubbles must remain 'consistent' means we would have to follow the guidelines set out for the phased return of sport and recreation of 1:6 which is not possible for us to operate under.

This is a summer like no other and therefore lots of active and creative activities your child has enjoyed in the past at our holiday camps would not be available due to social distancing and the prohibitive sharing of equipment.

We also appreciate you would like your child to be with their friends this summer and we have received 100s of friendship bubble requests over the past few weeks. The organisation of consistent bubbles would have been possible but also ensuring your child is with their friends is not something we could of guaranteed.

The logistical challenges to operate this summer were complex and we reviewed many options on how to provide a safe and enjoyable experience for child(ren) this summer, but the guidelines set out to ensure the safety and well-being of children and staff in our care would compromise the quality of the children's experience of our camps.

We are proud of the reputation we have forged amongst children and parents for providing safe and enjoyable childcare. This summer will be the first summer we have not operated in 18 years and therefore it is with immense sadness we have had to reach this decision.

Next Steps

We are now contacting parents/guardians that have booked a space for their child(ren) this summer:

1. If you have booked but not paid for your summer booking no further action is required
2. If you have booked and paid please email harvey@star-hotshots.co.uk with your refund option.
 - a. Childcare voucher payment repaid to the company
 - b. Your Worldpay payment refunded back through Worldpay
 - c. Credit placed on your account for future camps
 - d. Transfer your booking to October half term and the remaining balance either refunded or credited in your account.

Stay safe and we are so sorry we have been unable to open this summer, it certainly was not for the want of trying I can assure you.

Kind regards

Harvey Grout
Owner, Star Hotshots