



## Education and Skills

Coventry City Council  
PO Box 15, Council House  
Coventry  
CV1 5RR

## Book onto FREE activities this Christmas school holiday!

Dear Parent/Carer,

I am writing to let you know that your child can access a variety of free, fun sessions with food provided during this Christmas school holiday as part of the Holiday Activities & Food (HAF) Programme.

Our Winter Fun programme, which will run **from Saturday 21<sup>st</sup> December 2024 to Sunday 5<sup>th</sup> January 2025**, includes free sessions to The Wave, Planet Ice, and day trips to pantomimes, farms, and trampolining! We've also got clubs for multi-sports, coding, cooking, skateboarding, performing arts, photography, and so much more.

We always aim to improve HAF, so following feedback, we are using a new and improved booking system called Eequ. Booking is simple, and we have included a guide with this letter to help you with this. **This system does not need HAF codes.** Follow the QR code on the right to watch a short video about the booking process.



### What do I do next?

- **Look** - Start to look at the activities that are available and plan what you would like to book. To do this, go to [www.coventry.gov.uk/bookHAF](http://www.coventry.gov.uk/bookHAF). You will be able to view the available activities from **Monday 11<sup>th</sup> November**.
- **Book** – Next, start to book the activities you would like to attend. You will be able to do this from **Monday 18<sup>th</sup> November at 6pm**. Each eligible child has 4 credits to use and each booking is worth 1 credit.

### HAF Support

We will be out in the community across the city during the week of Monday 18<sup>th</sup> November to support people with booking HAF sessions. Keep an eye on our social media pages and your emails for more information.

### What if I don't have access to the internet or need help with my booking?

- If you require any support with setting up your Eequ account, please call our Customer Contact team on **08085 834 333** or visit your local library or family hub and someone will be able to assist you.
- Or, if you would like to speak to someone in person, please visit one of our local Family Hubs or libraries. For more information around opening times and locations please call 0800 887 0545 or visit [www.coventry.gov.uk/familyhubs](http://www.coventry.gov.uk/familyhubs) or [www.coventry.gov.uk/libraries](http://www.coventry.gov.uk/libraries).

### Non – attendance and cancellations:

Please note, activities are planned and food is ordered each day based on the number of bookings. Therefore, in the event of sickness or non-attendance, please cancel your booking to enable clubs to offer places to children on their waiting list. Failure to notify will be followed up by the provider and may affect your child being able to attend HAF in the future.

To find out about other Council support that is available to you, visit our Cost of Living support pages here: [www.coventry.gov.uk/costofliving](http://www.coventry.gov.uk/costofliving).

We hope you have a fantastic Christmas and festive season!

Yours sincerely,



Rachael Sugars

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www.coventry.gov.uk/haf