

FAQs – Transition to the New Booking System

1. Why am I seeing 'Junior Adventures Group' branding instead of Dawn Until Dusk?

Dawn Until Dusk is part of the **Junior Adventures Group (JAG)** family. While you'll see JAG branding on the booking system, you can still find and book your regular **Dawn Until Dusk sessions**. We'll guide you clearly throughout the process to make sure it's seamless.

2. How do I set up my new account?


On **27th May**, you'll receive an email invitation. Click the link and follow these steps:

- Go to the booking portal and click **'Forgot Password?'**
- Enter the email you provided to us and set your password
- Accept the system preferences and terms to complete your login

3. I didn't receive my invite – what should I do?

Please check your spam/junk folder first. If it's not there, contact us at

 info@kidsdawnuntildusk.co.uk

 01234 930505

We'll be happy to help get you set up.

4. Can I book sessions before completing my account setup?

No – you'll need to:

1. Activate your account
2. Complete your child's profile and emergency/medical details *before* you can make any bookings. We recommend doing this as soon as possible after receiving your invite.

5. How do I check availability for Summer sessions?

Just head to our booking portal and click to view **Holiday HQ availability**:

 [Check Summer Availability](#)

6. What should I include in my child's profile?

Please include:

- Medical needs or allergies
- Emergency contacts

- Permissions (e.g., suncream, outings)
- SEND information
- Collection contacts

This info helps us keep your child **safe and supported**.

7. Can I use credit from my old Dawn Until Dusk account?

Yes! Please email info@kidsdawntildusk.co.uk with your details, and we'll arrange to transfer your credit for summer bookings.

8. Has the sibling discount changed?

Yes – we've introduced a **simplified discount structure**:

- **Holiday HQ**: 4% off full-week bookings
- **Wraparound care**: 5% sibling discount applied automatically

While the previous Holiday HQ sibling discount is no longer available, we've **frozen prices** and introduced new **flexibility**, including a **28-day cancellation window**.

9. Can I cancel or amend a booking?

Yes – bookings can be amended or cancelled **up to 28 days in advance**. Cancellations made within 28 days of a session will still be charged.

10. Can I still use Tax-Free Childcare or childcare vouchers?

Absolutely! The system accepts:

- Debit/credit card
- Tax-Free Childcare (enter your child's TFC number in their profile)
- Childcare vouchers

11. What if my child requires 1:1 support or has SEND needs?

Please **contact us before booking** if your child requires a 1:1 buddy or has additional support needs. Arranging support can take up to **4 weeks**, so we recommend letting us know as early as possible.

12. Where can I get help with using the new booking system?

 0333 577 1533

 5a Millars Brook Business Park, Molly Millars Ln, Wokingham RG41 2AD

 junioradventuresgroup.co.uk

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We've created helpful video guides on:

- [How to Create an Account](#)
- [How to Register a Child](#)
- [How to Make a Booking](#)
- [How to Amend a Booking](#)

👉 [Watch the Guides](#)

Still need help? Get in touch:

✉ info@kidsdowntildusk.co.uk

☎ 01234 930505



13. What if I get an error message when logging in or resetting my password?

If you're having trouble logging in or setting your password, try:

- Checking you're using the email address you provided to us
- Ensuring your browser is up to date
- Trying a different device (mobile/tablet/laptop)

Still stuck? Contact our team and we'll help you get sorted quickly:

✉ info@kidsdowntildusk.co.uk

☎ 01234 930505

14. When will wraparound care bookings open?

Wraparound care bookings for the **2025/26 school year** will open **soon after summer bookings**. We'll contact you directly once these sessions are available, and families currently using our services will receive **priority access**.

15. Do I need to rebook my regular wraparound sessions for September?

Yes – even if your child currently attends Dawn Until Dusk, **you will need to rebook** for the new school year on the new booking system. Rebooking ensures we have the most up-to-date safety, emergency and medical details for every child.

16. Will I receive booking confirmations and reminders?

Yes – you'll get **instant email confirmations** once a booking is made, as well as important updates or reminders from your club. Please ensure your contact details are up to date so you don't miss anything.

17. Can I book ad-hoc or last-minute sessions?

 0333 577 1533 5a Millars Brook Business Park, Molly Millars Ln, Wokingham RG41 2AD junioradventuresgroup.co.uk

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Yes – where spaces are available, the new system will show live availability.
We recommend booking early to guarantee your place, especially during busy periods
like the summer holidays.

