



Experts in FUN!

HOLIDAY HQ

HANDBOOK



CONTENTS

01.	Welcome	3
02.	An Introduction to our Holiday Programmes (Holiday HQ)	3
03.	Holiday HQ – Our Activities	4
04.	Our Sherpa Kids Teams (and how to contact us)	5
05.	Making a Booking	5
06.	Your NCS (National Childcare Scheme)	6
07.	Fees and Payments	7
08.	Cancellations and Refunds	8
09.	Child Safety and Welfare	8
10.	Child Allergies and Medical Care	9
11.	Child Behaviour and Camp Rules	9
12.	Code of Conduct for Parents/Guardians	10
13.	Drop Off and Collection	10
14.	Late Collections	11
15.	Lunches and our Healthy Eating Policy	11
16.	Suncream	12
17.	Compliments and Complaints	12
18.	Our Holiday Programme Contract	12
19.	Appendices/Forms	13



Hello & Welcome Back!

Welcome (or Welcome Back!) to Sherpa Kids Ireland Holiday Programmes. If you haven't already met us, here is a brief history: Sherpa Kids was founded over 26 years ago in New Zealand by Dawn Engelbrecht. We are Ireland's only national specialist provider of focused School Aged Childcare services (including during Holidays) and have been operating for over 10 years in Ireland. What started out as 1 school in Clonakilty, West Cork has now grown to a network of over 130 sites (and growing) nationwide serving schools and their local families daily during term-time and during the holiday season.

An introduction to our Holiday Programmes

We are passionate about providing safe, fun, and creative activity sessions for children during the school holidays. Our Holiday Programmes offer parents and guardians peace of mind that your children are engaging with their peers in an enriching, exciting and supportive environment. Our HHQ Staff are fully trained Sherpa Kids Afterschool Care providers who are just as excited about holiday time as the children are! They can't wait to share opportunities to play, get creative, be active, chill out, explore, express themselves and lots more.

Our Holiday Programmes are offered as standard in many of our partner schools and operate from certain National Schools that also provide Term-Time Sherpa Kids Programmes. You will find a list of our 'host' schools on our website, and the schools nearest to you in the information email you received.

We are open to children aged 4–13 only who are currently attending National (Primary) School (from Junior Infants through to 6th Class). In line with Tusla regulations, we are unable to accommodate children who are still attending preschool or completed primary education. A wide selection of National Schools also run Sherpa Kids Holiday Programmes, with some open to children who do not normally attend the same National School.

Our Holiday Programmes are called Holiday HQ. The Holiday HQ activity sessions feature pre-planned, themed, and child-directed activities. A day with our Holiday Programmes includes sports activities, arts and crafts projects, STEM experiments, and may also offer souvenirs to take home, special guest visitors, and exciting excursions. Check out more details of our programme:

Our Holiday HQ Activities

About Holiday HQ

Holiday HQ is the ultimate destination for kids seeking an unforgettable break from their school routine, a place where the school holidays transform into action-packed, creativity-fuelled adventures. Every season brings fresh themes, exciting experiences and structured activities designed to inspire children of every age.

We also ensure that every child's holiday is not just entertaining but an opportunity for growth. Helping them to build new friendships, explore their interests, and return to school with unforgettable memories. **We're the experts in fun!**



Experience Types

At Holiday HQ, every programme is packed with exciting activities to keep the children entertained and engaged. From take-home creations to exciting special events, we offer a range of fun experiences tailored to spark imagination and creativity.

Check out our experience types below:



Daily themes: Each school holiday features a special overarching theme, introducing something new daily, with two hero activities that children will love. It blends our hero activities with our popular localised activities, where children and staff choose from their favourite options ensuring every day is happily busy, active, and full of opportunities to create unforgettable memories.



Make & takes: Children will craft their own unique creations to take home as a Holiday HQ souvenir. Whether it's arts and crafts, DIY builds, or designing their own T-shirts or hats, every creation becomes a special Holiday HQ keepsake to treasure.



Special Events: From exhilarating dance parties and sports clinics to hands-on cooking experiences, guest speakers, and exciting excursions, each week offers a new adventure!

Scan here to learn more



Our Holiday HQ Teams

How to Contact Us

Each Holiday Programme we offer has an assigned Person in Charge (Programme Coordinator) who will be available to you onsite at drop off and collection time. Staff work in partnership with parents, guardians and families to ensure children are fully supported during their Holiday Programme. All our staff are trained in School Age Childcare, and qualified in First Aid, Child Protection, Fire Safety and Safeguarding. All our staff are Garda Vetted and have previous experience working in Childcare or Camps.

We also have a senior Head Office team consisting of Area Managers, General Managers, as well as an Operations and Finance team. Between us, we are available to answer any queries or questions you might have or to give you any further information about who we are and what we do at Sherpa Kids Ireland.

You will find more information about Sherpa Kids Ireland on our website: www.sherpakids.ie

For enquiries about our services, please email us at:

- Invoicing queries: finance@shepakids.ie
- NCS queries: ncs@shepakids.ie
- Bookings, waitlists, capacity/attendance: support@shepakids.ie
- Onsite/service-specific queries: [service email] for the service in question

We are always open to receiving feedback, suggestions, compliments, or complaints. A Compliments and Complaints form is included with this Handbook (Appendix 1).



Making a Booking

With Enrolmy

If your child is new to Sherpa Kids Holiday Programmes you will need to register your child on the software we use, which is *Enrolmy*. You will be asked to complete your **Registration** on Enrolmy. Once you have registered via the link you will be redirected to our **Safety Form** which includes all relevant permissions (consent), allergies and details necessary for the safety of your child/children. If this form is not completed, you will receive an email reminder after 48 hours.

A **photo** of your child will be taken by the programme coordinator when the child starts attending. This identification photo will not be used for any other purpose other than to upload it to your online Enrolmy registration profile. This is a safety feature in place so staff members can easily identify your child.

Please Note: Your child does not have a confirmed place in the service unless you receive a **confirmation email and make your prepayment**, which is an automated message sent by Enrolmy once you submit your booking for the first time and includes your full booking calendar. Spaces are allocated on a first-come, first-served basis. Your child cannot start in the service until the above

steps are taken. Should the service reach capacity then you will be placed on a waiting list. If you move off the waiting list you will be sent an email notification.

Enrolmy will generate a unique **Account Code** for your family. This account code is to be used on all correspondence and for the payment reference of fees. This is to ensure we can identify who you are quickly and efficiently in our system.

Should the information you use to register your child change (such as your contact number, allergies, class, child's medical care information etc) you will need to log into your online Enrolmy account to update the information. Once you have updated the information, you will also need to let the programme coordinator at the service know. The easiest way to do this is by sending an email to the service email address.

If your child is already registered on Enrolmy, you can book a place in our Holiday HQ programme by selecting the relevant activity in Enrolmy.

Your NCS



All families can apply for and receive a subsidy (discount) under the National Childcare Scheme towards their Sherpa Kids fees, since we are a TUSLA-registered provider of services. In order to register for the NCS please visit: <https://www.ncs.gov.ie/en/> The basic subsidy is Universal, meaning all families are entitled to a discount per child per hour booked.

Please note that if you are in receipt of NCS you must adhere to the contract requirements as per the government contract. **This means your child must attend the service for the stated time applied for on the NCS**, except in legitimate short-term circumstances where a child might be absent due to illness. **Longer term patterns of absence can result in you losing your funding and becoming liable for any remaining charges.**

- Parents will be able to provide their NCS details upon their Registration via Enrolmy and the parent portal or via [this link](#).
- We request that correct details relating to your CHICK codes are received no less than 1 week prior to the commencement of our services. We have no access to receive this information directly from the NCS. It must be provided to us.
- CHICK codes received late will not guarantee subsidised fees and you will be required to pay fees in full for hours attended before the CHICK code was submitted.
- NCS claims must be approved on the NCS portal to ensure all NCS subsidies are awarded - failure to approve NCS claims can result in delayed NCS subsidy being applied to your invoice.
- The onus will also be on the parents/guardians to update new/expired CHICK codes via the Parent Portal (link provided above or update on Enrolmy). If you have any issues, please email your CHICK to NCS ncs@sherpakids.ie and we will be happy to assist in updating your records
- The NCS will be processed by Sherpa Kids but to receive the subsidy from the NCS, parents need to confirm the number of hours claimed on the NCS Portal. No subsidy will be paid to parents until this has been actioned.
- Please ensure another service provider is not claiming NCS on the same weeks Sherpa camp booking to ensure the NCS hours are available to be claimed.



It is recognised that the NCS scheme is flexible and all hours attended can be claimed. However, due to the high volume of changes to bookings, our policy is to process the NCS for your initial Holiday HQ booking only.

Use your Account Code in all communications with us and when making all payments.

We always require no less than 4 week's written notice of reduction to service use hours and/or cancellations in order to remain compliant with government funding and to ensure our other legal and regulatory requirements remain fully compliant (for example, adult-child ratios and insurance).

Fees and Payments

A mandatory prepayment equivalent to 1 full week of fees is required at the time of booking (before NCS is applied) to secure your place for Summer Holiday HQ. This is not required for mid-term and Easter Holiday HHQ. Please note that NCS does not apply to prepayments and is only applied to weekly invoices. If the prepayment is not completed within 2 hours of making the booking, the booking will be automatically cancelled and the place released to families on the waiting list. We currently offer a half day (mornings or afternoons) or a full day option to parents and ask that the options selected during the booking stage are fully adhered to. We will not be able to facilitate or guarantee any requests for changes following a booking, unless these are requested within the specific notice periods.

Invoices and account balances can be viewed directly on your Enrolmy profile (When you registered, you would have set up a profile with your details, allowing you to see your account status as well as your details). Invoices for all Holiday HQ services are raised weekly in arrears and can be viewed on the parent portal on the Thursday of the following week. You have 14 days to query your invoice after receiving it; however, payments are due to be made within a maximum of 7 days from invoice date.

Any account in arrears will be monitored by our Finance team. Where your account falls into arrears, Sherpa Kids holds the right to suspend your place. Your pre-payment may be set against any outstanding bill, and you risk losing your child's place should your account fall into arrears.

Should you be in financial difficulty or find yourself unable to pay your invoices, we ask that you contact us immediately. Your confidentiality will be fully respected.

We require **no less than 4 weeks' notice** for booking changes/cancellations to be in a position to consider them and facilitate your request. We hold the right not to issue a fee refund or credit note in cases where less than 4 weeks' notice is given. We hold the right to allocate priority to those booking a full week of full day hours ahead of part-time or half day requests but will always strive to facilitate all booking requests on a first-come, first-served basis.

How do I pay?

Payment options

Payments can now be actioned seamlessly through Enrolmy. When you receive your invoice of statement for 2 or more children, the payment options available are:

Payment Options:

- Pay by **debit/credit card** – you pay the invoice/statement weekly using your card details.
- **Single Direct Debit** (Bank Transfer) - you pay the invoice/statement weekly using your bank details.
- **Recurrent Direct Debit** – payment of invoice/statement using your bank details on 1st week, and then ongoing payments will be taken automatically. Confirmation of payments due will be sent prior to any payment taken from your account. Please ensure you select the recurrent option when paying your invoice.

Manual Payment Options

- For a short period of time, we will accept payments directly into our bank account or through Realex. Please note that as these payments are not through Enrolmy, it may take up to 7 working days for these payments to appear on your account. Notification will be sent when we are ceasing this payment option. Please quote your Account Code on all payments if using this method.

IBAN:
IE77AIBK93408915010030
BIC: AIBKIE2D

Please note that although we do not charge a transaction fee for any of the above payment options, should any of these payment options fail, there will be a failed transaction charge of €5 on the account.

Cancellations and refunds

We understand that plans can change. Should you need to cancel your child's place on any of our Holiday Programmes, or change their booking, we required a notice period of: **4 weeks' notice** for changes or cancellation.

Cancellations and changes can be made through Enrolmy.

Please reference your **Account Code** in all correspondence to allow us to access your account and details.

Please note we will not be in a position to issue a refund for a cancellation request that does not adhere strictly to the required NCS and non-NCS notice periods.

Any refund due will be refunded within 14 days of request and should be sent to finance@sherpakids.ie

Random/unexpected child absence

We understand that children can get ill or have short term 'once off' absences. To ensure your place is secure and our staff and overheads are maintained, all Parents/guardians will be required to pay for any once off or 'ad hoc' days their child/children do not attend the service.

Service Closure for exceptional circumstances

Normal fees will apply if our services must close due to exceptional circumstances such as extreme weather (National Weather Warning) or Public Health instructions from Government level. Should the facilities provided to us from the school fail or malfunction (such as heating, frozen pipes, no running water) and result in us having to close temporarily for safety reasons full charges will still apply. .

Weather Conditions where schools remain open

Please note that during bad weather conditions where no public warning has been issued, we will make every effort to minimise any risk to our families. For example, applying salt where ice is likely to form, or clearing snow from entrance and exit routes. If our services are open during bad weather and your child does not attend, the full fee for this period will be charged. We will always risk assess the situation.

Child Safety and Welfare

We aim to provide a safe and healthy environment for all children in Holiday Programmes, and we liaise with a variety of organisations to advise and assist us in these areas.

Where applicable, parents must provide the Programme Coordinator (Person in Charge) with a Medical or Health Management Plan should their child require one. This is applicable should a child have any specific or complex medical needs, be dependent on emergency medication, or have any intellectual or physical challenges that may put them at greater risk during participation in our Holiday Programmes. The more we know about your child's needs, the better we can support and protect them.

We will, at all times, comply with our Child Safeguarding Statement, our Fire Safety Policy all relevant health and safety in employment legislation.

Child Allergies and Medical Care

Parents/guardians of children who require specific medical care must complete a Medical or Health Management Plan ahead of participating in our Holiday programmes. We depend on transparent communication regarding children's medical and intellectual needs in the best interests of children attending. All information provided will be kept strictly confidential and in line with our company's GDPR policy.

No Nut Policy

We operate a strict No Nut policy in all our Holiday Programmes. This means that parents/guardians are asked **not** to provide their child/ren with any foods or snacks that contain nuts, and we do not supply any foods or snacks that contain nuts.

Should your child have a food allergy, you **must** inform us in writing when completing your booking.

EpiPens

If your child has an EpiPen, one **must** be provided to us on a daily basis to enable your child to participate in our Holiday Programme. Alternatively, an additional EpiPen can be supplied to us to store appropriately for the duration of your child's Holiday Programme before returning it to you at the end. An EpiPen **must** be in date and be labelled with the child's full name. Failure to provide an in-date and correctly labelled EpiPen will result in your child being unable to participate in the Holiday Programme. We hold the right to disallow an EpiPen-dependent child to attend the Holiday Programme should a suitable EpiPen not be provided to us at any given time. Our staff are trained in recognising and responding to anaphylaxis. All our staff have knowledge on how and when to administer an EpiPen.

Parents/guardians are not entitled to a refund for any days of Holiday Programmes not attended in the case where failure to supply emergency medication (such as an EpiPen) is the cause for non-attendance.

Inhalers

Asthma inhalers are regarded as "oral medication" and must be prescribed by a GP and have the manufacturer instructions clearly written on them. Inhalers must be provided to the service clearly labelled with the child's name or stored in a container labelled with the child's full name in the case that a child can self-administer. A child who has been diagnosed with asthma and dependent on an inhaler must have a Medical or Health Management Plan completed by their parent/guardian as part of their Holiday Programme booking. This form will include consent for a staff member to administer an inhaler should that be required.

Other Prescribed Medications

We do not routinely administer non-prescription/prescription medications. We ask that medications such as antibiotics are administered before or after our Holiday Programmes. We only ever administer essential medicines with the correct signed permission from parents/guardians. Medicines must only be brought into the Holiday Programme for administration by the staff when it is absolutely essential. This means where it would negatively impact on a child's health if he/she were not to be given it. Medicine should be in its original container with the doctor's instructions. We cannot give medication without its original packaging. We cannot give medication not licensed for the age of your child or where the instructions are not written in English. Our staff will always contact you first before administering non-prescription medication such as Calpol to seek permission.

If we give your child medicine, staff will sign a medical form confirming this and ask you to sign to confirm you were informed that your child was given medication.

Child behaviour and camp rules

Our Programmes aim to be equally enjoyable for all children, and we depend on parent/guardian cooperation and understanding while we strive to achieve that. While we recognise that children will have disagreements from time to time, we also have some easy-to-follow rules that we will support the children to follow and remember. These are:

- Gentle hands
- Listening ears
- Kind words
- Calm selves
- Ask for & offer help
- Work together
- Share with & Include others
- Have fun!



The children will therefore know what is expected of them, and where clear limits are set, appropriate to their age and stage of development and any additional or complex needs they may have.

Children are not permitted to be physically or verbally abusive towards other children. Should an incident occur, a child's parent/guardian will be notified as soon as possible in order to discuss an outcome.

On very rare occasions, and where, together with parents, we have worked to resolve a severe behavioural issue, we may have no alternative but to terminate a child's place in the Holiday Programme. This will always be a last resort, and such decisions will be made in the best interests of all children attending the Programme.

We have a zero-tolerance approach to bullying in our Holiday Programmes. Any bullying behaviour that should arise between children will be dealt with immediately by staff, and parents/guardians are always informed.

If you believe your child is being bullied or bullying, please bring it to the attention of your relevant Programme Coordinator. Together, we can deal with it promptly and appropriately.

Code of Conduct for Parents/Guardians

Any form of verbal, physical or written abuse towards any member of staff by a parent/guardian will not be tolerated and may result in your child losing a place in our service. No refunds will be issued where a child's place must be terminated due to a breach of the Code of Conduct.

Drop Off and Collection

We have a duty to protect your child from potential harm while they attend our Holiday Programmes. We endeavour to keep children safe and not take any risks. For this reason, we have a Policy on how they are dropped off and who can collect them from our Holiday Programmes. Should a child be permitted to arrive or depart our Holiday Programmes independently, we will ask you to complete a separate consent form.

When you register your child for our Holiday Programmes, you will be asked to tell us who is authorised (apart from you) to collect them. All persons authorised to collect your child **must** be a minimum of age 18 years old. We will not permit your child to be collected by anyone other than an authorised person. We will depend on you to communicate directly with us (in writing) should anyone other than those listed be authorised to collect your child, and we hold the right to verify any person who may arrive to collect your child (by phoning you or asking for them to produce photographic ID). We hold the right to request that a child remains under our supervision until a verification process is completed.

Late Collections

We understand that people can get delayed from time to time, and our staff will be on hand to reassure your child that you, or whoever is due to collect them, are on the way. We also understand that our hard-working staff have the right to finish their day's work and make their way home. We therefore offer a 5 minute 'grace period' following the collection times during our Holiday Programmes. For half day bookings, failure to collect your child after a 5-minute grace period will result in incurring a charge for full day. Failure to collect your child at their pre-agreed collection time at the end of the day (at the service closing time) will result in an additional late fee of €15 thereafter for each additional 10 minutes of lateness.

Lunches and our Healthy Eating Policy

We have simple rules to help keep children safe and to ensure we all work together to promote good nutrition and healthy eating. Your child will be kept busy during the day and therefore will require a balanced, healthy lunch which parents should provide. We will provide the children with a morning and afternoon snack. We are passionate about encouraging healthy eating and balanced nutrition.

We have a strict **NO NUT** policy. Children are not permitted to have any foods that contain nuts (example: nuts, peanut butter, Nutella, cereal bars containing nuts etc).

We ask that you strictly adhere to the above food categories when preparing your child's lunch for the Holiday Programme. We also require that you chop grapes/tomatoes to minimise choke risks.



Foods we do **not** permit include:

- Fizzy drinks/soft drinks
- Crisps, chips, fast food items
- Caffeine/energy drinks such as Lucozade
- Jellies, chocolate, cake

Sun Cream Policy

Irish weather can be very unpredictable, and children's skin is worth protecting. We therefore ask that parents/guardians apply suncream to their children **before** they arrive. In addition, we ask that all parents/guardians provide a small (or travel-size) bottle of suncream in their child's bag on a daily basis. This allows a child to 'top up' if necessary, throughout the day. Your booking form will ask you to indicate whether you consent to us assisting your child to apply their suncream or providing them with our own hypo-allergenic (for sensitive skin) factor 50 suncream in the case they may not have their own and require it for protection from the sun. We endeavour to work with you to ensure the best protection from the sun for your child.

Compliments and Complaint Form

We are always open to receiving feedback on our Holiday Programmes, whether compliments or complaints. To make this as easy as possible for you, we have a form you can complete to compliment us, make a suggestion or submit a complaint. Please see Appendix 1 for this form.

The specific information you need in relation to our Holiday Programmes is set out in this dedicated Handbook. Should you have any additional queries, please contact your relevant Programme Coordinator using the contact details included in your information email.

Our Holiday Programme Contract

We have a separate Parent Handbook for our term-time services. The terms and conditions for our Holiday Programmes are subject to agreement by parents/guardians, and we ask that they are fully adhered to. You can read it here: <https://a.storyblok.com/f/166376/x/10817b5ee6/phb-term-time-jan-2026.pdf>

By receiving this Holiday Programme Handbook, we trust that you will read it and consult with it as required, and that you agree to adhere to the Terms and Conditions set out. Should you have any questions or concerns in relation to this Handbook, we request that you contact your Programme Coordinator ahead of the commencement of your Holiday Programme.

Our helpful links:

- ✦ New to Sherpa Kids? <https://www.sherpakids.ie/parent-support/>
- ★ Find out more about Holiday Programmes: <https://www.sherpakids.ie/school-holidays/holiday-hq/>
- ✦ Find our Holiday HQ (Holiday Programme) Services: <https://www.sherpakids.ie/find-us/?filters=holiday+hq>
- 💡 National Childcare Scheme (NCS): <https://www.sherpakids.ie/parent-support/national-childcare-scheme-ncs/>
- ✦ Find our Holiday HQ (Holiday Programme) Booking Page: <https://enrolmy.com/sherpa-kids#/name/%25Holiday%20HQ%25>
- 🗨 Need help? For general enquiries contact us at info@sherpakids.ie, and for bookings support, contact us at support@sherpakids.ie

APPENDIX 1

Sherpa Kids Holiday HQ Compliments and Complaint Form

Sherpa Kids Service:	Date:
Name:	Relationship to child:
Phone:	Email:

Details of Compliment:

Compliment -Testimonial Consent

I, _____ (Print Name)

Acknowledge and approve that the testimonial written above can be used by Sherpa Kids International and Sherpa Kids Ireland for media and relevant publications and online, including all content and quotes or part thereof at Sherpa Kids International and Sherpa Kids Ireland's discretion.

I understand that Sherpa Kids International and Sherpa Kids Ireland is not responsible for any misprint or misrepresentation once the testimonial has been distributed.

Parent/Guardian Signature: _____

Date: _____

APPENDIX 2

CHANGE OF DETAILS SLIP - print and complete this if your details change. Give it to your Programme Coordinator or email it back to them.	
My Account Code is:	
My Child's name is:	
TELL US WHAT'S CHANGED:	
My contact number has changed to:	
The emergency contact number has changed to:	
Authorised persons to collect my child include:	Name: Contact:
Additional Medical Information:	
Other:	

CHANGE OF DETAILS SLIP - print and complete this if your details change. Give it to your Programme Coordinator or email it back to them.	
My Account Code is:	
My child's name is:	
TELL US WHAT'S CHANGED:	
My contact number has changed to:	
The emergency contact number has changed to:	
Authorised persons to collect my child include:	Name: Contact:
Additional Medical Information:	
Other:	