



Family Fund, working in  
partnership with Center Parcs

# Help with family breaks



**Family Fund**  
Helping disabled children

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Family Fund is pleased to offer you a grant towards the cost of a break with our partner Center Parcs. Their team will help you with your trip arrangements. Please note that your grant must be used within six months from the date on your award letter. Any funds left after six months will be returned to Family Fund.

Center Parcs have six locations across the UK and Ireland for you to choose from. Every location has at least 400 acres of natural forest landscapes, a range of accommodation and a subtropical swimming centre which is free to use.\*

Please find your grant value in your award letter, with this leaflet.



## How to use your grant

Your Family Fund grant will be sent directly to Center Parcs and you can call their team to make a booking by ringing **03448 267723** if you're in England, Scotland or Wales or **03448 267749** if you're in Northern Ireland.

Alternatively please visit [www.centerparcs.co.uk/contact.html](http://www.centerparcs.co.uk/contact.html) choose the option 'send an email' then choose Family Fund under 'type of enquiry' to submit any queries or to request a call back.



\*Additional activities & restaurants incur an extra charge.



## Frequently asked questions

### **What if my child requires a more specialised break?**

Center Parcs offer accessible breaks and accommodation, in all six of their locations. They have a range of adapted lodges, which include open plan living and dining, fully equipped kitchens, lowered worktops, and spacious bedrooms with electric beds and walk-in showers.

They also offer some exclusive, adapted lodges, with hot tubs featuring hoists and saunas and steam rooms with wider access. All sites have dedicated parking nearby and ramps, to allow for a smooth journey to accessible accommodation. For more information, give them a call or visit their website, where there is a specific page detailing the accessible breaks they offer.

### **How long is my family breaks card valid for?**

Center Parcs grants are issued with an expiry date of six months, from the date of your award letter. You must book your break and spend the grant in full by this date, however your date of travel can be any time after the expiry date.

Please note that if there are any unused funds remaining on your Center Parcs family break grant at its expiry date, they will be cancelled and the balance will be returned to Family Fund.





## Frequently asked questions

### Who can use the family breaks Center Parcs grant?

Any break booked with the family breaks Center Parcs grant must include the main carer and the child that you applied for. Additional family members and/or carers can also be included on the booking.

### Who can I talk to at Center Parcs?

If you have made a booking and need some support, please call the pre-arrival service team on **01623 837134**

### What if the break we want costs more than our grant amount?

Your Family Fund grant is a contribution towards the cost of a family break. You can, with a bit more of your own money, book a more expensive break but you will need to discuss payment options and balance due dates when booking your break.

### Can I book more than one break?

You can book as many breaks as you wish.



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[www.familyfund.org.uk](http://www.familyfund.org.uk)

