



BEHÇET'S FAMILY DAY 2018

FREQUENTLY ASKED QUESTIONS

WHAT IS THE BEHÇET'S FAMILY DAY?

This will be our third Behçet's Family Day and it is a chance for members of Behçet's Syndrome Society (BSS) to get together for a FREE fun day out with their family or friends.

It also gives everyone the opportunity to make new friends, meet other families affected by Behçet's and try some fun activities.

We encourage all ages to come along to join in or just watch (if preferred). At previous family days' ages have ranged from 18 months to 70 years!

WHERE IS THE BEHÇET'S FAMILY DAY?

This year our family day will be held at Haven Banks Outdoor Education Centre, Haven Road, Exeter, Devon, EX2 8DP. <https://haven-banks.co.uk/>

WHEN IS THE BEHÇET'S FAMILY DAY?

Saturday 4th August 2018 10:30 – 17:00

WHAT IS THE COST?

The family day is FREE to attend for BSS members and their family or friends, however to secure your place we request a refundable deposit of £25 per family/group. This will be refunded within 7 days of attending the family day.

HOW CAN I RESERVE A PLACE?

Places are limited so will be allocated on a first come first served basis. Please get in touch with us by phone 0345 130 7328 or email info@behcetdisease.org.uk as soon as possible to register your interest. We will then advise how to pay your deposit to secure your place(s).

WHAT IF I NEED TO CANCEL?

In the event that you are unable to attend and you need to cancel your place(s) we request that you contact us by phone 0345 130 7328 or email info@behcetdisease.org.uk as soon as possible so we can try to fill your place(s). If we successfully fill your place(s) we will refund your deposit.

WHY ARE YOU CHARGING A REFUNDABLE DEPOSIT?

As this event is free for BSS members and their families/friends and we have limited places available, we have made the decision to request a refundable deposit to encourage families who reserve places to attend and discourage 'no-shows'.

Discouraging 'no-shows' ensures the families who do attend have a more enjoyable day, reduces the number of disappointed families who can't attend due to unused places and means that we don't waste important BSS funds which could be put to better use.

We appreciate that due to the nature of Behçet's some cancellations are unavoidable and we will do our utmost to help fill any places so we can return deposits in these circumstances.

WHAT IS THE PLAN FOR THE DAY?

10:30 - 11:00 Arrival and meet for refreshments

11:00 - 12:30 First activity

12:30 - 13:30 Buffet lunch

13:30 - 15:00 Second activity

15:00 - 15:30 Break and refreshments

15:30 - 17:00 Third activity

WHAT ACTIVITIES WILL THERE BE?

We are booked in for three activities which will be climbing, canoeing/wheelie boat and archery.

Activities are suitable for all ability levels, run by fully qualified and experienced instructors and safety equipment (appropriate for all ages) is provided by the Haven Banks Centre.

IS THERE A MINIMUM AGE FOR TAKING PART?

We do suggest speaking to Haven Banks directly to discuss measurement sizes for children under 8 years old to be sure your child/children will be able to take part.

WHAT IF I DON'T WANT TO TAKE PART IN A PARTICULAR ACTIVITY?

The most important thing is that you have fun so if there is a particular activity you don't want to take part in feel free to sit that one out.

I HAVE A DISABILITY OR MOBILITY ISSUES: CAN I STILL TAKE PART?

We have tried to ensure our day is inclusive and allows all Behçet's Family Day guests to get involved with all activities if they choose, such as wheelie boat alongside canoeing, or belaying for climbing. If you have any particular concerns, please get in touch with us by phone 0345 130 7328 or email info@behcetsdisease.org.uk to discuss your disability or mobility along with any other information we should be made aware of, so we can consult with the centre to make your visit more enjoyable.

WHERE CAN I TAKE A BREAK?

We have hired an accessible break room which is available anytime throughout the day which will be available solely to Behçet's Family Day guests. There are also outdoor spaces if the weather is nice.

WHAT FOOD AND/OR REFRESHMENTS WILL THERE BE?

A buffet lunch will be provided so please let us know of any dietary requirements or allergies. Refreshments of tea, coffee and squash are provided throughout the day.

WHAT SHALL I WEAR/BRING?

Wear comfortable clothing appropriate to the weather which you won't mind if it gets wet or dirty, with plenty of changes in case it does. Please read the centres advice on what to wear and bring before attending: <https://haven-banks.co.uk/wp-content/uploads/2018/03/Clothing-List.pdf>

HOW DO I GET THERE?

Directions can be found here: <https://haven-banks.co.uk/about-us/how-to-find-us/>

WHERE CAN I PARK?

There is no car parking on site, but there is access for vehicles to stop briefly alongside the building for participants to arrive.

The best place for parking is the Haven 2 or Haven 3 car parks just over the canal from the Centre. Haven 3 is cheaper for long stay.

Further information can be found here: www.exeter.gov.uk/car-parking/car-parks/zone-3-car-parks

I'D LIKE TO BOOK OVERNIGHT ACCOMMODATION, WHERE CAN I STAY?

A comprehensive list of local accommodation can be found on the Haven Banks website: <https://haven-banks.co.uk/wp-content/uploads/2018/03/Accommodation-List.pdf>

I'VE GOT ANOTHER QUESTION...

We've tried to pre-empt as many questions as we can but aware there may be plenty more. If you have any further questions, please don't hesitate to get in touch with us by phone 0345 130 7328 or email info@behcetsdisease.org.uk

Gemma Darlow
BSS Administrator
28 June 2018