

JAG Rebrand FAQs:

FAQ Question	Answer
My bookings are with Fit For Sport currently - what happens when you merge to JAG?	All existing bookings that have been made beyond our rebrand date of Monday, 20th February, are secure and will automatically be transitioned to the new service. All existing instalment plans and saved cards will remain the same on your account.
My bookings are with Energy Kidz currently - what happens when you merge to JAG?	All existing bookings that have been made beyond our rebrand date of Monday, 20th February, are secure and will automatically be transitioned to the new service. All existing instalment plans and saved cards will remain the same on your account.
What's happened to Energy Kidz/Fit For Sport?	JAG arrived in the UK from Australia in 2019, bringing with it exceptional, globally-developed educational frameworks. JAG UK was created in February of that year and immediately built on these strong foundations by acquiring two of the UK's leading out-of-school club providers – Fit For Sport and Energy Kidz – which are officially merging into JAG from Monday, 20th February. The result is one purpose-driven, best-of-all-worlds organisation – Junior Adventures Group – that brings together the rich history, passion and expertise of three world-class childcare brands, delivering the same outstanding play and activity programmes in support of schools, leisure partners, parents and children – just under a new name.

	<p>So, in short, we will be saying goodbye to the names Energy Kidz & Fit For Sport, but we will be keeping with us more than 30 years of experience and expertise and continuing to build brighter futures for children every single day.</p>
<p>I have a free session voucher with Energy Kidz/Fit For Sport. Will I be able to use this still when you merge into JAG?</p>	<p>Yes, all our voucher codes will be automatically transitioned to our JAG booking system from Monday, 20th February, meaning that any existing codes will be transferred and available to use.</p>
<p>Do I need to create/register a new account with all my child's details again?</p>	<p>All families who have registered on our booking system prior to our rebrand date of Monday, 20th February, will have their account (including bookings, credit, chosen centres, children on the account etc...) automatically transitioned to our JAG booking system. All login details including your email and password on your online account will remain the same on the new platform. You can always reset your password if you have forgotten this.</p> <p>The new booking link will be live from Monday 20th February at: https://bookings.junioradventuresgroup.co.uk</p> <p>Families may be requested to re-accept terms and conditions, permissions and our privacy policy upon login.</p>
<p>I have an account with Fit For Sport & Energy Kidz – what happens once you merge?</p>	<p>If you have already have separate accounts with Fit For Sport and Energy Kidz, you will have two accounts within JAG.</p>

	<p>Please email us at hello@junioradventuresgroup.co.uk with your preferred primary account, and the account you wish to remove and our customer experience team will look to close down any secondary accounts with your permission.</p>
<p>Are the daily activities for my child changing in your term-time and holiday care provision?</p>	<p>With over 30 years of experience from the Fit For Sport and Energy Kidz brands, we can continue to look to provide even better activities and experiences for children. We have developed our multi-activity programming to ensure no day is ever the same, with activities split across seven new & exciting categories: Creative Inventors, Global Kids, Super Sports, Power Teams, Zen Masters, Brain Boosters & Splash Zone. Whether children are moving their feet, gardening, painting or on a scavenger hunt, we are committed to ensure that JAG time is always children's favourite time.</p>
<p>I book through the Tax Free Childcare / I book through the Childcare Voucher Scheme - will these details remain the same</p>	<p>All existing Tax Free Childcare URN/Ofsted Numbers and Childcare Voucher Information will remain the same, however, the locations of our services will now be called Junior Adventures Group.</p> <p>Parents should still use the URN/Ofsted number or search for Junior Adventures Group before making a TFC or CCV payment to us. Some settings may still be found as Energy Kidz or Fit For Sport – there can be a lag when transferring over to JAG services.</p>

<p>Are the staff at my child's term-time/holiday care provision changing?</p>	<p>Our people are as excited as we are for the launch of JAG this February, and we will be working hard to ensure that our services are led by the same familiar faces in the same locations but with an even greater choice of great activities and experiences – including swimming available at several of our newly available locations!</p>
<p>I still have credit on my account, will this be affected by the merge to JAG?</p>	<p>All existing bookings that have been made beyond our rebrand date of Monday, 20th February, and any credit on accounts are secure and will automatically be transitioned to the new service. Further details of this will be provided closer to the time.</p>
<p>Will Energy Kidz/Fit For Sport's pricing model change when you move into JAG? E.g. are my costs going to go up?</p>	<p>Our current pricing can be found on the Energy Kidz/Fit For Sport website. We can confirm that these will remain the same for the remainder of the academic year across our services following the rebrand to Junior Adventures Group on Monday, 20th February.</p> <p>Thank you for your continued loyalty - we look forward to continue building brighter futures for your child in 2023!</p>