



The Ickworth

Babysitting FAQs

How do I book a babysitter?

Guests can enquire about a babysit by clicking on the link/ book button on the Den page of the website

How do I know if my babysit has been confirmed?

Guests will receive an email from the Den team confirming their babysit. Your babysit is not confirmed until you receive this email.

How much do babysits cost?

Babysits cost £25 per hour with a minimum of 2hrs.

What times do you provide babysitters?

We usually provide babysitters between 5pm-mid-night. We will try to accommodate daytime babysit requests. Daytime babysits will still be charged at the stated rate and follow the same procedures.

What information do I need to give you to book a babysitter?

Please give the following information:

- Date and times of babysit – start time and end time
- Name and ages of children
- Hotel booking name
- Email and mobile number for parent/guardian

What do I need to do before the start of the babysit?

Your babysitter will meet you in your room at the start time, they will complete a babysit registration form with you, including H&S and fire evacuation procedure. You will also exchange mobile numbers with your babysitter.

What qualifications do babysitters have?

Babysitters have Paediatric First Aid, Child Safeguarding, Advanced DBS and reference checks.

What happens if I want the babysitter longer than I expected?

Please contact the Den or Reception team directly if you want to extend your babysit. If the babysit has already started, please contact the babysitter via their mobile number provided to you to let them know.

Email the den: fourbearsden@ickworthhotel.co.uk

Call reception: 01284735350 or email:

info@ickworthhotel.co.uk

What happens if I want to cancel a babysit?

If a babysit is cancelled within 48 hours of the sit, guests will be charged £50. Please contact the Den or Reception team directly to cancel.

Email the den: fournbearsden@ickworthhotel.co.uk

Call reception: 01284735350 or email:

info@ickworthhotel.co.uk

Where can I go during a babysit?

Parents/guardians can go anywhere within the hotel grounds, including the treatment rooms but are only permitted to travel within a 20-minute driving distance/ 10 miles from the hotel and must provide a landline contact number for the location they will be at.

How many babysitters do I need?

Babysitters are permitted to look after a maximum of 4 children (of the same family) in one room.

Guests will need to have multiple babysitters for more than 4 children, children in different rooms or children of different families.