



St Joseph's Catholic Primary School
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EX8 1TA

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23rd July 2020

Dear Parents and Carers

Breakfast and After School Clubs

From September, there will be a change to the way that Breakfast and After School clubs are booked.

Bookings are moving to ParentPay and you will need to book and pay for the clubs in advance to ensure your child (or children) has a place.

You will no longer be able to make bookings directly through the club staff.

The booking system is very straightforward. You simply need to select the relevant club on ParentPay and click on the days you need.

Please ensure that you select the correct club. The new options are Breakfast Club – One Child, Breakfast Club – Two or more children (for sibling bookings), After School Club – Early and After School Club – Late.

Once you have selected your days, you will then be prompted to pay (unless we are holding a credit balance for you). All payments must be made within two hours of your selections, or the selections will be automatically cancelled.

To ensure that we have sufficient staffing, bookings must be made by 9am, 72 hours (3 days) before the club required. For example, if you wish to make a booking for any of the Monday clubs, the booking must have been made by 9am on the previous Friday.

Once this deadline has passed, the bookings will be locked by ParentPay and will be unavailable.

Emergency Bookings

We appreciate that on rare occasions there may be an 'emergency situation' where you find that you need a place at a club within the 72 hour period.

Should that situation arise, you will need to phone the office to see if there is space available for the club you require (as mentioned above, you will be unable to book these on ParentPay as sessions less than 72 hours away are 'locked').

If a space is available and can be booked by the office, you will then need to make payment through ParentPay as soon as possible. If payment is not received within an hour of making the emergency telephone booking, your child's place at the club will not be guaranteed.

Please could you endeavour to book in advance and keep these last minute 'emergency' bookings to an absolute minimum.

Cancellations

If you no longer require a club place you may cancel this by 'unchecking' your ParentPay selection by the 9am cut off three days before the club was due. Once the ability to change your booking has been locked by ParentPay you will be unable to cancel the club booking and charges cannot be refunded

If your child is unwell, you will not be charged and your account will be re-credited.

Late Collections

If you have booked your child in for an early session but collect late (after 4.30pm), you will need to settle the cost of the late booking before your child can attend any further sessions.

Similarly if you collect your child after 5.45pm you will, as at present, incur a late fee (£5.00 for collection after 5.45pm rising to £10.00 if the child has not been collected by 6pm). Again this must be settled before your child can attend any further sessions.

Changes to Pricing

Alongside the change to the bookings, there is also to be a slight adjustment to the cost of the clubs, as follows:-

Breakfast Club

There will be no change to the cost of a single child place - this remains at £3.00 per day.

Presently the cost for two siblings is £2.50 per child and for three or more siblings the cost is £2.00 per child.

This is changing slightly so that for two or more children the cost will be £2.50 per child per day.

After School Club

The cost for all children (including Nursery children) will now be £6.00 for an 'early' after school club session (until 4.30pm) and £9.00 for a 'late' session (which is available from Monday to Thursday until 5.45).

As always, if you have any queries or concerns about any of the information contained in this letter, please do not hesitate to contact us.

Thank you in advance for your support with these changes.

Best wishes

Nicky Taylor-Bashford