



The Firs

Lower School

12<sup>th</sup> December 2018

Dear Parents/carers

### **Payment of Kids Club and Saplings Wraparound Care Invoices**

We are writing to all our Kids' Club and Saplings parents to update you regarding payments going forward.

Firstly we would like to thank all parents and carers for their patience during the implementation of ParentPay, which has been very successful and in the absence of local banking facilities it has streamlined payments.

### **Regular Monthly Invoices**

All invoices for Kids' Club and Saplings Wraparound Care are being loaded onto ParentPay monthly and parents/carers are being notified by email, that payment is required. If you are not receiving ParentPay emails, please can you check your spam box first, before contacting the office regarding any issues. We would ask that parents, on receipt of this email, go online and make payments promptly, even if you are using child care vouchers. If you are using the new government child care voucher scheme, it would be much appreciated if you could email Kids Club at [kids.club@firslower.org](mailto:kids.club@firslower.org), confirming payment as the school does not receive official notification of these transactions.

### **Adhoc sessions**

Kids' Club continues to be hugely popular and a number of sessions have waiting lists with a significant number of both morning and afternoon sessions being full. As a result, there are parents/carers on a waiting list for ad hoc spaces, should they become available, due to a cancellation. In addition, we occasionally have parents/carers requiring after school care on an urgent basis and if the school knows of cancellations, then we can help a family out. If you need to cancel a session, please speak to the Kids' Club staff directly, when you drop off/pick up, or by email or phone, at least 24 hours before your child's/children's booked session. Charges will apply for cancellations after this deadline.

For parents/carers having ad hoc or last minute sessions we will now require parents to go online to pay on the day the session is booked. This will be implemented with immediate effect.

### **Non Payment of invoices**

Unfortunately, we have recently had to chase a few parents for payment, so in future when payments are not received within one week of invoices being raised, consideration will be given to withdrawing places unless payment is made in full.

Adam J.G Campbell (Headteacher)

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We greatly value the warm and friendly relationship that Kids Club enjoys with parents. As Kids' Club has grown over the last few years, it has become increasingly important in the interest of fairness to all that we have a clear and consistent approach to issues around payment and I would like to take this opportunity to thank you all in advance for your co-operation.

Yours sincerely

A handwritten signature in black ink, reading "Adam J. G. Campbell". The signature is written in a cursive style and is positioned above the printed name.

Adam J. G. Campbell (Headteacher)