



# Gentleshaw Primary Academy

26<sup>th</sup> October 2023

## Squirrels Bookings

Dear Parent/Carer,

As you are aware Squirrels before and after school club is open each day for children in reception to year 6. We are proud of the quality of this service and to be able to support our families outside of school hours.

All bookings for Squirrels breakfast and after school sessions are available to book via the Schoolmoney app under the “Clubs” section of your child’s account.

Our children’s safety is always paramount and in order to ensure that we have adequate staff to pupil ratio there are limited places on all days and for all special events. Therefore, it is imperative that ALL bookings are made in advance. If you have not booked your child in for a session in advance, we **cannot** guarantee they will have a place.

When booking into squirrels, we kindly ask that you:

- Book your sessions in advance, ideally the week before you require them but **at least 48 hours before**.
- Contact the school office should your plans change and you need to collect your child at their normal school finishing time.
- Contact Jayne Hill via email at [jayne.hill@stjohnsprimary.academy](mailto:jayne.hill@stjohnsprimary.academy), if your child is sent home from school unwell and no longer needs their booked session.
- If you need to cancel a session, contact Jayne Hill directly on [jayne.hill@stjohnsprimary.academy](mailto:jayne.hill@stjohnsprimary.academy). Please ensure this is done 48 hours prior to the booked session to ensure a refund/credit can be given.

## Additional Charges

A £2.00 charge per child will be applied if:

- A late booking is made ie; calling on the day to add your child to a session, bringing your child without booking, collecting late from school so your child has been taken by their teacher into Squirrels after school.
- Late payment charge – if your child has attended sessions without booking and payment is overdue, their account will be charged a late payment fee.

## Childcare Vouchers

If you receive childcare vouchers, please send the codes directly to Jayne via email at [jayne.hill@stjohnsprimary.academy](mailto:jayne.hill@stjohnsprimary.academy), who will allocate these to your child's account. **Please be aware that vouchers can take up to a week to clear.** Once the vouchers have been credited to your account, you will be able to book your sessions. As they can take up to a week to clear, we advise that you send your vouchers as soon as you receive them.

We appreciate that from time to time, last minute childcare is required and should that be the case, we are more than happy to accommodate this where possible. We ask that you contact the academy office so that we can let your child, their class teacher and the Squirrels staff know that they will be attending that session.

Our pupils really enjoy their sessions and our team plan a variety of fun activities and events throughout the year to ensure that the children look forward to coming into Squirrels.

As part of these sessions, we provide breakfast and snacks, which, along with ensuring we have a sufficient staff to child ratio and this is why we require bookings to be made in advance.

I am sure that you will agree that we all want squirrels to be an enjoyable and safe provision for all of our children and I appreciate your support and co-operation in this matter.

Kind Regards

*Genevieve Saunders*

Headteacher