

12<sup>th</sup> January 2021



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Dear parents and carers

We hope this communication finds you and your family well.

We are open at most of our settings as usual for vulnerable children and for the children of critical workers. Our nurseries continue to run as normal for all families.

Further to the recent school closures we would like to advise you of our procedures regarding bookings and payments. Thank you for your patience during this busy time, as we are currently work through the bookings and payments and adjusting accounts accordingly.

**I have booked and paid for places, but the school is closed.**

If you are not using the service as a critical worker, you will receive a credit on your account for any payments made. January and February invoices will be removed from your account.

**I still need the service, but you are not open for all my sessions/not open at all.**

Your account will be credited for any sessions we are not open. We are reviewing the situation with the Headteachers on a weekly basis. As soon as we can open up more sessions or sites, we will communicate this to you by email.

**I am due a credit or I owe for extra places from December.**

We are currently preparing the next invoice and any credits or extra places for December will appear on the next invoice we raise.

**I continue to use the service when will I be invoiced for February?**

We are currently preparing February invoices for those still using our service and these will be sent out shortly.

**I have paid for February half term, what happens to this payment?**

We are still unsure if we can open during the February half term. If you have already booked and paid for your place and we are not able to open, a credit will be put on your account. Communication updates will be sent in due course.

**I have received a reminder about payment through the online system but am not able to use these places.**

We have turned off the automated system so you will not receive any further reminders and invoices will be removed from your account this week.

**I am not a critical worker and therefore not using my places, what will happen to these?**

Your places will stay the same and be reserved. You do not need to reconfirm your place.

**My child is not using their place due to a COVID related absence.**

As per our Terms and Conditions all places are still chargeable.

**What happens if I do not want to use my nursery place?**

We are following the Government guidance and our nurseries have remained open. If you do not wish to use your place, please refer to our Terms and Conditions. If you have any special circumstances that you feel we should be aware of, please get in touch to discuss this on 01159 313 562.

**I have booked and paid for places as I am a critical worker, but I no longer need these places.**

We are not able to refund any places in this case as we continue to run the provision based on the confirmed bookings and staff accordingly. Please refer to our Terms and Conditions.

**I no longer need my place at all and wish to cancel this with you.**

Please refer to our Terms and Conditions and give the required notice. Your child's places will then be removed from our registers.

**I have sent an email and not received the usual quick response.**

Please bear with us during these busy times. We are working through emails and responding as quickly as possible. Hopefully, some of your queries have been answered above, but if not, please contact us on 01159 313 562 and we will assist you with your query.

Yours faithfully

**Gareth Degenhart**