



Stratford-sub-Castle Church of England VC Primary School

Headteacher: Mrs Kay Bridson B.A (Hons) PGCE



Life in all its fullness

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Wednesday 2nd November 2022

Dear All

Thank you for all your feedback and your patience regarding our new booking and payment system for Early Birds and Nights Owls. It seems to be working for most and for those that have had issues we have worked it through together.

We have moved to this system due to having fewer staff in the office. As many of you know Mrs Davidson dealt with Early Birds and Night Owls and is no longer with us. Mrs Thornton, our Finance Officer, left at the end of September, and we have not been able to replace her as yet. Mrs Martin, is helping us out 1 day a week to make sure bills etc are paid. So the only person in the office now is Mrs Munt. We have had to streamline many of our system as we do not have the staff to cover everything as it was.

In response to some of the feedback:

Can we have a Night Owls 3 – 5pm slot?

Unfortunately we are unable to.

In the system we pay for we are able to have 3 slots for clubs. We have chosen to have a slot for Early Birds, Night Owls (3 – 4pm) and Night Owls (4 – 5pm). We need the 4 – 5pm slot for children who attend clubs and come to Night Owls after. I understand this means you need to make 2 bookings for Night Owls if you want your child to go from 3 – 5pm but there is no other way around it.

Can I book a half hour slot like before?

Unfortunately we cannot offer the half hour slots anymore due to staff costs.

Can I put money into my account and use it as I book?

Initially we didn't think this was possible and believed parents had to book the session and then pay. I have discovered this morning that you can put a lump sum into the Early Birds or Night Owls accounts and then every time you book a place the payment will automatically come off on the day of the booking. Mrs Munt tells me this is how it works for 'Hot Dinners', so some of you will already understand.

Can I cancel a booking?

You can cancel a booking up to 24 hours in advance. You do this by 'unticking' the box for the booking. It will then be cancelled.

Can I book on the day?

No. Bookings need to be done 24 hours in advance. We need to know numbers for staffing. Early Birds is proving very popular at the moment and often we are at our limit for the 2 members of staff. We do have staff who have offered to be the extra person if needed but we need to make sure we know numbers 24 hours in advance.

If you have an emergency and need to use Early Birds or Night Owls, please call the school office and speak with Mrs Munt, Mrs Bridson or I and we will sort it out for you. We would never leave a child unattended and understand emergencies happen. We do ask that you pay in the correct slot on Parent Pay within 24 hours for any emergencies.

What happens if I am running late?

As previously, we do give a grace period if someone is running late on a particular day. If this happens consistently we will ask parents to pay for the extra hour.

What happens if I book and do not have money in my account and do not pay?

If the booking has not been paid for within 2 hours it is automatically cancelled by the system.

What happens if my child is ill?

If your child is ill on the day you have booked the payment will be taken as we still have to pay staff. However, you would be able to cancel any future bookings 24 hours in advance.

If you have any queries regarding the system, booking or payment please contact the school office and we will try our best to solve the issues together.

We have noticed that some parents have booked their children into Night Owls from 4 – 5pm but not from 3 - 4 pm. If you would like to book your child in from 3 – 5pm you need to make 2 bookings, one for each hour. Please remember to book 3 – 4 pm you need to select the afternoon option and for 4 – 5 pm it is the after school option. I think this may have caused some confusion.

For Early Birds select Breakfast (although this is not a breakfast club and children need to have had breakfast before attending)

For Night Owls 3pm – 4pm select Afternoon

For Night Owls 4pm – 5pm select After School

We are not able to customise the breakfast, afternoon and after school selections. They come as standard with Parent Pay.

We owe some parents a refund from last term and/or last year and I am trying to work through this as quickly as I can. I hope to have all refunds completed by next Wednesday 9th November. If you believe that you should have a refund and have not received it after this date please contact me.

Kind regards

Justine Watkins