

**WBs WrapAround**

Dear Parents/ Carers,

You will be pleased to know that our new booking system using School Money is now active and is ready to take your payments for February 2020.

It is important to remind you that as of today the club will no longer be taking any bookings by phone, email or in person from February onwards.

We understand that Emergencies can occur whereby on the day childcare is necessary. In this case please contact Surrinder Bodhan on 07932731967.

You will have now received a welcome email and instructions to login. If you experience any issues with making payments, please contact me immediately.

If you are a **regular** user of our childcare provision please leave it to us to book in your sessions, all you need to do is remember to log into School Money on the 21st of each month and make your payment for sessions for the month ahead (as you do now). We recommend that you check the sessions booked are correct and as required. Should you wish to book in any extra sessions you can do so, and also pay at the time of booking (as long, of course, there is space to do so).

If you are a parent who only uses the club now and again, you can book your sessions through the system and pay at the time of booking. Again, please book sessions in good time to avoid disappointment.

Can I take this opportunity to clarify that WBs WrapAround is a separate provision to Willow Brook Primary school and therefore operates under its own School Money account. The two cannot be linked and neither can login details be shared. If you have any concerns about using WBs School Money, please speak to me and not to Mrs Roper in the school office.

For those parents making payment under the childcare voucher scheme, you should access the school money system on the 21st of each month to view your childcare costs and the amount owed. The voucher scheme operates as normal, and they will continue to pay whatever you authorise into the bank details. Once payment is received this will be marked against your account and reflected in the balance owing and will updated in your records. If you have any further queries regarding this matter, please do not hesitate to contact me on 07932731967. Parents that pay a set amount each month may continue to do so in the same manner. If there is an outstanding balance or the payment set out is insufficient, a member of the club will contact you to discuss this details further.

Please be reassured that those parents using the club regularly will keep their regular slots, unless the club is given notice to suggest otherwise.

Finally, as per the terms and conditions, you can book in extra sessions if the space is available, but you **cannot** drop session(s) unless one months’ notice is provided to WBs WrapAround.

Thank you for your continued patience during this transitional period.

Best wishes,

Surrinder Bodhan

(Registered provider of WBs WrapAround)