



*Much more than childcare*

Thursday 21<sup>st</sup> May 2020  
5.30pm

Dear Parents and Carers,

**RE: September 2020 Bookings**

We hope that you are all well and coping with current unusual situation.

We feel that the time has come that we have to start sharing our plans for September with the best understanding we all have. We appreciate for some people, this will be too soon, and for others this could not have come soon enough. We also appreciate that no one can be certain what the 'new normal' will look like in September. It would help our planning to know what the best guess for everyone will look like so we can then let families know. It has become rather complex this year to say the least. **Therefore, our plan is as follows:**

**Virtual Queuing for Bookings:**

Normally we request that parents and carers that wish to make a new September booking, do so in person with a booking form and deposit on a given day. However, due to the current situation with Covid-19, this is not going to be possible. Therefore, we will be opening up spaces to parents according to the priority order detailed below. Each group will have a specific date and time after which we will be accepting bookings emailed through to us to us on the [christchurch@fundaysclub.co.uk](mailto:christchurch@fundaysclub.co.uk) email address. To secure your place, you will need to email us with the completed booking form (see attached) and have made a deposit payment by BACS *if this is necessary* – see the detail below for more information. **Any emails received before the date and time that the bookings are opened, will be returned to you and you will need to send the email again to secure your place in the queue.**

**Order of booking priority for September 2020:**

1. **Bookings currently on hold and with no change required.** If you have a fully paid, held booking with us, it will begin again in September 2020 and be delivered to as near as normal as we are able. We hope there will be normality by this point. The holding fee will not be charged during the official Summer Holidays. You have **nothing to do** except to continue paying your holding fee and your booking is secure.
2. **Additional bookings or a change of booking for current children with a holding place.** Anyone wanting to add additional ongoing slots or make a change to a *current bookings on hold* can do so for free, without additional charge. You will need to complete the booking form attached and email it to us **on Monday 8<sup>th</sup> June 2020 from 9am** to be first in the queue. This year we will not be asking for a deposit as we feel families have already committed with the holding fee and made it possible for us to open again.
3. **Bookings for siblings starting in September 2020 of current children with a holding place.** These bookings will open **on Monday 15<sup>th</sup> June 2020 from 9am**. There are limited spaces based upon Year 6 children leaving and any cancellations given to us during this holding

period that have not been filled by our waiting list. This year we will not be asking for a deposit for the same reasons above.

4. **Bookings for *new children* joining in September 2020 (who do not have a sibling in school with a holding place).** These bookings will be opened at **on Monday 22<sup>nd</sup> June 2020 from 9am**. Due to the uncertain nature of childcare at present, we will only be asking for a £10 non-refundable deposit at this stage to secure a booking, rather than the usual full one-month deposit. We will provide details nearer the time as to how to make this payment. We will also be running a zoom Q & A session for these families. Details will be provided through your induction newsletter in due course.
5. **Bookings for *returning children* in September 2020 wanting an ongoing place.** These bookings will be opened at **Monday 29<sup>th</sup> June 2020 from 9am**. We will ask for a £10 non-refundable deposit to secure the booking.

We will endeavour to confirm places no later than **1<sup>st</sup> July**. Please be aware that we are operating with very little capacity at present and ask for your patience.

The first question I know we will be asked by email, is “What is the likelihood of getting a place being in this position in the queue?” This year, I wouldn’t want to predict anything. Expect the best and plan for the worst is my best advice.

Would you like more general information about FUNdays Club? Make sure you are added to our newsletter list by emailing [christchurch@fundaysclub.co.uk](mailto:christchurch@fundaysclub.co.uk). Please also check you have allowed ‘marketing emails’ from us in your account.

### **Pricing for September 2020**

We will be sending a digital brochure to our new families in due course with an updated price list so you can better understand how we run in normal times. You will have this in good time before your bookings open.

Usually by this point in the year, families would have been told of any increases to prices for September 2020. Whilst our costs have risen this year, we feel we cannot proceed with an increase to price when families have supported us through this difficult time. It just did not seem right. However, we have had to restructure our staffing model regarding Educational Services.

Core Skills sessions will rise to £6.50 per session from £4. We understand that this is a significant increase but we are not able to keep the price as low as we have previously. We believe that this is still very good value for money, but we are very sorry if this increase makes it unaffordable for you.

If you have any questions about bookings, please do not hesitate to get in touch. We are not in a position to take phone calls at present so we ask that you email.

Many thanks and best wishes,

Mark West

Managing Director  
FUNdays Club