



# Eye C of E Primary School

Learning and Growing Together

*"I came to give life, life in all its fullness." John 10:10*

Eye C of E Primary School

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Dear Parent/Carers,

## **New Invoicing & Booking System**

Due to the popularity of the school wraparound and holiday club, it has been necessary to purchase a new software programme to assist with bookings. This will also facilitate the collection of payments and support the wraparound communication to parents with a private messaging facility as well as a 'news' page.

The programme is called **FAMILY** and has an app, which you will need to download. A message will be sent within the next few weeks with your log in details.

The office has now uploaded the children's details and parent emails onto the programme ready to be up and running in time for the Summer Holiday club and ready to use from September 2022.

The popularity of the wraparound service and the holiday club has increased significantly over the last few years. Due to the increase of these numbers, we have had to employ new staff to supplement our existing staff members. The increase in the amount of children attending means that places for the before and after school wraparound will need to be booked and paid for in advance. The place you have booked will need to be paid for regardless of whether your child attends or not. We are now at the point where places need to be capped. This is to ensure that the right amount of staff are on duty and brings us into line with similar providers.

To ensure we are ready for September, we will need to know which sessions you would like your child to attend. This will require a rolling contract where sessions need to be booked in advance using the attached sheet. These sessions are not a permanent contract, but we will need a months' notice of any session/ time changes, so we can alter your booking accordingly and offer the place to another child if appropriate. These contracts need to be completed and returned to the school office by Friday 1<sup>st</sup> July 2022 to guarantee your child's place. We will be sending out a booking form shortly to book your child into the summer holiday club once dates have been confirmed.

Once you have booked your sessions, these will automatically roll over monthly unless you advise the school of any changes (with the 4 weeks notice provided). The sessions your child attend will need to be booked a month in advance. So, for example if you would like your child to attend in October, the sessions will need to be booked by the beginning of September and paid within 10 days of receiving the invoice.

**COMMUNITY FORGIVENESS SERVICE THANKFULNESS COMPASSION PEACE**



Payments will need to be made in advance and invoices will be sent out using the FAMLY app. These will be sent out during the last week of each month and payment will need to be made within 10 days of receiving the invoice, to confirm your child's place.

Due to the school switching over from the school admin system to the new FAMLY system, we will need all existing debts to be cleared by Friday 8<sup>th</sup> July 2022. If your account is not cleared by this date, then your child will not be able to use the Holiday club service or the Wrap around service until the debt is cleared. (July invoices for Wraparound will be invoiced in the usual way and payment will need to be cleared within 14 days of issue date)

We will still ensure that we have the staffing and capacity to support families with childcare emergencies as and when they arise and these will need to be booked by phoning the school office. These will be added onto your FAMLY account and invoiced accordingly.

Kind regards,  
Mr J Webster