



St. Nicholas C of E Primary School

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3rd October 2024

Dear Parents/Carers

After half term we are introducing a new wraparound booking system which we hope will make it easier for parents and the school to manage clubs and wraparound bookings and keep on top of debts.

There are no changes to the session times.

Bookings will need to be made at least 24 hours in advance of the sessions if there is availability. (Please note the Parentpay site does state 48hrs but this is not the case for our setting)

Should a parent wish to make an ad hoc booking this can be done by making a payment in to your account and ringing the school office. **Please note there is no guarantee of a session if booking this way.**

We will need all parents to book in advance via ParentPay. Please let us know if you are going to experience any difficulties with this.

For those parents who require an invoice in order to receive support through a childcare scheme we are asking that you complete a form advising us of the number of sessions you are likely to require for the following half term. This will ensure that the funds can be received in enough time for you to book on the system.

[Booking Form: Number of Sessions](#)

How to book:

See below for full details of how to book, from the ParentPay website:

- [ParentPay Clubs - How to book a session – Parent Support \(parentpaygroup.com\)](#)
- [ParentPay Clubs - How to see what sessions I have booked – Parent Support \(parentpaygroup.com\)](#)
- [ParentPay Clubs - How do I cancel a club session booking – Parent Support \(parentpaygroup.com\)](#)
- [How to get help – Parent Support \(parentpaygroup.com\)](#)

You will need to pay in order to book and if payment is not made within 15 minutes, the session will be cancelled automatically by the ParentPay system.

The number of spaces available will show on the booking page. Unfortunately, if there are no spaces showing, we will not be able to accommodate any more children.

Cancellations can only be made within the cut-off time of 24 hours. If you are not able to cancel on the booking system, please email the office. Unfortunately, we are unable to offer refunds for cancellations if you have not cancelled within 24 hours of the session.

IMPORTANT: Debts and booking sessions

All balances from the old system, whether credits or debits, will be transferred over to the new system. We therefore recommend that all debts are paid off in the current (old) payment items before the end of half term as you **will not be able to book on the new system if you have debts on there.**

Yours sincerely

Toni Fairholm
School Business Manager