



Newstead Road, Long Eaton, Nottingham, NG10 4JG
Telephone No: 0115 9733368 Website: longmoorprimary.com
E-mail: Info@Longmoor.derbyshire.sch.uk
Headteacher: Mrs S Dainty

7th June 2023



Clubs
Manage clubs activities



Dear Parents & Carers

New Online Booking System - Before and After School Clubs

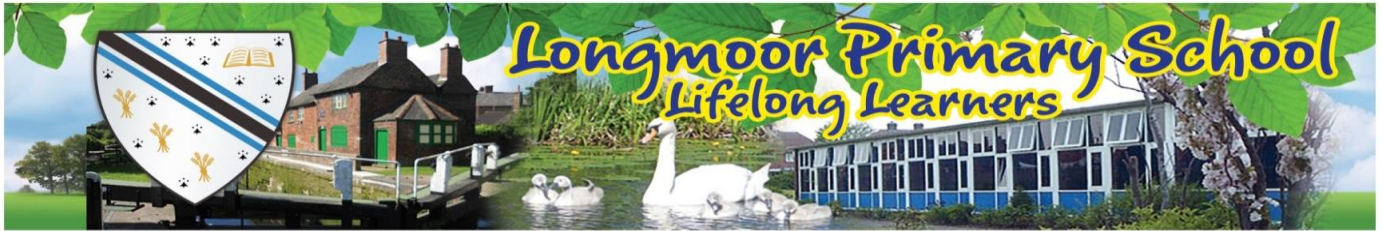
I would like to take this opportunity to thank you all for your patience and understanding whilst our new booking system for before and after school clubs has been introduced. There have been a few teething problems as expected, but on the whole, the new system seems to be working really well.

The 'clubs module' is literally brand new, only just released by ParentPay; so we are like guinea pigs. All feedback is gratefully received; as I will pass onto ParentPay so that they can resolve any issues with the system. We are all on a learning curve together - every day is a school day!

I am confident that once we all get used to it, the new system will be so much easier for both parents and school staff; with parents being able to book and cancel breakfast and after school club sessions online. Breakfast club sessions can be booked or cancelled right up until 7.00am on the morning you require; and after school club sessions until 1.00pm the same day.

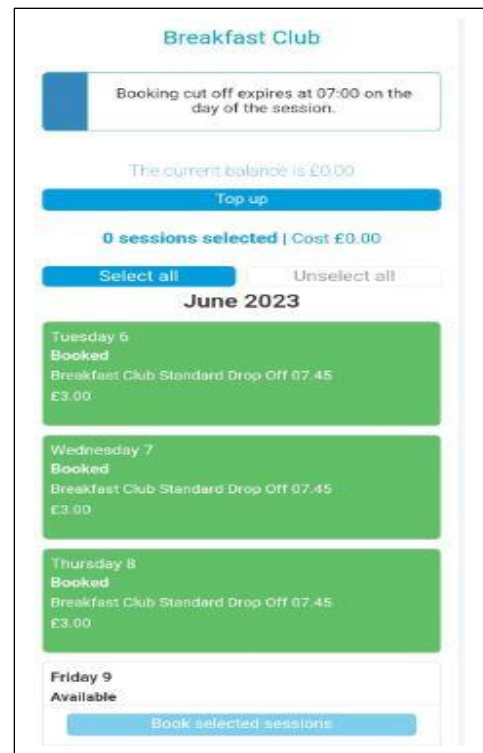
I just wanted to remind you that all breakfast and after school club sessions from now on **MUST** be booked in advance via the clubs module within ParentPay. If you require a place which has not been pre-booked due to exceptional circumstances, you will need to contact the school office, who can check if there is space available, and book a place on your behalf.

If you have pre-booked a session, but your child is absent from school, simply log into ParentPay and cancel it. If it is after the deadline, if you contact the school office, we can cancel sessions after the deadline on your behalf. All cancelled sessions are credited back to your account, so you will only ever pay for sessions attended.



We have had several children turn up at breakfast club this week without a booking. Whilst I understand that the procedure is new, and it may take some time to get used to remembering to book, it is imperative that we know in advance how many children we are expecting each day; so that we can ensure there is sufficient food prepared and we have the correct number of staff available.

I understand from feedback I have already received from parents using the new module, it is easy to use and fairly self-explanatory. I have included a screen shot to the right of what you should see. To book your child into breakfast or after school club, simply select the date/s you require and then check out. If you are in credit, it will deduct the cost of the session/s from your balance, and if not, you will be required to pay for the session/s at the time of booking. The system will hold the place for 15 minutes to allow for payment to be made, after which time, the session will be cancelled, and will be available again for other parents to book. You can top up your balance at any time by pressing top up, or choose to pay as you book.



If you are having any issues with using the new booking system, please call into the school office, and we will be happy to help you.

Over the next week or so, we will support parents as much as possible with the new booking system, however after this initial settling in period, we cannot continue to accept children in before or after school club who have not pre-booked their sessions online.

If you don't currently use wrap around care at Longmoor, but may have a need to in the future, please contact the school office who can email you a link to an online booking form for completion and return.

Kind regards
M Wenham
School Business Manager