

22nd January 2018



Dear Parents and Carers

Acorns After-School Club

I thought it would be helpful to write to you all to remind you of the booking and payment arrangements for Acorns After-School Club. These new arrangements were sent out to all parents in early October and came into effect at the end of October 2017:

- A Registration Form must be completed and returned before or with the initial booking form.
- All booked days must be paid for. Bookings will not be confirmed until payment is received.
- All booked days must be paid for in advance. Bookings will not be confirmed until full payment has been received.
- No refunds can be made for non-attendance once a booking has been made.
- Payment must be received by 3.00 pm on the Thursday of the week preceding the booking, unless using the online payment system when bookings and payment can be made up to 8.00 am on the Friday preceding the booking.

(A full list of our Terms and Conditions are set out on Acorns Booking Forms)

I would like to reiterate that we are not able to accept any bookings after the deadline as set out above. These deadlines are non-negotiable and I would therefore ask that staff, particularly office staff are not put in the uncomfortable and unnecessary position where they are required to repeatedly tell parents that they cannot make an exception to the rules.

We have also had a number of requests for refunds recently. Whilst I do appreciate it can be frustrating and unavoidable that children may have to miss a pre-booked session, which is often due to illness or change in circumstance, the reason the Trust is not able to offer a refund is because all food and staffing levels have to be finalised in advance of that session.

To ensure this provision is able to continue, we have to ensure that Acorns remains financially sustainable whilst offering after-school care to our families at the lowest cost possible. We will, as always do our very best to meet the needs of our families but will understand if parents choose to source alternative after-school care as they are unable to meet our booking requirements.

To this end, if you do have any concerns or complaints regarding refunds or any other matter regarding Acorns, please could you speak to a member of the Acorns team in the first instance or email Acorns@talloaksacademy.co.uk. A member of the Acorns team will then contact you with a response to your query, or request that a member of the Senior Leadership Team contact you at the earliest opportunity.

Please do not hesitate to contact me if you have any questions or concerns regarding this letter or the Acorns provision.

Yours sincerely



Mrs S Wilson
Executive Headteacher