

23 November 2020

Dear Parents and Carers

Tree Tops are delighted and excited to be the new Wrap Around Care provider for After School Provider at Kings Copse Primary School after the Christmas holidays.

I would like to introduce myself, I am Nick Mealey and I am the Managing Director for Tree Tops Clubs and Wild Life Day Camps. I have been working in childcare for over 12 years and I pride myself on offering high quality wrap around childcare for schools, parents and most importantly children. My vision and passion is to deliver high standards and offer fantastic childcare sessions for your children.

Tree Tops Clubs will be offering a wraparound provision at the school. The after school club will operate from when school finishes until 6:00pm and please see pricing options for after school club below. You can book regular sessions or ad hoc sessions as and when required. Please see below details of how to register, our two different types of booking patterns and our payment methods. Our bookings system will be **now open for you to register and book.**

After School Club Contract	
<i>Contract bookings require one month's notice to cancel or amend sessions</i>	
<i>Ad Hoc bookings are non-refundable and cannot be swapped</i>	
Contract session times and prices:	Per Child
School finish -4:30pm	£8.00
School finish – 6:00pm	£11.50
Ad Hoc session times and prices:	Per Child
School finish -4:30pm	£9.00
School finish – 6:00pm	£12.50

All parents are to register on our system for their children to attend at a Tree Top breakfast and/or after school clubs. This is the link to register and book on our online system: <https://treetopsclubs.kidsclubhq.co.uk/rdr?u=home> or you can visit the homepage of our website <http://treetopsclubs.co.uk/> to book

When you login and register on the system please pull down the name of the school from the dropdown menu and you can then choose to book either a regular booking pattern ("My Contract") or ad hoc bookings ("Ad Hoc"). Please see the explanations below of our booking patterns.

Regular Bookings – If you wish to book your child/children in to a regular booking pattern i.e. the same day and session time each week then please click the **"My Contract"** button and put in the weekly days sessions you would like and when you would like the contract to start. This will then be approved by the Bookings Team and the system will

Website: www.treetopsclubs.co.uk Email: info@treetopsclubs.co.uk
 Telephone: 01420 525317

send you confirmation of your booking pattern which kindly check. Your booking pattern will roll on every month. **Please note we require one month's notice in writing of any changes or amendments to your booking pattern or if you wish to cancel the booking. You will need to email the Admin Team on info@treetopsclubs.co.uk for any changes or cancellation to your contract booking.**

Ad Hoc Bookings – If you wish to book Ad Hoc sessions please click on the “**Ad Hoc**” button. You can make Ad Hoc bookings by 12:00pm each day and all Ad Hoc bookings must be paid for at time of booking and please see payment methods below. Please note **Ad Hoc bookings are subject to spaces, cannot be swapped and are non-refundable.**

Invoices – If you have a contract booking you will receive an invoice for the sessions for the first month as soon as your contract is approved. Invoices are sent out round the 16 of each month for the following month's sessions and the system will send this out automatically. Invoices are to be paid within 10 days of the date of the invoice.

Payment - Payment can be made by tax-free childcare (*please enter your unique reference number on your child's account*), childcare vouchers, bank transfer (*please email me or search our website for payment details*) or credit card. Please quote the name of your child when making payment.

All our staff have DBS checks and company training to our high standards, before they start at the site.

Tree Tops looks forward to meeting and getting to know you and your children over the coming weeks. Tree Tops is looking forward to working with you and your children in January 2021.

Yours faithfully,

Nick Mealey
Managing Director Tree Tops and Wild Life Day Camps