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Headteacher

## Eastlands Primary School

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22<sup>nd</sup> March 2019

Dear Parents/Carers,

In response to your feedback to our consultation on the way our booking system works, we are trialling a new system from the 1<sup>st</sup> May. Our aim is to endeavour to improve booking efficiency. Please note this is only a trial and we may not continue with it if it does not provide an acceptable solution.

Our intention is there will be several changes, including:

- Ability to view bookings on Parent Pay at all times.
- Ability to book on for more than a month at a time for **regular** bookings.
- All bookings will be made by completing and returning a booking form.

Please see the following page for a detailed explanation.

If you require any further clarification of how the new booking system will work please do not hesitate to contact us.

Yours sincerely

Eastlands Childcare Provision



## **Trial New Booking System:**

- A list of booking opening dates will be available on the Before and After School Club section of the Eastlands' website along with a booking form.
- To book your children into either Before or After School Club you will need to download the booking form and email it to the Booking Coordinator at [schoolclub2415@welearn365.com](mailto:schoolclub2415@welearn365.com) from the date that bookings open. The closing date for bookings is the 15<sup>th</sup> of every month. When you have sent your email you will receive an automatic email confirming receipt.
- Please check ParentPay over the following days so that you can make a payment when the appropriate dates have been entered. You will be unable to make any changes yourself to the booking on ParentPay.
- Payment is due by the 15<sup>th</sup> of the month prior to your bookings.
- An email will be sent to parents letting them know if certain dates are not available.
- If, for some reason, you are unable to use email, please request a paper booking form to fill in. Paper booking forms will be marked with date & time on receipt in school. They will then be processed in line with email bookings.
- Every booking request will be booked in accordance with our admissions policy criteria, which is available in our prospectus, on Eastlands website.
- Bookings will be made using the date and time which we receive the request, on a 'first come, first served' basis only.
- You will be able to book for more than one month at a time but the following will apply:
  - You are booking the same days (or very similar) for each month.
  - Once booked the days will not be altered (dates may be added, we will not be able to remove dates once booked). These bookings will be charged.
  - Payment will be due by the 15<sup>th</sup> of the month for the following month. If any payments are late all future bookings will be removed from Parent Pay and bookings will have to be made monthly.

## **Please note the following important information:**

- Any email that is sent to us must have a subject of 'Booking' or 'Enquiry' in the subject field. If your email is not correctly labelled this may delay processing.
- We can only book your child/ren in if we have spaces available; if you have sent your booking form in late then we may not be able to book your child in.
- Booking forms received before the opening date will not be entered until forms sent between the opening and closing dates have been processed.
- No bookings will be made where there is an outstanding payment due on your account in any circumstance.

