

KIDS CLUB NEWSLETTER



MAY 2018

Our Journey post Magic Booking Go Live...

Welcome to our half termly Newsletter. We wanted to say a big thank you to you, our parents and to our staff, for making our Magic Booking Go Live so successful. The vast majority of parents are very happy with the system and the support they have been given. We have devoted a fair bit of the newsletter to Magic Booking as we still need your support to make it the best system we can for you and our staff. Please read it as we can only improve the system with your help. Next time we want to devote our final Newsletter this year to our transition to our new Primary Kids club opening in September 2018.

Magic Booking

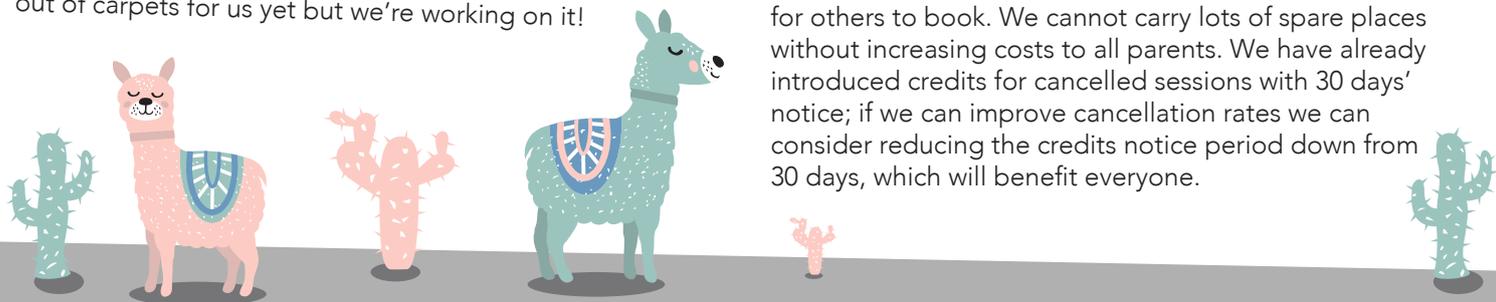
– a whole new era of flexibility for your Club is possible

We are not fully exploiting the capability of our new system yet, we need your help to do that and we want to evolve it safely whilst checking we're getting things right. In theory, you could book a session an hour before you needed one at any time of the day; we could offer discounts automatically for siblings; we could offer some early bird sessions so we can open the club at 7am; and we could offer some late sessions to 6pm, and possibly later, all at the touch of a button. These things would never have been possible with our previous clunky paper system. So... why aren't we doing these things? We'll need to look at demand, our costs, and feasibility, and in some cases, we may need to recruit and vary staff contracts and change our policies. We now have a fantastic suite of data at our disposal - we can see all historical parent activity on each account, we can chase late payments / debts automatically, and we can see at a glance which parents check out late or don't cancel. We can also see how many spaces there are and booking trends. We can communicate things quickly to you, as we have been doing as a group or as a parent. We will be asking you what you want Magic Booking to do. It can't wash the pots or get glitter out of carpets for us yet but we're working on it!

Thank you for cancelling your unrequired sessions

– Why this is critical for Safeguarding and other reasons

Thank you to those of you who are cancelling sessions you don't need. It's so easy to do in Magic Booking 24/7 at the push of a button! See the Magic Booking tab on our website if you are unsure or if you need to cancel within 30 minutes of the start time, it's very straight forward. During the past half term, as Magic Booking was new, we have been sending gentle reminders to parents who have repeatedly not cancelled sessions they don't need, because of sickness, play dates, etc. In line with our policy, we will be starting to introduce a £15 charge when children repeatedly do not attend and the session isn't cancelled, as our benchmarking with other clubs (who all already do this) has shown that small charges do not work. We need to know who is coming to the Club to ensure that we know who is missing: if you don't cancel, we spend valuable time trying to trace your child, and if we can't establish a child's whereabouts we are duty bound to inform the Police. Attempting to trace children whose session should have been cancelled diverts time away from a child who could really be missing. For Magic Booking to work optimally, parents need to cancel on-line the sessions that they no longer need, so that last minute sessions can be made available for others to book. We cannot carry lots of spare places without increasing costs to all parents. We have already introduced credits for cancelled sessions with 30 days' notice; if we can improve cancellation rates we can consider reducing the credits notice period down from 30 days, which will benefit everyone.





Accounts in debit

We will be starting to phase in the automated maximum debit function into Magic Booking now parents (and we) are becoming more familiar with the system. We will commence this from late June, so that any account more than £500 in debit will not be able to book sessions. Please note this does not apply to those parents who owe more than £500 (this is common with future bookings) but have made a commitment to pay by voucher or card instalments, this debit management function is for parents who have continually missed payments or not made any payments that are due since Magic Booking go live or before. We will as always offer solutions for parents who are having difficulty paying their bills due to personal circumstances and we request they contact us for a confidential discussion.

Infants and EYFS – what we’ve been doing this term and what we’re doing next term

Our EYFS topic this term is Growth: we’re learning about the hungry caterpillar and making some, we are making beanstalks, grass and cress heads, we are doing a game of guess the adults as babies, making flour babies and baby animal crafts. Our older infants have been making mosaic coasters, a spring mural and spending lots of time outdoors playing and testing out our new and refurbished bikes, skates and scooters. Next term our EYFS topic is Water: we will be doing activities around water, water painting, marbelling, rain pictures and making lots of bubbles. Our EYFS (reception) parents are welcome to see our activities book and photographs to see how we are supporting the schools EYFS curriculum through play.

Late Pick ups

We will also be introducing a £15 charge for late pick-ups; in line with our policy, we don’t check the child out on our tablets until they leave the building with you. We are doing this because it costs the Club to pay staff wages if our staff have to stay late. We are also only insured until the end of the session and only we rent the space until the end of the session. Our staff finish at 5.45pm in order to have time to clear up so that they can leave on time. If you need to speak to staff about anything that requires a long conversation please arrive earlier to ensure you can leave the building by 5.45pm.

Juniors – what we’ve been doing this term and what we’re doing next term

Our blanket squares are coming on nicely and our sock animals are looking fantastic. Our peg butterflies’ wings probably didn’t make it home as they were full of sweetie treats - see what they did look like on our images below. We had Star Wars Day on 4th May, we’ve made crafts from lolly sticks and we have had Royal Wedding Week. Next term we are making gifts for dads, grandads or any important men in our lives for Fathers Day; we will also be making sunset silhouette paintings.

Collectors

Please ensure you add all possible collectors to Magic Booking, it’s easy to do, we can’t release your child to someone you haven’t authorised to pick up, this has always been the case. Now its much easier to tell us about changes, just hop on line to add a collector 24/7 as we have that information on our tablets, there is no need to phone us or leave messages with school, Magic Booking is where we look for that information.



SOCK MONKEY AND BLANKET SQUARES



BUTTERFLY



CATERPILLAR



CONFETTI BOWLS

NEWSLETTER MADE BY
DOROTA SZARNOWSKA - INFANT PARENT
• DOROTASZARNOWSKA.MYPORFOLIO.COM •
❄️❄️❄️