

Parent News Letter/Email

Dear Parents/Carers,

What an exciting year this has been for Once Upon A Time and all of our wonderful families. We would like to take this opportunity to thank all of you for choosing us as your childcare provider. Since we opened in June we feel we have grown and gained such an amazing group of families.

**As it is December we just have a few dates for your diary for you to take note of.**

**Christmas Closure Dates: After Friday 21<sup>st</sup> December nursery is closed until Wednesday 2<sup>nd</sup> January 2019 when we are back open.**

**Christmas party and stay and play – Friday 14<sup>th</sup> December 5pm-6:30pm**

**There will be Christmas snacks, mince pies and beverages available for parents/carers.**

**Christmas Jumper Day (please donate £1)– Friday 14<sup>th</sup> December**

Since opening we have just a few things we needed to relay to you all. As some things may have been missed or misunderstood.

Drop off and collection times are strict and must be adhered to for a number of reasons. The staff must stick to a rota and we rota staff to start as the children start. Therefore an earlier drop off or late collection results in not only a staff member having to start earlier or finish late but will also incur a charge of £10, further to this an additional £10 every 15 minutes you are late to collect or early drop off. Just to be clear if you wish to collect your child early or drop them off late this is not a problem.

It has been brought to our attention that our annualization of the bills has caused confusion and complications. We have therefore reflected on this and we are now changing the way we issue the bills and also how we charge for the sessions.

The bills will be sent out on the 6<sup>th</sup> of every month as of January 2019, due to be paid and cleared in our account by the 25<sup>th</sup> of every month.

We are also changing to sessional charging which means you will pay for the sessions your child attends a month in advance.

If you have any further queries regarding payments, please get in touch with a member of the management team.

As we are currently recruiting Samijo and Beki are in the rooms with the children much more than usual. Unfortunately this means the reception desk may not be covered at all times. Please note this mobile number as this is a phone which management keep on their person throughout the nursery day if you need to get in touch with us and cannot through our usual land line for any reason. The number is : 07342843209

As it is getting chilly outside we still aim to allow children to access their 3 hours of outdoor play. However, this is not achievable without sufficient outdoor clothing. Please remember coats, scarfs, hats, wellies and gloves for your children. Please try and put names on items as children like to take them off spontaneously and we would hate for the to get lost.

As you are aware nursery is not only fun, exciting and stimulating but can also get very messy and dirty. Through the activities we provide accidents that may happen and just having good old fashioned fun children's clothing can get wet, paint, mud or bodily fluids on them. We have provided spare clothing if it has not been provided by yourselves however we now seem to have a shortage. Therefore borrowed clothing will now be noted and must be returned within 1 week or this will incur £5 charge per item. This will be visible on your following bill.

Best Wishes to you all for the new year

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Merry Christmas

Once Upon A Time Daycare Management Team