



December 2018

Dear Pebbles Parents,

Firstly, can we start off by saying a big thank you for supporting us. Starting any new venture can be daunting but we can honestly say it's been a pleasure to look after your child/ren and we hope that they enjoy their time with us.

Please can we draw your attention to the following information which includes changes to the terms and conditions of your contract:

- Pebbles After School Club **closes at 6pm**. Collection after 6pm will incur an additional full sessional fee of £12.00 (subject to the Managers discretion).
- Due to logistical reasons, we are unable to chase payments for invoices or for ad-hoc bookings. All payments **must** be made in advance of your child attending Pebbles. **Failure to do so will result in your child not being able to attend and they will be left at the school office for collection.**
- Pebbles are no longer using Facebook however information and pictures can be seen via the school website.
- If the school is closed due to snow/unforeseen circumstances, payments for booked sessions are still applicable.
- As you know we are independent from school and have been asked by the office that all enquiries must come to us and NOT to the school. They are unable to take any form of message. Please use our mobile numbers to text us and we will reply as soon as we are able to.

If any of you require ad-hoc bookings for the next half term, please let us know as soon as possible.

Sometime in the New Year we will be sending out a customer satisfaction survey and would welcome any feedback.

Wishing you all a fun packed Christmas; we look forward to seeing you all in January.

Hannah and Belinda