



**Oscars**  
The Terrapin  
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13<sup>th</sup> May 2019

Dear Parents and Carers

For those of you who did not already know Frampton Cotterell C of E School will be undergoing major repairs in all of their buildings during the summer holiday. This will have an impact on our Summer Playscheme as we will be unable to have any access to extra toilets and rooms as all the school buildings and junior playground will be fenced off and handed over to the builders on Saturday 20<sup>th</sup> July.

OSCARS committee are working very hard to organize extra toilets during the summer but we may not know for several weeks if these will be available to us.

For this reason our Summer Playscheme will be restricted to a 32 place scheme with extra places made available later next term if possible.

Please read carefully the following as there will be major changes to the booking system and the sessions available:

### **Sessions Available**

- Full and School days will be the only sessions available there will be no Half days. This is to maximize capacity of the Playscheme.

### **Bookings**

- Booking will only be accepted on our booking form, either returned by post, brought in to OSCARS or scanned back to us – no bookings will be taken over the phone or via email
- Monday 3<sup>rd</sup> June booking forms will be sent out to families, if we are over subscribed for any days then priority will be given to those families who have used us regularly in other Playschemes.

### **Confirmation and Immediate payment**

- As soon as we receive your booking form we will acknowledge and confirm availability. As soon as we have confirmed the places available to you then the full payment will be due within 48 hours [confirmations made on a Thursday will require full payment by 6pm on the following Monday, likewise confirmations made on a Friday will require full payment by 6pm on the following Tuesday ]
- If we do not receive confirmation of full payment the places will be made available to other users and will no longer be allocated to you.
- Once you have made payment and those days are allocated to you there will be a 'cancellation' period when any changes to your booking can be made and a refund given.

### **Cancellation period**

- Your cancellation period will be detailed on your confirmation.
- The cancellation period will be 14 days from the day of confirmation for all bookings made and confirmed in the first 2 weeks. 3<sup>rd</sup> to the 14<sup>th</sup> June.
- Bookings made and confirmed from Monday 17<sup>th</sup> June will be subject to a decreasing cancellation period – this period will not extend beyond 6pm on the 1<sup>st</sup> July.
- 6pm on the 1<sup>st</sup> July – this date is 3 weeks before the start of the Playscheme, as per our normal procedure any bookings made and confirmed from this date will not be eligible for any refunds

### **Refunds**

- If you are due a refund as you have cancelled within the 14 days or the date and time detailed on your confirmation, then payments made by cash, cheque or BACS will be refunded. Any payments made by Child Care voucher will be credited to your account with OSCARS against future use as we are not legally allowed to refund Childcare voucher monies

### **Trips/Extra activities**

- As always our programme will detail any activities or trips which incur an extra charge. We will not expect payment for these up front. A separate invoice will be sent out in July.

Please be assured that all the above changes have been thought through very carefully and agreed on by the OSCARS committee, Manager and Supervisory staff.

They have been brought in not only because of the constraints put on us by our lack of alternative facilities for this coming summer but also and very importantly to bring OSCARS in line with other providers who require payment in full to secure places in their settings.

Please be assured we will keep you all informed of any additional places we may be able to offer for the Summer Playscheme if and when they may become available.

If you have any questions about the booking process please let a member of staff or committee know and we will do our best to answer you.