

DOLPHINS



Out of School Club

## December 2015

### **\*\*\* IMPORTANT: Change to Late Cancellations/Bookings Procedure \*\*\***

Whilst Dolphins has an online presence, with a website and email address and has been pushing this recently, Dolphins staff do not have 24-hour access to emails and may not always have time to check emails before a session commences. Unfortunately, unlike Pinhoe school or Pre-school, Dolphins does not have the capacity for a full-time, on-site administrator.

As a result, we have missed emails communicating late cancellations – resulting in charges being erroneously applied. Therefore, we have decided to review our Late Cancellations Procedure. The first task of the day is to check for any messages left on our answerphone as this can be done reasonably quickly. We do not have time to set up and check the laptop for any recent emails, so should you need to cancel your child(ren)'s place for any reason at the last minute, we will no longer accept late cancellations by email. Please contact us by telephone on our usual number (see the foot of this newsletter). If we are unable to answer, please leave a message on the answerphone. We still reserve the right to charge for very late notification (i.e. if you make the call on the day of the session(s) in question).

The same applies for late booking requests. Thank you for your cooperation.

### **Christmas and New Year Holiday Club**

The Christmas and New Year Holiday Club will be open as follows.....

Monday, 21<sup>st</sup> December: Open all day as normal;  
Tuesday, 22<sup>nd</sup> : Open all day as normal;  
Wednesday, 23<sup>rd</sup> : Open all day as normal;  
Thursday, 24<sup>th</sup> : Half-day only – closing at 2pm;

#### **We will then be closed until.....**

Monday, 4<sup>th</sup> January : Open all day as normal;

If you require our services for any of the above days, please 'phone or see a member of staff to book as soon as possible.

Prices: £19.00 full session, £11.00 half session.

***Just to repeat, Dolphins will close at 2pm Thursday, 24<sup>th</sup> December and will not be open again until Monday, 4<sup>th</sup> January 2016.***

***AND FINALLY..... DOLPHINS MANAGEMENT AND STAFF WOULD LIKE TO WISH YOU A HAPPY CHRISTMAS!***

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