

DOLPHINS



Out of School Club

January 2016

***** IMPORTANT REMINDER: 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.

Evidence of Childcare costs for the DWP/HMRC or other bodies

Over the last few years, Dolphins has received a number of requests from parents to provide evidence of attendance of Dolphins by their child(ren) for periods other than that covered by the latest invoice – usually covering a full Tax Year, but there have been some requests covering other periods.

Where a print-out similar to the regular monthly invoice will suffice, Dolphins will provide this with no charge. If, however, the request requires manipulation of or transcription of this information onto other forms, then please note that Dolphins will require an administration fee of £10 to cover this service.

Behaviour Policy

We have updated our Behaviour Policy. A copy is available in the Policies folder that can be found in the foyer. If this is unavailable or you would like further information, please see a member of staff.

Dolphins 'New Year' Disco

We have provisionally booked Alan Francis' Disco for Friday, 12th February. Once we have confirmation from the school, we will make tickets available at the usual price of £4.50 per child which includes a drink, sweets and a hotdog.

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Spring Half Term Holiday Club

We are now taking bookings for Holiday Club during the Half Term break in February. If you require our services for any day between Monday, 15th and Friday, 19th February, please 'phone or see a member of staff to book as soon as possible.

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