St Piran’s Cross CofE Multi-Academy Trust
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16th September 2016

Dear Parents/Carers,

**Wraparound Procedures**

Further to a letter sent by the Business Manager and Heads before the summer holidays, and for our new parents to the school, I am writing to confirm arrangements for booking wraparound sessions in school.

From **Monday 26th September** a new system for booking and paying for these clubs is being introduced. You will be able to book through Parentpay for sessions you require. Payment will be required at the time of booking. There will be cut off points for booking a place which will also be introduced, these will be midday on the day before the breakfast club session and 8.30am on the day of the after school club session.

We realise there will be some circumstances when an emergency may arise and the school will support these odd occasions. Payment will be requested as soon as possible after the event. You will no longer be able to use the facility unless this is booked and paid for in advance and the school is unable to offer any credit facility. You will be invoiced in the usual way for the periods up to the new launch date.

Cancellations will be accepted and credited if made 24 hours before the start time of the session. The cancellation notification can only be made by phoning the school office during office hours or by e-mailing bbsecretary@stpiranscross.co.uk . When the cancellation is received the office staff will log on and credit your session back via your Parentpay account.

The trust and school’s future vision is to become totally cashless from 1st January 2017 and to encourage all parents to use the Parentpay facility. Secondary schools are using similar programmes to manage their payments in school. If you feel you may experience problems with accessing the system please contact your school office.

Fundraising – There will still be localised fundraising collections for comic relief, children in need and other charity days. Cash donations will still be collected in schools for these events.

We would encourage parents with queries to contact Parentpay via the online parent support form which is found on the help tab. The school office will not be able to help in resolving Parentpay queries as this is operated similar to a bank account. I realise this will be an adjustment for some of our parents and for our staff this is also a new procedure, so please be patient with us in getting this set up and running smoothly.

If you have limited or no internet access, money can be uploaded via the Paypoint system. Please see the website for further details and to find out your local location <https://www.paypoint.com/en-gb>. This system works as an upload on to your Parentpay account. This will not work for the sessions being booked but you can e-mail your request through to the office for sessions.

If you currently do not have a log in for Parentpay or have lost your password please contact the school office to get new log in details. If you do experience difficulties with internet access at home or accessing the website please contact the school office to see if there is any additional support we can offer you. There is also support from Parentpay , please enter this link online <https://www.parentpay.com/parents/using-parentpay/help-and-support>

Yours sincerely



Mark Lees

Executive Principal