



Bisley Base Ltd
196 Guildford Road, Bisley GU24 9EP
OFSTED REGISTRATION NO: EY429384

April 2020

Policy update and new procedure

Dear Parents,

Our first thoughts are with everyone that has been affected by the last weeks/months. And hope that things will soon return to some normality. We have missed the children hugely and have been busy trying to do keep things going for a return. Although we don't know a return date, we must think about the future as we need to have a plan ready.

This has been a time of reflection for us and how we manage and work in our business and the service we provide. Like many others this has been a difficult time to try and keep a business and a building going with no income. Our insurance didn't pay out and we weren't eligible for any financial support via the government. So, we have had to pull on reserves to ensure the building doesn't fall into disrepair, enabling us to be ready for a return.

We were heartened by those of you that wouldn't take the 20% credit and the lovely messages we have received but also understand those that needed the credit.

*Moving forward ready for returning we understand that some may rethink their childcare needs and the days they might require. It also coincides with places for September's reception intake being confirmed. We usually do ask you to confirm your requirements and update the information we hold. Due to the unexpected situation we are in we are asking you to reregister your children so we can be prepared for our return. Spaces will be offered on a date received basis, and the closing date for reregistration's will be **15th May 2020**. Spaces for our new reception children will then be offered from **1st June**. If you reply after 15th May I cannot guarantee spaces as I may have had to reduce our staff levels. We are hoping that schools will return on the 1st June so if you can have that date in mind as well as September when booking spaces. (If you no longer require a space could you drop me a message so I can then take you of our list).*

We try our best to be fair on pricing but the COVID-19 situation aside and the impact that has had. The cost of delivering childcare has gone up by 15% in the last couple of years mainly due to the living wage increase going from £7.50 - £8.72. I'm sure you are aware that working with children is one of the lowest paid professions yet has the responsibility for peoples prize possessions. We are lucky we have great staff that are keen to provide an excellent service and currently five of our staff hold a level 3 or above qualification. Our prices from June 2020 will be. Breakfast Club £6.75 After School Club £16 this is an increase of less than 7% since 2017.

For more information or to arrange a visit please call Lynda Faithfull 07789177127.

lynda.faithfull@Bisleybase.co.uk

www.Bisleybase.co.uk

*We are also going to tighten up our late collection policy although it is in our policy to charge for late collection (6pm) I have never charged it trying to be understanding but it doesn't seem to go both ways, also it is in our policy to charge for late payments yet again over the years I have only charged a few times. The date for payment is clear on the invoice and should be adhered to. If you are paying via vouchers this can take up to 5 days from you asking for them and us receiving them so this time must be considered. We can space payments out, but this must be **agreed** for each half term.*

In this pack you will have.

- *This letter*
- *Registration form*
- *Terms and conditions*
- *Booking Form*

Please complete the registration form, booking form and sign the terms and conditions and return to;

Bisley Base

Lynda Faithfull

11 Oakwood Court

Clews Lane

Bisley

GU24 9SJ

Or you could drop through our post box on the gate at 196 Guildford Road, alternatively you could scan and email back to me.

When you originally registered with us you would have ticked the box saying you have read and understood the T&C's but we have made a couple of small amendments so these so will need signing again. I have left the original on the web site for now but will replace once these letters have gone out. Policies and procedures had an update in April, but these only related to the pre-school.

We hope that all the above makes sense and hope that any changes we have made you can see are to enable us to provide the best service we can. If you would like a to have a chat about any of the above, please give me a call.

Yours sincerely

*Lynda Faithfull
Manager*

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