

July 2021

Dear Parents and Carers,

Tree Tops Clubs are delighted to be the new wrap around childcare provider at Oak View Primary and Nursery School from September 2021.

I would like to introduce myself; I am Chris Weber and I am the Regional Manager for this site (Part of the UK Childcare Group). As a company we pride ourselves on offering high quality wrap around childcare for schools, parents and most importantly children. Our vision and passion is to deliver high standards and offer fantastic childcare sessions for your children.

Tree Tops Clubs will be running the breakfast club and after school club on a daily basis, details of timings and costs for the clubs are included below. You can book regular contract sessions or ad hoc sessions as and when required. Please see below for details of how to register, our two different types of booking patterns and our payment methods. Bookings for September will soon be open on our website and we look forward to welcoming you to our clubs.

Tree Tops Pricing:	
<i>Contract bookings require one month's notice to cancel or amend sessions.</i>	
<i>Ad Hoc bookings are non-refundable and cannot be swapped</i>	
Session times and prices:	Per Child
Breakfast club 7.30 – 8.45am <i>Includes breakfast</i>	£5
After School club 3.30 – 4.30pm <i>Includes snack</i>	£5
After School club 3.30 – 6.00pm	£12
After School club Bolt on session 4:30 to 6pm (attending following a Tops Sports club) <i>Includes snack</i>	£7

Website: www.treetopsclubs.co.uk Email: info@treetopsclubs.co.uk

Telephone: 01420 525317

How to Book:

All parents need to register on our system for their children to attend the after school club. This is the link to register and book on our online system: <https://treetopsclubs.kidsclubhq.co.uk/rdr?u=home> or you can visit the homepage of our website <http://treetopsclubs.co.uk/> to book

When you login and register on the system please pull down the name of the school from the dropdown menu and you can then choose to book either a regular booking pattern ("My Contract") or ad hoc bookings ("Ad Hoc"). Please see the explanations below of our booking patterns.

Regular Bookings – If you wish to book your child/children into a regular booking pattern i.e., the same day each week then please click the "**My Contract**" button and put in the weekly days sessions you would like and when you would like the contract to start. This will then be approved by the Bookings Team and the system will send you confirmation of your booking pattern which we ask you to kindly check. Your booking pattern will roll on every month. ***Please note we require one month's notice in writing of any changes or amendments to your booking pattern or if you wish to cancel the booking. You will need to email the Admin Team on info@treetopsclubs.co.uk for any changes or cancellation to your contract booking.***

Ad Hoc Bookings – If you wish to book Ad Hoc sessions please click on the "**Ad Hoc**" button. You can make Ad Hoc bookings by 12:00pm each day and all Ad Hoc bookings must be paid for at time of booking (please see payment methods below). Please note **Ad Hoc bookings are subject to availability, cannot be swapped and are non-refundable.**

Invoices – If you have a contract booking you will receive an invoice for the sessions for the first month as soon as your contract is approved. Invoices are sent out around the 10th of each month for the following month's sessions and the system will send this out automatically. Invoices are to be paid within 10 days of the date of the invoice.

Payment - Payment can be made by tax-free childcare (*please enter your unique reference number on your child's account*), childcare vouchers, bank transfer (*please email us or search our website for payment details*) or credit card. Please quote the name of your child when making payment.

All our staff have DBS checks and have undertaken company training to our high standards, before they start at the site.



Tree Tops Clubs looks forward to meeting and getting to know you and your children when our club opens in September 2021.

Yours faithfully,
Chris Weber
Regional Manager

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