

**Crossways Schools**  
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Website: [www.crosswaysschools.co.uk](http://www.crosswaysschools.co.uk)

Executive Headteacher: Mark Toogood BEd (Hons.), NPQH

30 November 2017

Dear Parent/Carer

I am pleased to inform you that The Crossways Schools are introducing a new on-line bookings system for Breakfast Club and Crossways Kites After School Club. It is not an on-line payment system; please continue to use your current method for payments.

If you do not have access to the internet, please contact Mrs Slater in the Infant School.

The system is available from today and will be taking initial bookings from the beginning of January 2018. We will **continue to use the current system for booking sessions required during the rest of this term**, i.e. up to the Christmas holidays.

The bookings system is accessible from the Schools' website on the Breakfast and After School Club page:

<http://www.crosswaysschools.co.uk/parents/after-school-breakfast-club/>

One parent per family will need to set up an account and enter the child(ren)'s details and emergency contact details. The account and children will need to be validated by the Club Administrator, Cath Nicholson, before you can make bookings. Please see the enclosed 'Getting Started' guide for assistance.

Please set up your account by 8<sup>th</sup> December at the latest so that we can perform the necessary validations and assist you with any issues or queries prior to the Christmas holidays.

Cath Nicholson will reconcile your account on the current system at the end of December 2017 and apply your closing balances to your new, on-line account at the beginning of January 2018.

The new booking system is bespoke software which has been written specifically for The Crossways Schools. As with all new software, we will no doubt experience some 'teething problems'. Please consult the 'Getting Started' guide before contacting school. There is a new email address for **all** Breakfast or After School clubs' communications (please refrain from using Cath Nicholson's school email address in future):

[bcandkites@crossways.org.uk](mailto:bcandkites@crossways.org.uk)

Use this email address for all issues and queries regarding the booking system. If you need to speak with someone urgently, please 'phone Mrs Slater at the Infant School. Mrs Slater will co-ordinate resolution of all issues during the transition phase. Unfortunately, we will not be available to provide support during the Christmas holidays.

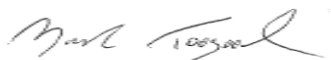
Please note that bookings can be made eight rolling weeks in advance from the current date. This means that new bookings are continually being made available; you do not have to wait until the end of each term to make initial bookings for the start of the following term, although you can if you choose. It is a parent's responsibility to make bookings in good time and before maximum numbers are reached; the Club Administrator will not be sending reminders.

There have been some changes to the terms and conditions for the use of the Breakfast and After School clubs (charges regarding late pick-ups from Crossways Kites and turning up for sessions which have not been booked may be of particular interest). The 'Terms and Conditions' document is enclosed and will also be

accessible via the booking system registration page. Please read them as you will need to agree prior to using the booking system.

I hope that the introduction of the new system will be of enormous benefit to you. Please be patient with us during the transition period if you experience any problems or difficulties. Whilst we will make every effort to provide a prompt response to your queries, we anticipate that there may be some delays due to other school commitments during this busy Christmas season! Many thanks.

Yours faithfully



Mark Toogood

Executive Headteacher

Encl.

The Crossways Schools Breakfast Club & Crossways Kites Terms and Conditions

The Crossways Schools Breakfast Club and Crossways Kites Bookings System – Getting Started

Crossways Kites information leaflet

Breakfast Club information leaflet