

Friday 15th November 2019

## PREMIER WRAPAROUND CARE AT WATERBEACH PRIMARY SCHOOL

### BOOKINGS NOW OPEN!!!!

Dear parents and carers,

Please allow me to introduce myself. My name is Gareth Simpson and I am the Director of Premier Education in the Cambridge area.

We have been successful in delivering high quality provision in primary schools within Cambridge and it's surrounding areas for 18 years. Our offer includes physical education, holiday camps, extra-curricular sessions and more recently wraparound care, comprised of sport, performing arts, wellbeing and multi activities.

We are extremely excited to be launching Premier Wraparound Care on site in the new build at Waterbeach Primary School starting on February 24<sup>th</sup>, 2020, and creating an outstanding, safe, secure and fun environment that children and parents can trust.

The new provision will be based in the new state of the art facilities on the school site, and have several features which haven't been available at the school in the past, such as:

- Access to a wider range of activities for children (both indoor and outdoor)
- An improved varied food menu
- A simple bookings system where parents can book online and receive instant email confirmation to easily track any bookings
- A fully responsive support team who will be ready to take any calls, queries and reply to emails with a quick turn around
- End of term parties at no additional cost
- Available throughout the school holidays, and inset days (except for the Christmas break)
- Increased siblings discount and offers
- Increased number of places available
- Refunds for missed sessions
- No upfront deposit or membership fees

As with anything new, we know that as a parent or carer you will have several questions, so I have attempted to cover some of these for you. Please see below:

**Q. Will existing users of the BSC/ASC have their bookings transferred over?**

**A. Unfortunately not, this is an entirely new provision, so parents will need to book their child's place online using the new booking process.**

**Q. We know Premier originally as a sports provider, what if my child isn't sporty?**

**A. The care will not just be made up of sporting activities. We will have a mixture of staff who all have a lot of experience working with primary school children in similar environments. Sports and performing arts activity professionals will be on site everyday, but there will also be a wide range of other activities available each day ranging from free play, reading and arts and crafts, cooking, outdoor adventure and music.**

**Q. Will Premier be taking childcare vouchers?**

**A. Parents will be able to use childcare vouchers as soon as our Ofsted registration comes through. As soon as we have this number, we will share this with you and all the providers we are registered with. If your provider isn't on the list, it will only take us a couple of days to get ourselves on the system for you. There is a step by step guide on how to book online using childcare vouchers in the parent's handbook.**

**Q. In the past we were invoiced for the sessions we attended; will this be the case now?**

**A. This will no longer happen as you will need to pay for the sessions upfront online. If you are using childcare vouchers you will still receive an email confirmation of the sessions you have booked and the cost, you will then need to inform your childcare voucher provider so they can release the funds to ourselves.**

**Q. If we miss sessions can we get a refund?**

**A. Yes you can get refunds for missed sessions by ticking the flexi booking box whilst booking online, which can be found in the extras section. This one-off payment of £3.50 can leave you with the peace of mind that you will be refunded with no questions asked if you wish to cancel your child's place or they miss sessions through illness or something else. Please note that childcare vouchers are not refunded, instead credit is added to your account**

Bookings for the rest of the school year are now available online on a first come first served basis, included before and after school care for the remainder of spring term and all of summer term, plus Easter, Whitsun & all six weeks of the summer holidays.

To book your child's place on any of the above courses please visit [www.premier-education.com](http://www.premier-education.com)

In the 'Enrol your child section' please click on 'Book a course'. Type 'Waterbeach Primary School' in the location and hit the 'Search' button. Then simply select the required course (before school wraparound, after school wraparound, holiday before school active club, holiday after camp play active club or holiday camp), before clicking the days you wish to book, entering your child's details and making your payment via card or childcare vouchers.



If you have any further questions you can send them to [waterbeach@premier-education.com](mailto:waterbeach@premier-education.com) or call 01638 751168 and we will try and answer these as soon as possible

Yours truly,

Gareth Simpson BSc.  
Director

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and activate  
the world.

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