



17th March 2020

Dear All

Following our communication yesterday, the Committee would like to provide you with some more specific details below. We will also be posting this information in the form of FAQ which we will add to the website (www.wosclub.co.uk) this week and will endeavour to keep this updated as government and DfE advice changes and in response to any questions.

What are WOSC doing?

During the continuing COVID-19 crisis, we are attempting to balance the requirements of parents with the long-term stability of WOSC. We understand that WOSC is an important local facility and we will do all we can to maintain both our financial stability and our valued staff. We have therefore taken some difficult decisions particularly about fees, and we hope that you as parents understand the need to ensure that WOSC remains viable and operational after the crisis passes.

WOSC opening hours

- As long as we are able to remain open we will do so. However, we may have to cancel sessions at very short notice if staff have to self-isolate. We are required to maintain certain ratios of staff to children and cannot legally operate if we cannot maintain these ratios. We make every effort to avoid cancellation by bringing in other staff members, but during COVID we may have multiple staff members self-isolating simultaneously.
- If the school closes before the end of term on 2nd April, WOSC will also close as we are on the school premises and many of the staff also work in school. Equally if the school is required to remain closed after the Easter holiday period, breakfast and afterschool club will not operate.
- At this time, we are following advice for childcare/nursery settings and we are also in close communication with the school with respect to Easter holiday club. There is a possibility that WOSC will have to shut for Holiday Club. We will immediately notify parents and carers if WOSC will not be open for holiday club if government or DfE advice is to close childcare premises. A final decision on whether holiday club will be open or not will be communicated by 27th March at the latest if not before.
 - Note that individual holiday club sessions may still be cancelled if we do not have enough staff for the number of children attending
 - Please let the club know as soon as possible if you personally decide that your child will now not attend any sessions in holiday club if WOSC were to be open.

Cancellations, fees and refunds

1. Term time sessions for the remainder of this half term period (until 2nd April)

- If we are forced to close during the remainder of the current term up until April 2nd, we will not be refunding fees already paid. We understand that this decision may be difficult for some, but we have committed to paying our staff for these sessions.
- Our current term time cancellation policy requires 7 full working days notice to cancel in advance and receive a refund/credit. However, with the potential for WOSC to be shut down based on government advice we cannot maintain this policy. **Effective immediately for this term time**

period until 2nd April, no refunds or credit will be given for any sessions cancelled by either individual parents/carers or by WOSC due to insufficient staff or closure. This new policy supersedes the T&C cited on any booking forms and our current cancellation policy and will be maintained until further notice.

2. Easter holiday club

- All advance bookings have been taken for the Easter holiday period. The cancellation policy for holiday club remains unchanged; Cancellations made by parent/carer will not be refunded.
- If WOSC are forced to cancel some or all of the Easter holiday clubs sessions, then at this time we will not be immediately refunding fees already paid. However, the committee will be monitoring our finances to decide if we can refund a proportion of these costs by crediting your accounts for future bookings. If and when we can do this will depend on how long any COVID-19 shut-down lasts. If this presents any parent/carer with financial difficulties, please contact bookings@wosclub.co.uk and our Administrator will work with the committee to identify how best WOSC can support in this situation.

3. April – May half term booking

- For the next half term period, we have already opened the booking system, however we appreciate that many of you will be unsure whether to book. **We therefore request that you return your booking forms by the Early Bird deadline (27th March)** so that we can plan staffing as per 'business as usual'.
- As the situation is very fluid, at this time we need to ask for payment if you are able to do so and assume that the club will be open. If the scenario is that the club is forced to close, then after we have assessed the club's finances, we will manage refunds/credits as appropriate. We appreciate that not all parents may be able to make these advance payments so please communicate to our Administrator on submission of the form if this is the case. If you do not submit a booking form, we unfortunately cannot guarantee that you would have a place for this half term.

Why are we taking these steps?

As a not for profit organisation and a childcare provider our main outgoing is payment of staff wages. We are committed not to make profit but we want to try to maintain the club's financial viability. Recruitment is a long-standing issue for WOSC that already limits our services.

If we are forced, due to lack of funds, to reduce the number of staff we will find them very hard to replace. Potentially WOSC may have to open after any COVID-19 shut-down with a substantially reduced capacity and therefore be unable to meet many of your childcare requirements. We hope we can all work together to try our best to ensure that we can reduce the impact of this difficult time for ourselves as parents, and also for the WOSC staff.

We will continue to update our information as changes in advice are made. If you do have any questions please email these to contactus@wosclub.co.uk or if specific to booking to Bookings@wosclub.co.uk. We will not be able to give any immediate response to emails, but hope that the FAQ will help provide the answers to common questions.

With regards,

WOSC committee