



BOSVIGO SCHOOL

Valuing all, developing all
<http://www.bosvigo.cornwall.sch.uk>

Chapel Hill, Truro
Cornwall, TR13BJ
Mr. Chris Wallis
01872 274034
Email: secretary@bosvigo.cornwall.sch.uk

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Dear Wraparrounders,

We have been listening to the feedback we receive from our users and have looked at how we can improve the information you receive about your session usage and more detailed invoicing.

As you may be aware we have been restricted by the constraints of our finance system, so have looked further afield to see how we can become smarter in the way we work. As a result, we have invested in a new booking system that sits alongside our online payment system. This system will allow you to book online and will provide you with detailed information about your child's usage of Wraparound and Holiday Club.

We will be introducing this new system for Easter Holiday bookings, and for Wraparound (Breakfast Club and Afterschool Club) after the Easter break.

As a Wraparound user you will need to book your children's Holiday and Wraparound sessions directly, either using the Schoolcomms "Gateway" app for your smartphone/tablet or through the "Payments and Wraparound Bookings" tab on the Bosvigo School website. Any calls into school will ask that you book directly using the app or the website. (This also avoids any miscommunication between school and Wraparound). A register will be printed from the sessions booked so the staff know exactly who to expect and collect, including those attending after clubs.

Wraparound bookings can be taken up until 7.30am if attending Breakfast and up to 3pm for Afterschool Wraparound care. If the session is full you will not be able to complete your booking.

Holiday bookings can be taken up until 7.30am on the day of attendance. Again, if the session is full you will not be able to complete your booking.

As you book you will be given the option to pay for the session. (Once we have completed a transitionary period the payment will be mandatory upon booking). Your balance will show for the sessions you have booked and you can see this whenever you log in. During transition your account must be cleared at the end of the month of usage.

An integrated booking and payment system will avoid missed invoices sent through satchel post and will always provide you with an up-to-date account.

Those Wraparound users who pay for their sessions with Child Care vouchers will continue to be able to do so. The session bookings will be made on line in exactly the same way, providing a record of all sessions attended, and a running balance of usage versus voucher payment will be visible on each child's account.

Cancellations can be made by emailing wraparound@bosvigo.cornwall.sch.uk up to 24hrs before the session booked is due to start. A refund for the cancelled session will then be processed.

A guide to help you complete your bookings will be sent to you via email and will be published on the website.

Please ensure you can access the School Gateway before the Easter Holidays. If you are having difficulty, please ask the Wraparound Staff or the School Office Staff to help you set up.

We are here to help implement this improved system, so do ask any questions – we're sure there will be many along the way!

Best Wishes
Wraparound.

