



Jennett's Park CE Primary School

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Owlets and Night Owls Wraparound Care: Cancellation Policy Update

Dear Parents and Carers,

Following feedback from the parent wraparound survey, we're writing to confirm the updated cancellation policies for our wrap-around care provision. We had around 30 responses with a clear polar view on wishes for the two different services so have tried to adjust to make the best offer.

Owlets (Reception)

Based on your requests for reduced cost vs flexibility of booking, **the charge for Owlets will remain at £6.50 per hour**. We had reduced it under review from £8. In return for maintaining this rate, we require **5 days' notice for any cancellations**. This does not rule out later price rises but those would be in line with yearly reviews.

This means:

- If you need to cancel a session, please notify us at least 5 working days in advance
- Cancellations made with less than 5 days' notice will still incur the full hourly £6.50 charge
- This helps us manage staffing and resources effectively whilst continuing to keep costs down for families

Night Owls (Years 1-6)

For Night Owls, **the cancellation notice period will remain at 24 hours**. This represents feedback from families in those years who wish for flexibility.

This means:

- You can cancel a session with just 24 hours' notice
- Cancellations made with less than 24 hours' notice will incur the full charge

How to Cancel

To cancel a session, please contact clubs@jennetts.bonitas.org.uk or the Magic Booking system

Why These Policies?

We've listened to the different groups needs feedback about flexibility and cost, particularly for our youngest children in Nursery and Reception. The 5-day cancellation period for Owlets allows us to:

- Keep the session charge at the current competitive rate of £6.50 per hour
- Plan staffing appropriately
- Offer cancelled spaces to other families who may need them



Conversely the 24-hour notice period for Night Owls provides flexibility for older children whilst still allowing us to manage the provision effectively.

We will look to review your other suggestions as part of our ongoing policy review.

If you have any questions about these arrangements, please don't hesitate to contact the school.

Thank you for your continued support of our wrap-around care provision.

Yours sincerely,



Liz Savage
Headteacher of Jennett's Park CE Primary

