



12 July 2019

Dear Parent/Carer

Pit Stop Booking Arrangements from September 2019

We are pleased to let you know that from September we will be moving to a different online booking and payment system for Pit Stop. We hope that you will find booking and paying for Pit Stop in this way is much more convenient than the current system of having to book in person and then pay on Agora.

We will be using Childcare online Booking (CoB), it is very easy-to-use and will offer you the flexibility to make online bookings whenever and wherever you like, 24 hours a day, 7 days a week - safe in the knowledge that payments are secure and use the highest level of card security and that funds will reach the school safely.

Getting started

Visit <https://the-grove-primary-school.childcare-online-booking.co.uk> to register your child/children.

This is a very simple process which you will only need to do once, however if any of your child's details change in the future please update the information as and when. We appreciate that you will have given us some of the information before but by entering it again on the booking system (CoB) will ensure our records are up to date. You will only need one account per family.

Please do this as soon as you can in readiness for you to make bookings from September.

How to book a place at Pit Stop

- Log into your account using the above website address. Book and pay for the sessions you require.
- Regular users will be able to make bookings for sessions between 4th September and 18th October with immediate effect, for non-regular users the booking system will be available from 22nd July.
- At the start of each half term the booking system will open for regular users to book for the following half term, after two weeks the system will be open to all other parents wishing to make a booking.
- As is current practice, there will be limited pupil spaces at each session in line with statutory guidelines, ensuring appropriate staff numbers and a safe environment for the children.
- Children cannot be dropped off for Breakfast Club unless a booking has been made.
- A 'parent walk-through' demonstration of the registration and booking process is available for you to watch on line at <https://www.childcare-online-booking.co.uk/>

Booking Cut Off Time

This will be at midday for that day's afternoon sessions and for the following morning's breakfast club. Bookings cannot be made or taken after this time.

Cancellations

Any cancellations to Pit Stop can be made up to 7pm the night before, with no charge for the session. Any cancellations made after this time will be charged in full for the session booked.

Child Care Vouchers

Parents/carers who wish to use childcare vouchers can choose this method of payment when booking.

And finally

At the end of this term we will transfer any credits or debts you have to the new system. Please note that any debt remaining at the end of term will have to be paid in full the next time a session is booked on CoB. We will shortly be sending you a statement of your account for Pit Stop, if you are in credit please could you aim to run this down before the end of term, if you are in debt please can you pay this as soon as possible on Agora.

If you have any questions about the new CoB, the new Pit Stop booking system, please do not hesitate to contact the office staff.

Yours sincerely,

Ms C Mitchell

Finance Officer