Hambridge Community Primary School

Headteacher: Mrs Leanne Hall

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'Being The Best We Can Be'

Happiness
Care
Perseverance
Success

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ParentPay and Wrap Around Childcare

Dear Parents and Carers,

I would also like to take this opportunity to thank all parents and carers for their patience and support during the recent changes within the school office. As with any transition, there have been a few teething problems while new systems and routines have been established. We are extremely grateful for the understanding, kindness and flexibility shown by our school community during this period. Your support has been greatly appreciated and has helped us to ensure that the transition has been as smooth as possible.

To help us ensure that school communications reach you promptly, please could you take a moment to check that the email address linked to your ParentPay account is correct and up to date.

We use ParentPay to share important information, including school updates, trip information, payment reminders and emergency notifications. It is therefore essential that we have an accurate email address for every family.

To check or update your details, please log in to your ParentPay account and review the contact information held. If your email address has changed, or if you notice any inaccuracies, please update the details as soon as possible.

If for any reason you are not registered with ParentPay, please contact the school office as soon as possible so that we can provide you with the necessary account activation information. ParentPay is our primary platform for payments, bookings and school communications, so it is important that all families have access to an active account.

I would also like to remind parents of the importance of booking places for Breakfast Club and Woodpeckers at least 24 hours in advance, as outlined in our Wraparound Care Policy. Recently, we have had a number of children arriving without a prior booking. Advance bookings are essential as they enable us to order the correct amount of food, ensure appropriate staffing levels are in place, and maintain safe staff-to-pupil ratios. Your cooperation in booking ahead helps us provide a safe, well-organised service for all children. Unfortunately, we may not always be able to accommodate children who arrive without a pre-booked place.

If you experience any difficulties accessing your account or updating your information, please contact the school office and we will be happy to help.

Thank you for your cooperation and support.

Yours sincerely,

Leanne Hall