

What's the Hubbub?

Easter 2025

Contacting Us:

Please use **0794937006** to contact us regarding any admin or booking enquiries.

Drop off and Collections:

Please use the back gate (via staff car park) for drop off and collections, we have our own doorbell at the gate, we do not have access to the front gate.

If you have pressed the bell and have not had a staff member see you, after 5 minutes please ring **07894997677*** or **01892579413**

Parent survey:

We like to check we are meeting the needs of all our families so periodically send out our parent survey so that you can give us your feedback and keep us reaching for the high standards that you expect from us. Please follow this link to complete the latest survey:

<https://forms.gle/YZiNEp8QM7AofkLU9>

**This phone is kept on site; any booking enquiries or questions will not be seen until too late.*

Please use the top number for any admin or booking enquiries. This phone is with senior staff all day and we can act upon your requests straight away.

We have had so much fun over the Easter Holidays, week one we entered a wizarding world and had loads of fun exploring for sticks in the woods and using them to create our own magic wands, created crystal balls to help us see into the future, potions to keep in our wizarding stores and learnt to play quidditch. The weather was a little up and down, but everyone loved the free flow through the setting to outside and enjoyed being able to eat our lunches outside when the sun was shining.

Week two we became pirates setting out to find buried treasure in the form of easter eggs. We made and decorated a pirate ship to help us set sail across the vast playground, this was sadly destroyed by sea monsters on our maiden voyage, so our pirate crew learnt the skills of resilience and the mastery of sticky tape to fix up our helm. We made it through wind and rain to enjoy making pirate sarnies and fruit kebabs to keep us full on our journey and then made it to treasure Island where there was easter bounty galore and a long-awaited Easter Weekend for everyone to rest up after their journey.

We would like to address a few things that have been noticed both by us and by parents recently.

Bookings - When making bookings, please can you double check you have pressed the "complete booking" button at the end of the process. If you have not pressed this you will not receive an invoice, and your child/children will not have been booked in or be on our registers. This could result in your child being turned away if we do not have the space to accommodate them on the day even if you have made a payment.

Changes to collections - If your child is absent, sent home from school ill or you have finished work early and are picking them up, it is vital you inform us as soon as you are aware of these changes. **There is a £10 fee** for not telling us as our staff then spend extra time trying to track down your child, so we know they are safe. The email and contact number for the senior team can be found at the end of this letter and on the website.

Cancellations – Once a space is booked, it still requires to be paid even if your child is not in attendance on that day. We have to staff sessions accordingly and ensure we have enough food to cater for your child(ren) being in for that session. We still have to pay those costs regardless of whether your child is in attendance or not. – Cancellation of contract bookings requires a 4 week notice period.

Lost Property – All SKPS property is put into the school's lost property boxes at the end of the week if it has not been collected during sessions. Any other schools are kept in our room, we do our best to return this to the correct children in their next session, but some items are not named so it is left in our room. If you are missing anything, please ask staff at the gate. Holiday Club lost property is kept in our lost property boxes, after 6 months of non-collection any items are donated.

Please name all your children's belongings so that we can return them easily.

Outstanding fees - The system automatically sends out payment reminders 10 days after an invoice has been generated. If you know you have made a payment, please ignore this email. Any issues with your account and any arrears that are found will come directly from Liz rather than the system. If your account is in a high amount of arrears, we will cancel your child/children's sessions at club until the arrears have been resolved. This is to prevent you from getting into any further debt or financial distress. If you are having issues paying your fees, please talk to Liz so that she can help come up with a solution that works for everyone involved.

Poncho Pay – Please register with Poncho Pay regardless of how you make payments. You can link your TFC or childcare voucher accounts to it and it will automatically reconcile payments to the invoices. This is the quickest and most efficient way to make sure your payments are allocated to your accounts. You can also pay by card rather than making a bank transfer.

Liz is doing her best to keep on top of admin tasks, but for your peace of mind and quick allocation of payments regardless of the method used, please register with Poncho Pay.

School Holidays: We have made the decision to close for the smaller holidays. Unfortunately, we have noticed that these are not as busy as they used to be and our staff also deserve some quality time with their families.

We will be CLOSED for May Half Term, but OPEN for the Summer as usual.

Breakfast Club – Lesley has recently undergone hip replacement surgery and is unable to drive for the next couple of months. Due to this we are unable to accommodate any breakfast club sessions for children who attend St James' until September. This is the only school affected by this change. Apologies for any inconvenience and we wish Lesley a speedy recovery.

It takes a village - If you or anyone you know is struggling at any time, please feel free to come and speak to our staff, we are here to help and can recommend next steps or further support if necessary. If you do not feel able to speak to us, please check out our website for key contact numbers for support, advice hubs and community Larders. [Help and Support](#) | [Hubbub Out of School Club](#)



Hubbub contact details:

Admin and Bookings: 07942 937006 hubbubasc@gmail.com

On site Collections: 07894 997677 or 01892 579413