



Cuckney Church of England Primary
School
School Lane
Cuckney
Mansfield
Notts NG20 9NB
office@cuckney.notts.sch.uk



Telephone: 01623 842223

Fax: 01623 845391

Headteacher: Mrs L C Crossland BSc Hons QTS / NPQH

Friday 20th December 2024

Breakfast Club

Dear parents/carers,

I hope this message finds you well. I wanted to reach out regarding an issue we've encountered with payment processes for our breakfast club service. It has come to our attention that, unfortunately, the system was initially set to charge parents based on attendance. As we hadn't noticed this, we were completing the register in bulk based on the paper forms filled out each morning without realising the implications.

As a result, many parents have been charged for an entire half-term's worth of sessions all at once. We completely understand how frustrating this situation is, and believe me, we share in that frustration as we navigate this new system. We are still learning how to utilise it effectively.

We have now revised the charging format, so you will be charged upon booking from now on. We do recognise that some parents are currently over £100 in debt on the system, and we want to assure you that we do not expect this to be resolved immediately, especially with Christmas just around the corner. Please take your time to pay this off as you are able to, and if you find yourself in a difficult position, do not hesitate to reach out to us for support.

Thank you for your understanding and patience as we work through these changes. If you have any questions, please feel free to get in touch.

Warm regards,

A handwritten signature in blue ink that reads "L.C. Crossland".

Mrs Lisa Crossland
Head Teacher