



LETTER FROM CHILDREN'S CHOICE MANAGER – ALEX THOMPSON

25th March 2020

Dear Parents,

Thank you so much for your understanding and patience in this unprecedented worrying time.

As you will know we are now closed. We feel we have done everything in our power to keep places open for key worker children but this still results in putting staff, children and the long-term survival of the service at risk. However, regretfully we now find ourselves in a position where we feel the safest course of action was to close as of 6pm yesterday. Some of our staff have had vulnerable family members or pre-existing conditions and have needed to self-isolate. For all these reasons, we now feel the safest course of action for all still involved at wraparound was to close at that point.

Regarding existing fees, we sincerely apologise for the time it has taken to seek clarity on our position, our lawyers have been in-undated with similar enquiries.

A large number of you have been incredibly supportive and clearly what to help make sure the wraparound is able to survive and is still here when all this is over. We would like to thank those parents from the bottom of our heart that have offered to continue to pay their fees even while their child is not attending due to Covid19. We have had so many comments about wanting to support us and how important we are to the local community. We are so lucky to have parents like you. Other parents have suggested that we continue to accept fees at reduced rate, such sincerity and support is quite overwhelming.

As you all know our biggest cost, and rightly so is our staff. Indeed, we do have large overheads, even after our business rates are frozen, we have many monthly financial obligations still ongoing.

Although our legal advisor, informs us our parents are still bound by our terms and conditions, we wish to suggest a more measured understanding approach due the unprecedented situation.

We would like to suggest to our parents that fees already paid for March are used by the nursery to pay our fantastic staff full pay as usual for this month. I'm sure you will agree they have been outstanding and worked tirelessly to keep our wraparound clean, safe and the children entertained. We understand this will include an extra 6 working days when non key worker parents were asked to keep their children home by the government. We appreciate that to the majority of you this could amount 2-3 extra days that you would normally have received childcare for in March. But hopefully you can understand we still need to pay our

staff and we would like to suggest that when we are back to normal, we can look to offer those additional lost days as extra days as we build back up our child numbers.

We will reopen as soon as we can and hope to return quickly to our usual excellent status. If you would still like to hold your place at wraparound, we suggest you can either cancel or amend your direct debit for April, but we will still hold your place open for when we reopen. Any parents still wishing to support us through this difficult time paying fees or partial fees, please accept our enormous gratitude and know that 100% of any fees will go solely to topping up staff pay from the 80% salaries we hope the government will provide.

Thank you all for your understanding at this most difficult and stressful situation. We wish you all good luck and good health for you and your families.

Kind Regards and best wishes,

Alex and Peter Thompson
Proprietor's Children's Choice Nursery Ltd