

WOODLAND HOUSE GROUP

C/O Chessgrove Park Day Nursery
Ditchford Bank Road, Hanbury, Nr Bromsgrove, Worcestershire, B60 4HS
01527 821309 | enquiries@woodlandhousegroup.co.uk

7th April 2020

Dear Parents,

Coronavirus (COVID-19)

I am writing to update you on the progress of our food parcels, confirmation regarding fees and options, online family support and staffing updates at Woodland House Group.

Our Food Parcel Delivery Service has been successfully supporting many families across the county during the self-isolation and lockdown period. I will continue to offer the food boxes from our catering team which consists of essential items such as milk, bread, flour, eggs, cheese, mince, potatoes, pasta, rice, broccoli, carrots, sausages, bacon, satsumas and banana's. The team can replace any meat items for a vegetarian option. These boxes are £35 which the team and I will deliver to any family at home on a Tuesday or Thursday. We can vary the food boxes and will deliver fruit and veg parcels or a box of baking items for your little ones whilst on lockdown, if requested. Prices vary so please don't hesitate to contact catering@woodlandhousegroup.co.uk with your name, address, telephone number and Nursery that your child attends to enquire or place an order. It has actually been really lovely to be able to chat to you as we drop the parcels, albeit from the end of the drive!

I would like to confirm, as per my previous letter, that the fees increase that was due to be implemented from 1st April 2020 will be postponed to ensure we continue to support families over the next few months. I have also made the decision not to implement the fee increase until 2021.

Our Office Manager, Bec Wild, has been busy creating individual invoices for families who have chosen 1 of the 3 different options available. Over 350 families are on our retainer scheme, however we continue to open our Baby Barn at Chessgrove Park each day for our remaining families who require essential childcare. The retainer option will not only help our business cashflow each month but will also enable us to provide services to those children using the nursery that are Critical Key Workers. We have furloughed 77% of our staff team whilst the remaining Key staff in Nursery, in the catering department, financial and operational positions, continue to work to provide and support childcare at Chessgrove Park.

Once the government restrictions are lifted and all four Nurseries are back open for all children, I will reimburse the 20% retainer fee, either over the first month back or over the first 2 months. I can confirm that the discounted rate will be applied from the date parents notified us of their option choice. Therefore, if you decided to take the retained option, where you were able to work from home and no longer required childcare from Monday 23rd March, your reimbursement will include the period from 23rd to the 31st March. This will all be incorporated into the calculation once your child returns to Nursery. For children that begin School in September, 4 weeks' notice

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of your official leave date, as per our Terms and Conditions, will still be required please – this is to ensure we have your exact leaving date for calculation of refunds.

Please may I ask that you check your invoice amount each month and make a payment for just the exact balance. Unfortunately, we won't be able to process refunds for overpayments until the end of April for those made to date, and for any further overpayments the refund will be settled once we return to business as usual. Overpayments will therefore be allocated to your account balance each month. I understand it is challenging to amend Childcare Voucher payments therefore if you would like to continue sending your normal monthly amounts to add credit into your account this will be allocated against future invoices or extra sessions.

The whole Team are endeavouring to support families at home during this period, so I am pleased to share with you our You Tube channel for children is now live. We will be using this platform to share activity ideas, staff reading the children's favourite story books, experiments, cooking activities and video messages from the Nursery staff. I hope you will visit <https://www.youtube.com/channel/UCDE3KBqZqD4GaGenO7fu0qA> and subscribe to our page to see the latest video's. We are also posting weekly 'Talking Tickets' on our Facebook page and our website, so please keep sending your photos so we can share them with other families.

I would personally like to thank each of you who are working hard to support our community and hospitals during these times, and also express my gratitude to our parents who are able to work from home with their children. We have received many heart-warming messages and emails from you, and these are helping to keep us smiling through this very sad time. I can also give you my personal guarantee that each of our Nurseries will re-open. In addition to your willingness and co-operation in paying the 20% retainer the support from our bank has been incredible and the future of Woodland House Group is guaranteed.

I continue to work each day so please don't hesitate to contact me if you would like to discuss anything at all.

I hope you all have a happy Easter weekend, take care and stay safe.

Warmest regards,



Glenis Keenan
(MD Woodland House Group of Nurseries).