

# WOODLAND HOUSE GROUP

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

1<sup>st</sup> June 2020

Dear Parents,

## Coronavirus (COVID-19)

I am writing to inform you of updates regarding COVID-19 and the changes we have implemented within the Nurseries, effective from today.

We are pleased to announce, as from today, Monday 1<sup>st</sup> June, all 4 of our Nurseries are open for all families to return. Over the past 2 weeks, the Management Team have been collecting information regarding children's return date to each Nursery and preparing the Nurseries ready to welcome back families and staff. I would like to thank you for your patience during these times while we gathered the required information which helped us reach our decision to re-open.

We have made some alterations to our normal routines and procedures to be able to meet the latest government guidelines. However, the quality of care, teaching and learning will still be maintained to the highest standard during this time. The Coronavirus Policy and Procedure has been updated, alongside the Risk Assessment. These documents can be found on our Website from Tuesday 2<sup>nd</sup> June. If you have any questions regarding these, please speak to your Nursery Manager.

All returning families will receive a phone call, the week prior to their return date, to prepare you and your child for their first day. This will include how drop off and collection points are operating, which member of staff will be in your child's 'bubble' and how to access the new Online Care diaries (replacing communication books). You will also have opportunity during the call to ask any questions about returning to Nursery. An 'All about me' questionnaire will then follow via email - this will allow the Manager and Key Person to prepare for your child's first day. Any additional information you can send to your child's Key Person will be invaluable to tailor the support they may require upon their return. Please return this via email or upload it onto your child's Tapestry account.

A very big thank you to all of our families that have supported us through this time, and as promised I would like to confirm that any families returning to the Nursery in June will have the retainer fee reimbursed in their July invoice. We could not have made it without your help over a very uncertain 3 months.

Unless there is further guidance from the government to advise differently, from July, based on predicted return dates supplied by Parents, all 4 Nurseries will be fully up and running. Therefore, from 1<sup>st</sup> July 2020 full fees and usual Terms and Conditions will apply to all our registered families.

Just a little reminder that if you would like to amend your booking pattern, 4 weeks' notice will be required, or for children in receipt of Nursery Education Funding this will need to take effect from the 1<sup>st</sup> of the month. In the event you decide to terminate your child's Nursery place then 4 weeks' notice will also apply, and your retainer fee will be deducted off your final invoice.

I would also like to advise you that our Bank Account details have changed this month, for Chessgrove Park, School House and Woodland House. The information you require is included in the footer of the invoice which will be emailed to you today. Therefore, if you pay through BACS or Standing Order, please use the new bank account information. If you currently pay via Childcare Vouchers or Tax-Free

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Childcare, please continue as normal as our Office Manager has made arrangements with 3<sup>rd</sup> parties to ensure they have the up to date information regarding bank details.

Please look out for updates of videos and activities via our Facebook Page, as these will continue to be posted for the foreseeable. Thank you for your support and patience during this unprecedented time. Again, a huge thank you for the teams that have worked throughout this period across the group and to those Key Workers who have continued their line of work over the past 10 weeks.

On behalf of all the staff at Woodland House Group I would like to say how much we are looking forward to welcoming you all back soon.

Warmest regards,



Glenis Keenan  
(MD Woodland House Group of Nurseries).