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Dear valued customer

The last 6 months have been tough for all of us and it is looking to be a long winter ahead of us.

We appreciate that household budgets are tight just now and that many of us face uncertainty over the next few months. We also know how much you rely on us and how much all of our children benefit from our service.

As the Government's message has, and continues to be, "work from home": demand for after school care has plummeted. This has, and will continue to, present us with real challenges in planning for service delivery and staffing.

We need to take action now to ensure that we are able to maintain your service for the immediate and longer term future and we know that you want to support Simply Play to survive through the pandemic.

As you will be aware, our current booking system is built on flexibility and the pay-as-you-go option is something that we invested in heavily over the summer. Unfortunately, this total flexibility only works at high volumes and currently demand remains consistently low.

To enable us to plan effectively, organise our staffing and ensure that we are here for when you need us in the future, it is therefore essential that we change our booking process.

From the 16th November we have to move to termly "contract" bookings, which brings Simply Play into line with other childcare providers. This means that you will need to book a regular pattern of sessions with us that will apply every week, during school term-time. Casual bookings can be added to this but only if there is a spare space available and only families with contracts will have this option. Flexible bookings will continue to operate during school holidays. Full terms and conditions are attached.

I appreciate that this decision will not suit everyone and is not what you may prefer, but this is not a decision that we have any choice over. The impact of Covid-19 on businesses has been unprecedented and we are not alone in suffering from reduced demand. We are, however, determined to ensure that we will weather the current crisis and be there for when everyone can return to work and needs our service.

To enable us to plan for this transition and to protect your childcare, please log in to the CoB system **ASAP and at the latest before 1st November**, to make your contract booking, which will begin from 16th November onwards. This is key, as **all previous bookings from the 16th onwards have now been cancelled** and you will need to book your new contracted days to ensure continuity of care (NB any cancelled bookings paid in advance, will be credited to your account).

Thank you for your understanding and support.

Best wishes

Raymond Branton

CEO

In Partnership with:



Family and Community
Development West Lothian

