

Dear Ready, Set, Stage Parents and Guardians,

We hope you've had a fantastic start to the year.

Firstly, we want to sincerely thank you for your continued support and patience over the past few terms. We truly love delivering clubs for the children and creating engaging, safe and enjoyable spaces for them after school.



Over recent months, we've received feedback through conversations with parents and via the school. We always welcome this, as it allows us to reflect and improve. There are a few areas we've been reviewing to ensure Ready, Set, Stage runs as efficiently as possible — not just for the children, but for you as parents and guardians too.

### **Communication**

We recognise that communication has not always been as clear or as prompt as it should be, and for that we apologise.

We have been working on a clearer system to ensure smoother and more consistent contact moving forward.

Going forward:

- **For pick-up changes, collection updates, or urgent messages**, please send us a WhatsApp message. We will endeavour to acknowledge these within **two hours** with confirmation.
- Parents and guardians can call us directly for Emergencies on the **Ready Set Stage telephone number: 07850 033 500**. Please note that this phone will be **switched on when registers are collected at the start of club and be switched off 10 mins after the club ends**. This allows parents to quickly update staff about **changes to collection, if someone different is picking up your child, or if you are running late**.
- For general enquiries via email, please allow **up to 48 hours** for a response. In some cases — particularly where we may need to speak to coaches or observe a class — slightly more time may be required to ensure we respond with full and accurate information.

We kindly ask that, wherever possible, you provide as much notice as you can regarding any changes. This helps ensure all staff members are informed and transitions run smoothly.

We believe these clear communication parameters will significantly improve response times and overall clarity moving forward.

### **Chess Club**

Our Chess Club has been extremely popular this term, and we've received several requests to open it up to younger children. We're pleased to say that we will now be offering a **Thursday Chess Club specifically for Reception to Year 2**, giving younger pupils the chance to learn the basics of chess, develop their problem-solving skills, and enjoy the game in a fun and supportive environment.

### **New Booking System – Class for Kids**

We are pleased to share that we are now moving to a new booking platform: **Class for Kids**.

This system will:

- Simplify bookings
- Allow multiple classes to be booked in one transaction
- Store your information securely so you do not need to repeatedly re-enter details
- Improve registers and transition processes from school to clubs

Bookings will still be accessed through our website — you will simply click the relevant club link and be directed to the new system.

We will be trialling this next term and appreciate your patience during the transition. We are confident this will create a much smoother experience for everyone.

### **New Clubs & Opportunities**

We are continually exploring new and exciting opportunities for the children. Areas currently being considered include:

- Languages
- Music production
- Additional sporting activities

Some specialist clubs may carry a slightly higher fee due to resources and expertise required, but full information will always be provided well in advance.

Once again, thank you for your continued support.

**Summer Term: Club bookings will be live from  
25/03/2026 - 5pm**

We are committed to learning, improving and providing the best possible experience for your children. The adjustments outlined above are practical steps we believe will strengthen communication and overall organisation moving forward. As always, we genuinely appreciate being part of your child's after-school journey.

Warm regards,  
James Bellamy  
Ready, Set, Stage