



**Contacts:**

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Lowercroft Primary School  
Before & After School Provision

Ashington Drive  
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Dear Parents and Carers,

3<sup>rd</sup> March 2026

We are writing to remind you about booking arrangements for **ERICC's**, our before and after school club. We use [Magic Booking](#) for all sessions. This system allows parents to book and pay online and has been set up to support busy family life by offering flexibility. Parents are able to book right up until the session start time. This is particularly helpful if you are running late or require an early drop-off at short notice.

However, we are increasingly finding that children are arriving without being booked onto the system, with the expectation that staff will add them upon arrival. Unfortunately, this is causing significant issues with staffing ratios, as registers do not accurately reflect the number of children attending.

There have been occasions where up to 10 children have arrived without a booking. In these cases, additional staff have had to be called in at short notice to ensure we remain compliant with required safety ratios. While we understand that emergencies do happen, safety must always be our priority.

With immediate effect, we ask that:

- All children must be booked onto Magic Booking before attending ERICC's.
- The flexible "late booking" option should only be used in genuine emergencies.
- Wherever possible, bookings should be made in advance to allow us to plan appropriate staffing levels.

**Children should not arrive at ERICC's unless they have been booked through the system.**

Of course, we understand that unexpected situations arise. If you are running late or require the provision at the last minute and genuinely cannot access the booking system, please contact the school office and we will support you. Occasional emergencies are absolutely manageable. The difficulty arises when this becomes routine or involves larger numbers of children.

If you are having problems accessing the system, please contact us. We appreciate your cooperation in helping us to keep all children safe and ensure the smooth running of the club.

Thank you for your continued support.

Kind regards,

Mrs McGadie

Mrs Davis- Club Manager

Mrs Jones- Club Deputy Manager

Empathy

Respect

Independence

Courage

Curiosity