



Bonneygrove Primary School

Headteacher: Mr Craig Hamilton BEd (Hons.), NPQH

Dark Lane
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Tel: 01992 307900

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26th September 2022

Dear Parents and Carers

Changes to school office times, absence reporting and holiday requests 2022-2023

As part of streamlining our processes in school – we would like to share the new opening times of the school office and report to us when your child/children are absent due to sickness.

As of **Monday 3rd October**, the school office will be open between 8.00 am and 9.40 am – and reopen again from 12.40 pm to 4.00 pm for enquiries, information, payments and collection of bookbags, PE bags and handing in or requesting forms.

This year we are looking at alternative ways of recording absences. Therefore, we would like our parents and carers to call our main number, 01992 307900 (option 1) – we need your child's name, class, and why they will not be attending school (e.g., high temperature and vomiting etc.). We need to be updated daily. Alternatively, you may wish to email on pupilabsence@bonnegrove.herts.sch.uk – or text on 07749 624990, the information required is the same as texting, email or calling.

This year – holiday requests/medical appointment will now be completed via the website – these records should be filled in with as much detail as possible, with supporting documents, where necessary. You can find the link: [Bonneygrove Primary School - Holiday Request and Medical Request Form](#).

Ordering bookbags, PE bags and school ties can now be completed via our website. Payment will be via WisePay, or we can take payment via our card machine at the main office. You can find how to place your order here: Bonneygrove Primary School - Bookbag, PE bag and School tie orders by following this link: [Bonneygrove Primary School - Book bag, PE bag and School tie orders](#).

Should you need to speak to an office team member in an emergency, don't hesitate to contact the school office on 01992 307900 (option 5), and your emergency will be dealt with accordingly.

Please note outside of these hours, we would ask you to refrain from visiting the school office – unless prior arrangements have been made, e.g., meeting with SENDCO / Headteacher or another member of the school's Senior Leadership Team.

Yours sincerely

Mr Craig Hamilton
Headteacher