**Template letter to parents using settings benefitting from the Childcare Provider Support (CWTCH) Grant**

Dear Childcare Provider,

As a recipient of the Childcare Provider Support (CWTCH) Grant, you will have given an undertaking not to charge parents fees for booked childcare places made unavailable due to your setting, or part of your setting, being required to close due to self-isolation following a positive case, or due to requirements of the landlord of your premises.

As one of the control processes required by Cardiff Council’s Audit Team, please provide all parents/carers who booked places that have been made unavailable for the reasons above with the following letter.

*Dear Parent/Carer,*

*Our childcare setting has recently benefitted from a grant from Cardiff Council to offset financial losses due to having to fully or partially close for reasons related to Covid 19.*

*One condition of the grant is that we have not continued to charge parents fees for the period of the closure.*

*If you are concerned that you have been charged, or charged and not refunded any childcare fees from the period of --/--/2020 (start of closure) to --/--/2020 (end of closure), please contact the Childcare Business Support Team at:*

[*childcarebusinesssupport@cardiff.gov.uk*](mailto:childcarebusinesssupport@cardiff.gov.uk)

*The Team will then investigate the matter further.*

*Many thanks*

If you have any questions about this requirement, please contact the Childcare Business Support Team at the above address to discuss.

**‘This document is available in Welsh / Mae’r ddogfen hon ar gael yn Gymraeg’**