

Booking Breakfast & After-School Club – Using the Arbor App

All Breakfast Club and After-School Club sessions must now be booked through the Arbor app. Please follow the steps below to make a booking.

How to book

Open the Arbor app to your home page

1. Scroll to **Activities** and select **Your Child's Name: Clubs**
2. Select **Breakfast Club** or **After-School Club**
3. Click **Register Your Child's Name for this club**
4. Select **Daily** under *Choose Membership*
5. Select **Tap to pick** and choose the day(s) you wish to book
6. Select **Tap to pick** and choose the session time:

Breakfast Club

- 7:45 – 9:00

After-School Club

- 15:30 – 16:30
- 15:30 – 17:30 (Monday – Thursday)

7. Click **Register** to confirm your booking

You can view your child's bookings at any time by returning to the **Clubs** section of the Arbor app.

Payments

Topping-up

1. Open the Arbor app to your home page
2. Scroll to **Accounts** and select **Your Child's Name: Breakfast & After-School Club Balance**
3. Select **Top Up Account**
4. Follow the payment instructions

If there are not sufficient funds on your account, the app will not allow you to make a booking.

When will money be taken?

Money is taken from your card when you top up your account.

However, the club cost will only be deducted from your account once your child is marked as present at the club.

Tax Free Childcare

Parents who use Tax Free Childcare vouchers can still book sessions through the app as normal and do not need to top up their Arbor account first. If the app doesn't allow you to do this, please contact Miss Miller so your account can be updated.

Important Information

When can I start booking?

You can start booking breakfast and after-school club through Arbor from **Thursday 12th March**.

If you have already made bookings for next week through SchoolPing, please re-book them through Arbor so that your child's name appears on the new electronic register.

Miss Fisher will now be completing an electronic register for every breakfast and after-school club session so bookings **must** be made through the Arbor app for your child to appear on the register.

Please see further down for information on what to do if you need to make a booking after the 48 hour deadline.

When should I stop booking on SchoolPing?

From **Thursday 12th March**, please do not book any new breakfast or after-school club sessions through SchoolPing.

Booking deadline

The app will not allow bookings within **48 hours before the session**.

What if I need a last minute booking?

Please contact the school office. If there is space available we will manually book your child in. We will only be able to do this if there are sufficient funds in your account.

Can I book multiple sessions at once?

Yes. You can book sessions for any day within the current half term.

Can I make changes to bookings?

Bookings cannot be changed or cancelled in the app. Please contact the school office if you need to make any changes.

Siblings

Bookings must be made separately for each child.

How do I switch between my children on the app?

Tap the profile icon in the bottom right corner and select **Switch Student**.

What happens if my child doesn't attend?

If your child no longer needs to attend a booking, please let the school office know as soon as possible. Funds will only be deducted from your Arbor account when your child is marked as present at the club.

I have money left in my SchoolPing wallet - what happens?

I am currently in contact with SchoolPing regarding any remaining funds in parents' SchoolPing wallet. Ideally, these funds will be refunded back to the original card used for the transaction.

If this is not possible, I will make a note of the remaining balance and you will be in credit whilst using Arbor.