

Date 23/04/2025

Migration to Arbor

Dear Parents/Carers

As part of our endeavour to move to one platform for families we can now confirm that you can use your Arbor app to book wraparound care (breakfast and after school clubs). At the moment we will still use magic booking for holiday club bookings **only** under the West Monkton centre.

From Summer Term we will no longer use Magic Booking to book breakfast and after school club.

For Wraparound Care:

You still need to book in advance by 24 hours. You can book for the whole of the summer term or as and when you need wraparound care. You can do this via the quicklinks section of your Arbor app. You will need to Top Up your account to pay for wraparound or you can pay by childcare vouchers and send your screenshot as proof to the Magicbooking queries email magicbookingqueries@oak.education. You do not have to state how you will pay. Please Top Up in advance if possible to avoid owing for wraparound care. The expectations for payments remain the same - you must pay in full for your wraparound bookings each term. We will monitor this closely.

Please see the link below on how to use Arbor for booking wraparound care.

<https://support.arbor-education.com/hc/en-us/articles/4407797520017-Signing-my-child-up-for-a-Breakfast-or-After-School-Club-on-the-Parent-Portal-or-Arbor-App>

Late Bookings:

As per the terms and conditions for wraparound care late bookings are only permitted in emergencies. Please endeavour to book ahead for what you need. Repeated late bookings are not allowed.

Money Outstanding and Credits Remaining on Magic Booking:

Please clear any outstanding payments due for Spring Term by 21st April. Any remaining outstanding balances will be transferred to your Arbor account.

We will also transfer any credit remaining on Magic Booking to your Arbor account.

These transfers will take place throughout April after the cut off for outstanding balances has passed. Rest assured you will still be able to book wraparound care.

Help with Wraparound:

It may be possible to get help towards the payment of childcare fees. This covers wrap around care and holiday clubs and is often unclaimed for. This is available through Universal credit: childcare guide – GOV.UK (www.gov.uk). There is also help from Healthy Start – GOV.UK (www.gov.uk) to buy food and milk. Further assistance and advice can be sought by calling the Somerset County Council Helpline for families on TEL: 0300 790 6275. This information was provided specifically for the West Somerset area.

Queries:

Please continue to send all queries to the Magic Booking email or contact the school office where the administrators will be happy to assist you.

Best Wishes,

A handwritten signature in black ink, appearing to read 'DM Owens', with a stylized circular flourish at the beginning.

Dawn-Marie Owens
Trust Extended Services Manager