

02/05/2025

## Migration to Arbor

Dear Parents/Carers

Just a reminder and update following our transition to Arbor for Wraparound care at the end of March.

### For Wraparound Care:

You still need to book in advance by 24 hours. 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 (no change to how you do this) and send your screenshot as proof to the Magicbooking queries email [magicbookingqueries@oak.education](mailto: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>

### Cancellations:

Cancellations of wraparound bookings can be made via the magic booking queries email or the school offices – we are happy to help you. Unfortunately, at the moment it is not possible for parents to cancel bookings via the Arbor app. I have raised this with Arbor and I hope to have an update for you soon.

### Late Bookings:

We have seen an increase in late bookings this year – we had ten in one day following the Easter break at one setting. 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. We will not continue to make late bookings on behalf of parents. Repeated late bookings are not allowed.

### Money Outstanding and Credits Remaining on Magic Booking:

As stated previously all monies outstanding and credits on magic booking have now been transferred to Arbor.

### Holiday Club:

For the moment Holiday Club bookings will remain on Magic Booking for both the May Holiday Club and Summer. Any payments for holiday club need to be made and paid for via Magic Booking and or childcare vouchers. Any balances owing due to holiday club will remain on Magic Booking. You will need to ensure you have West Monkton chosen as a setting on your Magic Booking account to enable you to book for Holiday Club.

Log on to your Magic Booking account > click on account at the top > click on centres > click on update centres > click on S for Somerset > tick the checkbox to add West Monkton on to your account > click save.

**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 large circular flourish at the beginning.

Dawn-Marie Owens  
Trust Extended Services Manager