

Extended Services: FAQs

Please find below answers to the most common questions relating to our Breakfast and After School clubs for all schools using the Arbor system within the The Oak Partnership Trust.

How do I register?

You can register online at:

<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>

How do I make a booking?

To book breakfast and after school club on the mobile app:

To sign up for a club, click the menu icon at the bottom left of your screen. *Select Clubs*.

You can then see a list of any clubs your child is attending, and any clubs open to your child. Click a club to access the *Club Overview*. Click *Register For This Club* to sign up.

Choose the membership period to sign up for - this may be a day, a term or the whole academic year, depending on what your school has set up. (Autumn Term) > select which times to sign up to for the club. Finally, confirm registration. They will then be signed up.

To book using the Arbor app on your computer:

You just log on> click quick actions> click on clubs > select After School Club/Breakfast Club> Click Register (your child(s) name for this club > Choose membership (Term) and click next > select the days you wish. You will need to do this for each child.

Please book as far in advance as you can.

To pay for breakfast and after school club on the mobile app:

Click the menu icon at the bottom left of your screen and select **payments**.

Click on the club you wish to pay for and select **Top Up Account**.

You can then make a payment using your card or alternatively pay by childcare voucher.

How do I make a payment using Tax Free Childcare (TFC)?

When you create your booking, you can choose to pay by card or to pay by childcare voucher/TFC. If you are paying by childcare voucher, payment should then be made through the TFC portal via the gov.uk website or through the chosen childcare voucher provider through your workplace. Please remember to

send a screen shot of the payment to the school office/magicbooking queries email for prompt credit to your account.

Can I pay in instalments?

In short, yes. If you want to make an additional payment beyond your planned instalments, this can be done at any time by logging in to your account and going to payments and Topping Up your account. If you wish to make an overpayment via childcare voucher, make the payment through your childcare voucher provider and send your screenshot through to the school office or the magicbooking email and the admin team will be able to record this for you.

Please settle your account each half term.

How do I cancel a booking?

Please contact the school office or the magicbooking queries email to cancel any bookings which are no longer required. All cancellations must be made in line with our Terms & Conditions of notice, and where less than 1 days' notice is given, the session(s) will still be chargeable. Where more than 1 days' notice has been given there will be no charge.

If you need to make an amendment to a booking, please contact the school office/magic booking email to cancel the unwanted session(s). You can then book what you need.

How do I access my invoices?

You need to log on to your Arbor app > click into the payments section > click into invoices > under account select wraparound care > under term select the term in which you made your bookings. You will then see the invoice which you can screenshot to prove payment.

To access invoices on the mobile app. Log in to the app > select child > click on the menu icon on the bottom left (three horizontal lines) > scroll down the page to invoices and select > you can select which term and then you will see a copy of the invoices.

Queries

Please send any queries regarding Arbor to magicbookingqueries@oak.education.