

## Extended Services: Key Terms & Conditions

Please find below some key information relating to our breakfast and after school clubs and holiday clubs for all schools using the Arbor system within the Trust.

### Booking in advance

The minimum booking available is 24 hours' notice. This allows time to ensure the school have the correct number of staff in place. All bookings must be made directly on the Arbor app via the Quick Actions section. 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>

Depending on numbers, it is possible we can accommodate a short-notice booking, but this cannot be guaranteed. **Schools will not take repeat short-notice bookings.** Booking in advance using the online system will secure the places you need.

Where a child attends a session that they are not booked in to, and where the session is already fully booked, the school may charge an additional late booking fee.

If children are attending any other activity club at the school, which is cancelled at short notice, the children can be accommodated at the schools' after school club where possible, if needed. If the club which has been cancelled is a 'paid for' club, there will be no additional charge due.

### Cancellation

We need at least 1 days' notice if you wish to cancel a place at breakfast or after school club, or the session will be chargeable. Unfortunately, where a pupil is absent through illness the session will still be chargeable, unless there is an element of lengthy sickness and the appropriate notice is given.

The **only** exception to this notice period is where children are invited to represent their school at an event which means they will not attend their booked session, where the invitations are sent out with less than the given notice period. In this instance, the school can raise a credit for the account. This credit will only be applicable to the child representing the school, and not be applied to siblings if their sessions are also cancelled.

Cancellations must be made via the school office or the magicbooking query email [magicbookingqueries@oak.education](mailto:magicbookingqueries@oak.education) directly. Cancellations made in line with the notice period will automatically generate a credit note for your Arbor account.

The only cause for the school to cancel before school / after school club would be school closure due to adverse weather conditions or problems with the school building e.g. no heating or water supplies or an inability to staff the provision safely. In the event of closure, a member of staff will contact parents as soon as possible. School closure through adverse weather conditions will be on the school website.

## Invoicing / Payments

The schools will no longer accept cheque or cash payments. Payment can be made via card and/or childcare voucher. The Arbor system will automatically generate an invoice upon the creation of your booking, and information on the dates covered for each booking will be found included in this invoice.

Please pay for your bookings by topping up your account in advance. Where a booking covers more than 34 days, you can choose to pay in instalments. To top up your account go to the payments section. You will see previous payments here too.

It is always possible to check the details of any sessions you have booked, by logging on to your account, clicking on Quick Actions and accessing the clubs section. Details of payments can be checked in this area as well.

***All accounts must be settled each half term.***

## Voucher and Tax Free Childcare Payments (TFC)

All voucher/TFC payments have to be manually applied to the invoices in Arbor once we have confirmation they have been received. In order to improve the speed and accuracy of allocation of these payments, we ask that you please provide a screen-shot or print of confirmation of any voucher /TFC payment made to your school's main office. Any payments made must include the reference number of the booking you wish the payment to be applied to. Where there is no reference with the payment, there may be a delay in it being added to your account, or we may be unable to allocate the payment and the amount will remain outstanding on your Arbor account.

## Fees

These will be set and reviewed annually with at least 4 weeks' notice given to parents if fees are increasing.

## Additional Help and Advice

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](http://www.gov.uk)). There is also help from Healthy Start – GOV.UK ([www.gov.uk](http://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.

## Collection from After School Club

### Signing in / out

The schools run a daily register for each of the breakfast and after school clubs on offer, and parents must ensure pupils are accurately signed in at breakfast club, and/or signed out from after school club.

Pupils will only be released to adults (aged 16 and over), or in the case of an older sibling, at the expressed consent of the parent where the sibling is of an appropriate age. Where an 'unknown' adult arrives to collect your child(ren), they will be asked to provide the collection password which can be set online in your Arbor account.

If there is ever any doubt about the person who arrives to collect your child from after school club, the child will not be released without the staff speaking to you in the first instance.

## Late Collection

Late collections are billed at the discretion of each school. Please also ensure that you telephone the school to advise that you will be late so that staff are aware. If you are late collecting your child on more than two occasions within a half term period, the school has the right to withdraw your child's place.

If your child has not been collected 30 minutes after the end of their booked session, and there has been no contact from you, the club staff have a duty of care to contact the Designated Safeguarding Lead of the school, who will instigate their school process for uncollected children.