# Arbor Quick Guide to booking Wrap Around Care and Pre-school Lunch/Chargeable Sessions

**Wrap Around Care and Pre-school lunch/chargeable sessions**

Breakfast & After School Club can be booked on a daily, weekly, termly or on an annual basis, as long as you have sufficient funds in your account.

Pre-school lunch sessions and chargeable sessions can also be booked on a daily basis only and will need to be paid at the time of booking.

You can book a session via the app or Parent Portal online.

**Please note** that should you need to cancel or amend a session, you will need to contact Alison Fowler, Finance Assistant at Derwent who will be able to action this. Please note that if you are amending a session time only, the original booking will need to be cancelled and then you can book the new time.

***Please be reminded of the cancellation T&C's below:***

***7 days-notice must be given to cancel a session and receive a refund to your Arbor account. Cancellations without a 7-day notice will not be credited. If your child is absent from school due to sickness, you will not be charged.***

**Via Parent Portal online**

1. Click on the **Activities** section on the main screen
2. Click on the relevant club and this will display the club information for you to book
3. Click on **Register for this club** and then select the membership period.
4. Choose the dates you wish to book and the times
5. Confirm your booking and you will be returned to the home page

**Via the Arbor App**

1. From the app, select the **Clubs** icon
2. Select the relevant WAC option and **Register for this Club**
3. Choose the membership period and select the relevant dates to book
4. Confirm the timeslot for each date and confirm your booking

**Adding funds to your account**

Before you can book a space, you need to ensure that your account has sufficient funds to pay for your booking. To do this:

1. Log into your Arbor account via the app or Parent Portal online and select **the session you require** from the Account list.
2. Click on the **Top-up Account** button
3. A slide over will load, where you can select the bill payer and payment amount.
4. You can choose to **Pay Now** or **Add Payment to your basket** to pay later
5. When you pay (or check out later), enter your card details and follow the on-screen instructions.
6. Once payment id confirmed, you will see your new account balance on the home-screen and can proceed to book a wraparound care session

**Please Note:** If you pay by childcare vouchers or government/tax free scheme, then you will be able to book your sessions without any up-front costs. Please ensure that you notify Mrs Fowler that this is how you will be paying so that she can update your account accordingly (wac@derwentschool.co.uk).
You will then need to process your payments straight away in the usual way through your childcare account and then when the school is in receipt of the funds, we will allocate this to your Arbor account.

If you are entitled to Universal Credits, please note that you will need to pay for your WAC sessions at the time of booking.

Please see below how to pay and claim back costs:

**Pay the provider**: Pay the wrap around care provider directly using their payment system (Arbor Education).

**Get proof of payment**: Take a screenshot or download an invoice from Arbor as proof of payment for the childcare costs.

**Report in Universal Credit**: In your next UC assessment period, report the childcare costs you have paid.

**Receive Reimbursement**:
Universal Credit will pay back a percentage of your costs after the costs have been incurred.

**Please note that you will not receive a monthly invoice from the school, instead, you will be able to view your payment history via your Arbor Account.**

If you have any questions about booking Wrap-Around Care or pre-school sessions or if you have queries regarding your payment account, please liaise with Alison Fowler via email wac@derwentschool.co.uk. **For more information on using Arbor, please view our Arbor Guide for Parents**