

## Booking arrangements for wrap around care and Nursery bookings on Arbor

### Payment arrangements for Wrap Around when using vouchers (tax free childcare, college childcare funding etc.)

If you require wrap around provision, please proceed and book (the system will now allow you to do this and this will show as a debt). SGET finance team will credit your Arbor account when the voucher is received within our bank account (this is regularly checked throughout the month). **Any outstanding balances (ie over and above any voucher funding) are expected to be cleared on a monthly basis.** Please note that if balances aren't cleared this would affect your ability to book and use the service in subsequent months.

### Payment arrangements for Nursery parents who are also using Wrap Around (or extended Nursery hours)

The Nursery termly Parent Declaration Form sets your pattern of use and funding for the term. The office will apply the nursery pattern to the nursery class register. If Nursery 2 (preschool year) parents are using wrap around hours, they will need to book these in advance on Arbor. The cost of any hours above the funded hours (either in the Nursery sessions or in wraparound) will be applied, by the finance team, to that area of Arbor as an invoice for the term (ie Nursery hours or wrap around hours). **Parents are expected to pay off amounts owing over the term.** Please note that if balances aren't cleared this would affect your ability to book and use this additional service in future. Any ad hoc sessions outside of the set termly pattern will need to be emailed to the school office for consideration.

### Cancellations

Please note that if people book services but don't turn up they will be charged.

**Wraparound (breakfast club and CHAMPs):** We require 72 hours notice of cancellation in wrap around so that places can be offered and booked by others. Cancellations need to be emailed directly to the school office who will apply refunds if the 72 hours notice period has been met. Exceptional circumstances will be considered at the discretion of the headteacher.

### Top tip to paying onto different account areas.

When you are topping up different account areas (wrap around; nursery; meals; trips etc) we recommend putting the top ups into the basket and then paying for them in one go (rather than individually).

## Nursery and Wrap Around Terms and Conditions

### Services include Nursery, Before and After School Childcare

By accessing and using this service, you accept and agree to be bound by the terms and provision of this agreement. In addition, when using these particular services, you shall be subject to our policies and rules applicable to such services. Any participation in this service will constitute acceptance of this agreement. If you do not agree to abide by the above, please do not use this service.

- To provide relevant up-to date information regarding your child, to include health requirements, medical information and any allergies that you are aware of.
- To inform staff of any changes in circumstances that may affect your child whilst in our care.
- To inform staff of any change in personal contact details, such as change of address or telephone/mobile phone number; change of contact details at your employment; change of parental responsibilities.
- To collect your child/ren by the end of the appropriate session time. If you are late you will be expected to pay the next session fee or if it's the end of the day you are agreeing to pay the late collection charge of £15.00 per family, and to contact Nursery to inform of any intended late arrival.
- To be prepared to give one months' notice period, in writing, if you wish to cease any/all of your child's/ren's regular sessions at Nursery.
- To pay Nursery fees even if your child/ren does not attend the session they are booked in for, due to holiday, sickness, school clubs or adverse weather conditions. Also, to be aware that we are unable to swap sessions

if your child misses any. However, additional sessions can be booked on an adhoc basis, subject to availability through the office.

- To inform the office 72 hours in advance if you are aware that your child/ren will not be attending **Wrap Around Care** (incl. holiday club) so that sessions can be offered to others. Wrap around sessions cancelled 72 hours ahead will be refunded for fee paying sessions.
- Wrap around fees should be cleared on the Arbor system on a monthly basis. Where fees are not cleared, we reserve the right to withdraw the service to these families.
- Nursery fees, above the funded hours, should be cleared on the Arbor system on a termly basis. Where fees are not cleared, we reserve the right to withdraw the service to these families.

Shropshire Gateway Educational Trust reserves the right to change these conditions from time to time as it sees fit. Any changes will be notified to you and your continued use of the services will signify your acceptance of any adjustment to these terms.