

Wraparound Care **Frequently Asked Questions (FAQs)**

What time does Breakfast Club run?

Breakfast Club starts at 08:00 and runs until the start of the school day. You can choose whether your child is offered breakfast, or simply comes to join in with the activities. If you'd like your child to be offered breakfast, please tick the corresponding box when booking and arrive before 08:15.

What time does 5:20 Club (after-school club) run?

5:20 Club starts at 15:30 and finishes at 17:20. You can choose whether your child attends the whole session or half of the session. You can collect your child at any point between their booked start time and booked collection time, although please note that you won't be refunded if you collect your child earlier than planned.

How much does Breakfast Club cost?

Breakfast Club costs £6.00, either with or without breakfast.

How much does 5:20 Club (after-school club) cost?

5:20 Club costs £12.00 for a full session or £6.00 for half a session.

How do I book wraparound care sessions?

Wraparound care sessions can be booked via the Arbor website or Arbor parent app. Instructions can be found by following [this link](#) or scanning the QR code to the right.



When can I book my child into Breakfast Club?

As soon as a new academic year is set up on Arbor, you can make a Breakfast Club booking for any school day between September and July. You can make bookings weeks or months in advance, but we do require a minimum of an hour's notice. All bookings should therefore be made before 07:00 on the day of the session.

When can I book my child into 5:20 Club (after-school club)?

As soon as a new academic year is set up on Arbor, you can make a 5:20 Club booking for any school day between September and July. You can make bookings weeks or months in advance, but we do require a minimum of 3.5 hours' notice. All bookings should therefore be made before 12:00 on the day of the session.

How do I pay for wraparound care?



Payments are made through your wraparound care account on Arbor. You can top up your account through the Arbor website (instructions can be found by following [this link](#) or scanning the QR code to the left) or the Arbor parent app (instructions can be found by following [this link](#) or scanning the QR code to the right).



Can I pay with childcare vouchers or tax-free childcare?

Yes, you can top up your wraparound care account using childcare vouchers or tax-free childcare. These should be paid directly into the school bank account. Please email salehurstwcare@thebridgefederation.org after you've made a payment. A member of school staff will then check the school bank account and manually credit your wraparound care account once the payment arrives. Please note that it can take up to a week for payments to be processed and credited, and organise the transfer in good time for your child to be registered at Breakfast Club or 5:20 Club. You can find some of the numbers you'll need to set up your childcare voucher or tax-free childcare payments below.

School bank account sort code	60-13-09
School bank account number	04297776
Unique reference number (URN)	114521
DfE number/Ofsted number	845/3055
UK provider reference number (UKPRN)	10073769
Edenred number	P20772840

When will I be charged for my booked wraparound care sessions?

Payment will be taken from your wraparound care account as soon as your child is marked as present on the register. For Breakfast Club, please ensure there is enough money in your wraparound care account to cover the cost of the session before you drop your child off. For 5:20 Club, please ensure there is enough money in your wraparound care account to cover the cost of the session before your child's booked arrival time (i.e. 15:30 or 16:30).

Am I eligible for a discount?

Concessions apply to a small number of users:

- Children in receipt of pupil premium and targeted free school meals (**not** expanded free school meals);
- Children of staff members;
- Families with extenuating circumstances, as agreed by the school office.

Bookings for eligible children will automatically be charged at a reduced rate. If you would like to be considered for a discretionary discount due to exceptional circumstances, please contact the school office.

What food is available at Breakfast Club?

Children who are booked in to have breakfast at Breakfast Club and arrive before 08:15 will be offered a choice of toast, crumpets, bagels, cereal, fruit juice, water and milk. Children who are booked in to have breakfast at Breakfast Club but arrive after 08:15 may only be offered a small snack. Children who are not booked in to have breakfast at Breakfast Club won't be offered any food, although you are welcome to send in a healthy snack from home for them to eat during the session.

What food is available at 5:20 Club (after-school club)?

Children are offered a snack of rice cakes and a drink of squash at approximately 16:30. Additional small snacks of breadsticks, cheese, fruit and crackers are sometimes offered at the beginning or end of sessions. You are also welcome to send in a healthy snack from home, which your child will be allowed to eat at any time during the session.

Where should I drop my child off for Breakfast Club?

Please enter via the main entrance and ring the wraparound care doorbell to the left of the inner doors, just above the office intercom. A member of staff will come out to meet your child.

Where should I pick my child up from 5:20 Club (after-school club)?

As you approach the school, you might see us in the lower playground. If this is the case, please let a member of staff know you've arrived so we can send your child to you. If we're not in the playground, enter via the main entrance and ring the wraparound care doorbell to the left of the inner doors, just above the office intercom. A member of staff will bring your child out to you.

Who can pick up my child from 5:20 Club (after-school club)?

In general, we are happy to send children home with anyone listed as a guardian or contact on your child's Arbor account. You can add more contacts to your Arbor account by following [these instructions](#), which are also available via the QR code on the right. If there is anyone listed as a guardian or contact on your child's account who should **not** be allowed to collect your child, please let the school office know by phoning 01580880288 or emailing salehurstschool@thebridgefederation.org. If your child is going to be collected by an adult who is not listed on your Arbor account, please let a member of staff know by phoning the school office on 01580880288 or by emailing salehurstwcare@thebridgefederation.org or salehurstschool@thebridgefederation.org. We are not able to send children home with friends or unfamiliar adults without the consent of a parent or guardian.



What happens if the session I want to book is full?

If a session has reached its maximum capacity of 30 children, Arbor will not allow you to book your child a space. Parents are able to cancel Breakfast Club bookings up to an hour before the start of the session (i.e. up to 7:00am) and 5:20 Club bookings up to 3.5 hours before the start of the session (i.e. up to 12:00pm), so it's worth checking regularly in case a space becomes available. However, this isn't guaranteed, so you should also make alternative arrangements for childcare.

How do I cancel sessions I no longer need?

If you need to cancel a session you've booked, please contact the school office on 01580880288 or at salehurstschool@thebridgefederation.org, or the wraparound care manager at salehurstwcare@thebridgefederation.org. For Breakfast Club, you should cancel sessions at least an hour in advance, i.e. before 07:00. For 5:20 Club, you should cancel sessions at least 3.5 hours in advance, i.e. before 12:00.

I don't know what time I'll need to drop off/pick up my child. Which session should I book?

There will be a few minutes' leeway for late collections/early drop offs, e.g. if you've booked your child in for the first half of 5:20 Club but don't arrive until 16:35, or if you've booked your child in for the second half of 5:20 Club but their other club finishes at 16:25. If your plans change, you can cancel and rebook Breakfast Club sessions up to an hour in advance (i.e. before 07:00), and 5:20 Club sessions up to 3.5 hours in advance (i.e. before 12:00). If you're really unsure of your timings, it's generally best to book the whole session.

What happens if I'm late collecting my child?

If you are unavoidably delayed and won't be able to collect your child on time, please phone the school office on 01580880288 (open until 4:00pm) or the emergency wraparound care phone on 07519248038 to let us know. If you were due to collect your child at 16:30, your child may be booked into the second half of the session (space permitting) and payment deducted from your wraparound care account. If you won't be able to collect your child before the club ends at 17:20, please make alternative arrangements, as we cannot guarantee there will be a member of school staff on site after this time. Persistent late collection may result in your child's wraparound care space being withdrawn.

What happens if I'm late paying for wraparound care?

Periodic reminders are sent to parents/guardians with wraparound care accounts in a negative balance. Persistent late payment may result in your child's wraparound care space being withdrawn.