

# Arbor Quick Guide

## Booking Wrap-Around Care



### 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 **Space Cadets** 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. Please note the minimum payment amount is £2.
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 is confirmed, you will see your new account balance on the home-screen and can proceed to book a wrap-around care session

**Please Note:** If your child is also having breakfast at Breakfast Club, you also need to top-up their Space Cadets Meals account by choosing this option from the account list and adding funds as above (Breakfast is charged at £1.00 per day and is an optional extra)

### After-School Club

To book an after-school club place, please speak to Stacey James on 07775 220657 or email [afterschoolclub@abhps.com](mailto:afterschoolclub@abhps.com).

To top-up your After-School Club account, please follow the steps outlined above.

### Holiday Club

Holiday Club sessions will be available to book at relevant times during the year. When these are available, Holiday Club will show as an available Club in your Arbor Account. To book a session, follow the information on the right for Breakfast Club, but choose **Holiday Club** as the relevant activity and the **Daily** booking option, choosing the appropriate session times (am / pm / all day).

**Please note** that you must have sufficient funds in your Space Cadets account before making a booking and bookings cannot be cancelled or amended once your space/s has/have been reserved

### Breakfast Club

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

You can book a session via the app or Parent Portal online. Sessions cost £2.50 each when booked more than 48 hours in advance (there is an additional fee of 50p for bookings made less than 48 hours before the session and an additional £1.50 for 'on-the-door', unbooked sessions—these charges will be invoiced separately).

**Please note** that once you have booked a Breakfast Club session, you need to contact Stacey James to amend or cancel it - giving at least 48-hours notice. No changes or cancellations can be made after that time.

### 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
3. Click on **Register for this club** and then select the membership period (daily, weekly or termly)
4. Choose the dates you wish to book and the times (there is currently only 1 time-slot available—7.30-8.40)
5. Confirm if your child will be having breakfast (and ensure your Space Cadets Meals account is topped up)
6. Confirm your booking and you will be returned to the Breakfast Club information page

### Via the Arbor App

1. From the app, select the **Clubs** icon
2. Select **Breakfast Club** and **Register for this Club**
3. Choose the membership period (daily, weekly or termly) and select the relevant dates to book
4. Confirm if your child will be having breakfast (and ensure your Space Cadets Meals account is topped up)
5. Confirm the timeslot for each date and confirm your booking.

*If you have selected for your child to have breakfast, this cost will be deducted from your Space Cadets Meals Account after the session.*

If you have any questions about booking Wrap-Around Care or your payment account, please speak to Stacey James in Space Cadets or Sally King in the school office or email [airballoonhillip@bristol-schools.uk](mailto:airballoonhillip@bristol-schools.uk) or [afterschoolclub@abhps.com](mailto:afterschoolclub@abhps.com)

**For more information on using Arbor, please visit our website: [www.abhps.com](http://www.abhps.com) or view our [Arbor Guide for Parents](#)**