How to book Acorns Breakfast and Afterschool Club places

All bookings for Acorns club places will now be done via Arbor.

You will need to top up your Arbor account for each child and then use those funds to select the sessions you would like to book.

We will be able to accept payments via childcare vouchers or the government tax-free childcare and these will be added to your Arbor account. Please remember to allow time for your payments to clear through the voucher systems.

- The bank account will be checked daily for tax-free childcare scheme payments and any payments received will be added to your account within 24 hours.
- Any payment confirmations sent by other childcare voucher providers via email will also be added to your account within 24 hours.
- Computershare only send a payment confirmation on the 1st of each month for all payments made within the previous month so if you use Computershare, please email the office when you have made the payment so that we are aware and it can be added to your account.

Sessions will be released termly as follows but you will have more flexibility about what you book and can pick exactly what sessions you need.

- Term1 33 days booking available from 21st July at 6am
- Term 2 39 days booking available from 6th October at 6am
- Term 3 29 days booking available from 8th December at 6am
- Term 4 28 days booking available from 2nd February at 6am
- Term 5 24 days booking available from 23rd March at 6am
- Term 6 36 days booking available from 11th May at 6am

Payment must be received before you can book and the number of available places will be restricted by our staffing ratios.

You will receive an invoice directly from Arbor for any sessions booked.

Please see the detailed guide below for full details on how to top-up your account and book sessions (the instructions are slightly different for the portal and app)

If you have any further questions, please contact the school office. Please note the Acorns email account will be deactivated so please telephone 01622 726391 or email office@west-borough.kent.sch.uk

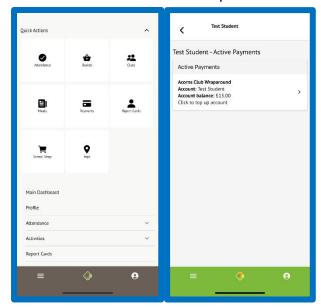
You can access Arbor either via the app or the Parent Portal website https://login.arbor.sc/ - some of the screens are slightly different between the two options and examples of both are given where necessary.

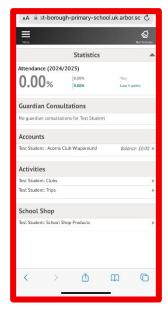
Step 1: Top-up your Acorns Club account

You will not be able to book sessions unless you have funds available in your account.

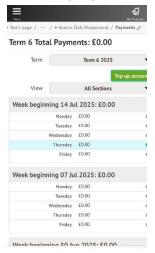
To add funds to your account:

- Log into your Arbor account via the app or Parent Portal website
- In the app, click "Payments" and select "Acorns Club Wraparound" from the Account list. On the website select "Acorns Club Wraparound" from the Account list

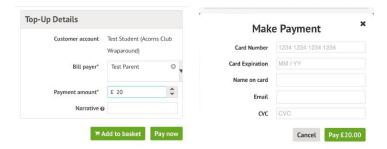




Click on the "Top-up Account" button



- You will now be able to select the bill payer and payment amount. Please note the minimum payment amount is £2.
- You can choose to "Pay Now" or "Add to your basket" to pay later
- When you pay (or check out later), enter your card details and follow the on-screen instructions.



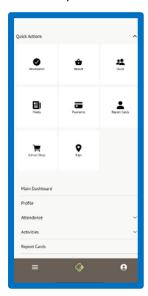
 Once payment is confirmed, you will see your new account balance on the home or payments screen and can proceed to book any Acorns Club sessions

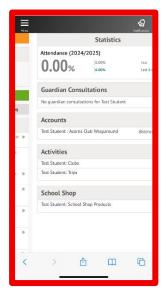
If a payment has been received via childcare vouchers then you will be able to see this is your account balance.

Step 2: Book any sessions required

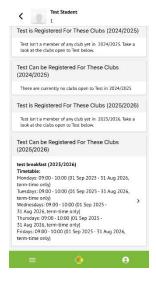
Once the booking has opened for each term you will see it in the Clubs section as "child can be registered for these clubs"

 Click on "Clubs" (from the menu on the app or the home screen on the website under "Activities")

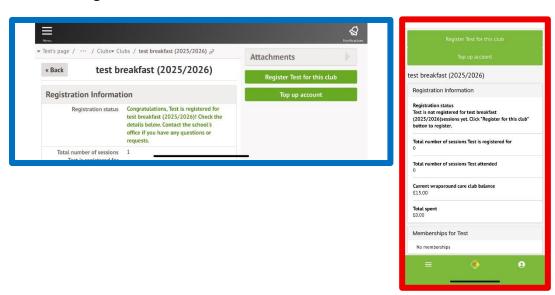




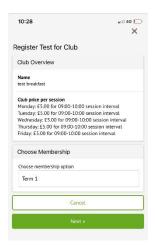
 You will then be able to see the Breakfast and Afterschool Clubs listed that you can register for. Click on the option you want to book.



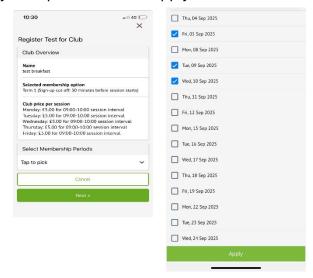
• Click on "Register for this club"



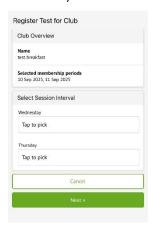
Choose the membership period for the term required and click "Next"



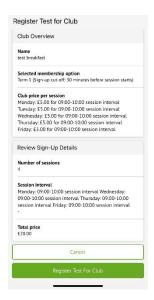
• You will then be able to select which dates you need (membership period) within that term you require and click "Apply"



• You then have to choose the time slot (session interval) for each day (there is only one available) and click "Next"



• You will then be able to review your choices before clicking "Register for Club". If you do not have enough funds for the selected sessions you will get an error message at this stage.



• The Clubs page will now show the booked dates in the "child is registered for these clubs section" which you can click on for more information and you will see that your account balance has reduced by the cost of those sessions.

