



Part of PACE Academy Trust  
**New Valley Primary School**

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### **New Valley Wrap Around Care – Updated Booking and Payment Policy**

Dear Parents and Carers,

5 August 2025

We are writing to inform you of important updates and reminders regarding our Breakfast and After School Clubs. **Please read this letter thoroughly** as it may apply to you even if you do not use our wraparound clubs. All changes will take effect immediately. You will be able to access the booking system on Arbor from 9am on the 29<sup>th</sup> August.

#### **Session Times and Fees**

- **Breakfast Club:** 7.30am - 8.40am | **£5.00 per child**
- **Short Session:** 3:10pm – 4:30pm | **£7.50 per child**
- **Long Session:** 3:10pm – 6:00pm | **£15.00 per child**

#### **Booking Deadlines and Charges**

- Payment **must be made** via Arbor before selecting a session to book. Arbor will not allow any bookings to be made without credit in the account.
- Bookings for Breakfast Club must be made **by 7am on the day of the session.**
- Bookings for After School Club must be made **by 2:40pm on the day of the session.**
- The office **will not** be able to book any children in to After School Club.
- If you miss either deadline, please make other arrangements for your child.
- **Charge for Attending Without Prior Booking:** If a child attends **Breakfast Club** without any booking, the **standard fee (£5) plus a £2.50 admin charge** will be applied to your account.



- **Charge for Attending Without Prior Booking:** If a child attends **After School Club** without any booking, the **Long Session fee (£15) plus a £2.50 admin charge** will be applied to your account, no matter what time they have been collected.
- All cancellations must be requested in writing to [wraparoundcare@newvalleyprimary.com](mailto:wraparoundcare@newvalleyprimary.com) at least 24 hours in advance. Any requests made after this time will be rejected and the charge will still apply.
- If your child is unwell/absent, Arbor will automatically cancel your booking, and no payments will be debited from your account.

### **Unsupervised Children**

- Any child left unsupervised on the school grounds before 8.30am will automatically be enrolled into the Breakfast Club, and a Charge for Attending Without Prior Booking will be applied to the child's account.
- Any unsupervised children who are placed into wrap around care by school staff will be referred to the Safeguarding Team and subject to relevant safeguarding procedures.

### **Late Collection Policy**

- All children **not collected by 3:30pm** will automatically be enrolled into the After School Club, and a **Charge for Attending Without Prior Booking will be applied to the child's account.**
- Any children who are placed into wrap around care by school staff due to late or no collection will be referred to the Safeguarding Team and subject to relevant safeguarding procedures.
- All children **not collected by 6:00pm (Monday to Thursday) or by 4.30pm (Fridays)** will automatically be charged an extra **£5 for every 10mins** of childcare they receive. If no contact can be made with either parent or guardian, the relevant safeguarding procedures will be followed.

### **Important Reminders**

- **Spaces are limited and do fill quickly.** We recommend booking as far in advance wherever possible.
- Children must be collected promptly by the end of their session time. Persistent late collections will lead to a review of club access.
- Bookings and payments must be made via Arbor. Please contact the office if you require help with logging in to your account.
- Any outstanding debt on their account, brought over from ParentPay, will prohibit them from attending any Wrap Around Care session.
- All Tax-free childcare payments must be made **2 weeks in advance** of the sessions to ensure the payment has reached the school account.



We appreciate your cooperation in following these procedures, which help us maintain a safe, structured, and enjoyable environment for all children.

If you have any questions or require support with bookings, please contact [wraparoundcare@newvalleyprimary.com](mailto:wraparoundcare@newvalleyprimary.com)

Kind regards,

**Emily Dubben**

Wrap Around Care Lead  
ELSA, SMHL and Safeguarding Team  
New Valley Primary School

