



Registered Address: Canford Heath Infant School, Learoyd Road, Poole, BH17 8PJ
Telephone: 01202 380015 Email: contact@teachpoole.com
Company Number: 09484306

Monday 30th June 2025

Dear Parents/Carers,

BREAKFAST & BUDDY CLUB BOOKING CHANGES

Following our letter dated 23rd May 2025 regarding the move to Arbor for all school payments, we are now in a position to provide further information for 2025/26 Wraparound Care bookings and the process parents/carers will need to follow.

As Arbor is a new system, all parents/carers will need to complete **another application form** on their child's school website for Wraparound Care, in order for their child to be booked on to either Breakfast or Buddy Club for the next academic year. Please note, there is now only **one Wraparound Care application form** for both Breakfast and Buddy Club and this can be located under the **Wraparound Care tab** on each school website.

If you are intending for your child to use either Breakfast or Buddy Club from September 2025, please can you complete this Wraparound Care application form by 5pm on 7th July 2025.

Booking for September 2025

Wraparound Care clubs will open for booking at **6pm Monday 14th July** for September 2025 onwards. Following further advice from Arbor, we have been advised that credits can now be moved from the School Gateway to Arbor. If you want your credit moved before the clubs open, please ensure you have contacted finance@teachpoole.com before **Thursday 10th July at 5pm**. Please only request for your credit to be moved once you have booked all your sessions for the remainder of the academic year.

Please note, any credits remaining on pupil accounts at the end of term will be moved to Arbor by September unless a refund has been previously requested. Any children leaving the Trust with a credit on their account will be automatically refunded.

Arbor Help and Guidance

Please find attached a useful guide explaining how to sign your child up to Wraparound Care in Arbor. The key differences to note are:

- Your account needs to be topped up with credit **before** any sessions can be booked. Always top your account up first and then proceed to make a booking
- All money added to Wraparound Care goes to a central pot and can be used for all Wraparound Care clubs.
- Sessions can be booked on the following basis: daily, weekly, monthly or termly.



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[canford_heath_infant_school](https://www.instagram.com/canford_heath_infant_school)

Canford Heath Junior School

[canford_heath_junior_school](https://www.instagram.com/canford_heath_junior_school)

Ad Astra Infant School

[ad_astra_infant_school](https://www.instagram.com/ad_astra_infant_school)

Haymoor Junior School

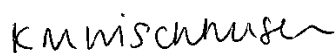
[haymoor_junior_school](https://www.instagram.com/haymoor_junior_school)

Childcare vouchers:

- If you are new to using childcare vouchers, please advise finance@teachpoole.com of the details of your payment. Please provide the unique code or account number given to you by your childcare provider together with your name, your child's name(s) and the school(s) they attend.
- If you are a regular childcare voucher user, you will no longer need to email the finance team regarding your fund allocation.
- Please allow 2/3 working days for your childcare payment to be credited in Arbor.
- Any childcare vouchers received after **4th July** will be automatically transferred to Arbor unless you advise the finance team otherwise.

Please note that the finance office will close for the Summer holidays on the 23rd July. We strongly recommend that you try out the Arbor wraparound care booking system in advance of this date so we can help with any queries you may have before we close.

Yours faithfully,



Karen Wischhusen
Chief Finance Officer



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