



Hiltingbury Road
Chandler's Ford, Eastleigh
Hampshire SO53 5NP

Telephone: (023) 8026 5414

www.hiltingbury-inf.hants.sch.uk
Headteacher: Mrs Phillippa Longman
Deputy Headteacher: Mrs Laura Flood

21 July 2023

Dear Parents and Carers

We are pleased to confirm that the wraparound care for our before and after school club booking and payment system is moving from Scopay to Arbor.

From September, the clubs will be administered by the School they are held in (Hiltingbury Infant or Hiltingbury Junior) and you will be able to access the booking and payment system via the Arbor app/Parent Portal for the School your child attends. All existing balances will transfer to the wraparound care account in Arbor for your child, however, we would now really appreciate balances being cleared by Monday, 24th July.

The new before and after school clubs at Hiltingbury Infant School will be known as Hiltingbury Hangouts. Please see the attached Welcome Booklet for further details.

The new club booking system via Arbor will go live on 1st September 2023 and will give access for:

- Parents and Carers to book required sessions using the app/parent portal, paying at the time of booking
- Sessions to be booked online up until 8am on the day for Before School Club
- Sessions to be booked online up until 2pm each day for After School Club
- A credit balance to be held on your account from childcare / HMRC vouchers
- Booking before school session:
 - £3.50 - 8.00am to start of the school day
- Booking after school sessions in 3 time slots:
 - £5 - 3.15pm to 4.30pm
 - £10 - 3.15pm to 5.30pm
 - £12.50 - 3.15pm to 6pm
- Booking sessions if your child attends an after school activity club and joins at 4.15pm in 2 time slots:
 - £5 - 4.15pm to 5.30pm
 - £7.50 - 4.15pm to 6pm

The club provision remains as flexible as possible and the cancellation of sessions can still be made by contacting the school office via adminoffice@hiltingbury-inf.hants.sch.uk or by calling 023 8026 5414:

- Cancellations can be made before 8am on the day of the booking for Before School Club and the charge will be credited back to your account

- Cancellations can be made before 12pm on the day of the booking for After School Club and the charge will be credited back to your account (this cut off time helps us with staffing and food / activity preparation). Cancellations made after this time will not be refunded.
- We will still credit your account if your child is sent home unwell after 12pm

If you intend to pay for your sessions using HMRC [Tax Free Childcare](#), please ensure you enter Hiltingbury Infant School as your childcare provider. If you pay for your sessions using an alternative childcare voucher provider, please contact adminoffice@hiltingbury-inf.hants.sch.uk to confirm your account provider and account details so we can ensure your Arbor account is set up to accept childcare voucher bookings.

If you have any queries regarding the changes outlined above, please do not hesitate to contact us.

Yours faithfully

A handwritten signature in cursive script that reads "plongman".

Phillippa Longman
Headteacher