Dear Parents and Carers,

Tax Free Wrap Around Care

A letter has been sent out to all parents today regarding the move from WisePay to Arbor for wrap around care bookings. With this move, it will also impact the way in which wrap around care bookings are made for you.

At the moment bookings are made on your behalf, however Arbor has the functionality to accept voucher payments. The new process, which will take affect for sessions from 15th April 2024, will allow parents to book directly on Arbor. If you have a credit balance, this will be transferred onto Arbor at the end of this term. If you have a debit balance, this will need to be paid before you are able to start using Arbor bookings.

The new process will enable parents to have the control over booking sessions. The bookings can be daily, or termly depending on your preference. With sessions opening for bookings a month prior to the start of term.

The key changes that will be implemented:

- The benefit of using Arbor is that it will also will allow parents to book without a credit on the account (for voucher only parents). This is following feedback that sometimes parents need to make a booking quickly prior to a payment being received.
- As part of the Terms and Conditions, we ask that if you do book sessions without a

credit on the account, that the balance is cleared within 5 working days. Failure to credit the account within this timeframe could result in the withdrawal of this facility. We now have a robust system in place to administer this, and so would appreciate your cooperation in adhering to this.

- If a session needs to be amended please contact the school office at least 48 hours prior to the session. The booking will then be credited to your child's Arbor account.

If you have any questions, please email enquiries@stpetersschoolraunds.co.uk or call the school office.

Kind Regards,
Mr Currell