



26<sup>th</sup> March 2025

Dear Parents/Carers

New arrangements for BAFTA bookings

We would like to advise you of our new arrangements and procedures for booking BAFTA sessions after the Easter holidays.

Booking will be via the **Arbor** Parent Portal or Parent App which goes live at 4pm today. You should have already created your Arbor account/downloaded the Parent App as you will need to have done so to make any club bookings from 23rd April 2025.

- You will find BAFTA under your child's profile, select 'Activities', then 'Clubs'. There are separate clubs for breakfast club and afterschool club. The afterschool club will have 5 different sessions, with different prices (equivalent to £4 per hour) to choose from.
- Your child will **not** be booked in until payment has been made. To pay for bookings; from your child's profile, under 'Accounts'. select 'BAFTA club' payments, then click 'Top Up Account' where you will be required to pay by card. You will need to top up enough money to cover the cost of all the sessions booked.
- The deadline for booking will be **48 hours prior to the session required** (so you will be able to book during the Easter holidays for week commencing 21<sup>st</sup> April).
- If a date is not available to select, this indicates that the club has reached full capacity and cannot take any further bookings.
- Please note that you cannot cancel or move sessions on the Parent Portal /App. To cancel a session and qualify for a refund you will need to give 24 hours' notice by emailing [bec.inglis@uolat.co.uk](mailto:bec.inglis@uolat.co.uk) or in person at the school office. If approved, school will refund the cost of the cancelled session to your 'Top Up Account'. If you need to move the session you will need to cancel the session via this process and book the new session yourself on the Portal/App (taking into account the 48 hours deadline).

- If you currently pay for BAFTA using TAX-Free Childcare Vouchers (eg National Savings vouchers) please refer to a separate letter sent to you regarding payment.

Please be mindful that Arbor and this booking process is new to school too so we would appreciate your understanding and patience when dealing with any queries you might have. In the first instance, for any issues logging into the Arbor Parent Portal/setting up the App or making BAFTA bookings, please contact the school office.

Yours sincerely

*Sue Goodsell*

Mrs S Goodsell

Principal