

Friday 10th July 2026

Arbor - Important changes for September 2026 How to Book Breakfast Club and After School Club

As previously advised, we are making some significant changes to the way we manage bookings and payments for wrap around care, clubs, trips and dinners from September and therefore we would ask all parents & guardians to read the below information carefully to assist a smooth transition for both families and school staff.

This week's communication is to advise parents **how to book Breakfast Club and The Den After School Club**. Bookings for both Breakfast Club and After School Club will go live to all families at **3:00pm* on Monday 13th July (*please note change of time)** and families will be able to book from 2nd September 2026 for the full academic year.

Arbor Parent Portal access

If you do not already have an Arbor Parent Portal account set up, please email the school office: adminoffice@hordle.hants.sch.uk to request registration details. We must have 100% sign up otherwise you will not be able to book wraparound care for your child.

We would encourage parents to use the Parent Portal website rather than the App for bookings and payments as this has greater functionality and is easier to navigate.

How do I book Breakfast or After School Club for my child?

On the Parent Portal or the Parent App (we recommend the webpage over the App as this has greater functionality) scroll down to the **Activities** section and click on the field with your child's name and **Clubs** in

Click on the appropriate club - either **Breakfast** or **After School Club**

The club information page will display membership and timetable information.

Select the days and times to sign up for the club. For After School Club you will see a variety of time options, please select carefully based on your individual needs (ie. 5pm or 5.30pm finish). You will need to sign up for each individual day/s and session/s you require.

Finally, **confirm registration**.

You will then be returned to the club's information page, which will now display your bookings.

Hordle CE (VA) Primary School & Nursery, Hordle Lane, Hordle, Lymington SO41 0FB
Tel: 01425 611657 e-mail: adminoffice@hordle.hants.sch.uk www.hordle.hants.sch.uk

'That they may have life; life in all its fullness' John 10:10



Why hasn't my child been signed up for all the sessions I selected?

- If a session is already fully booked your child will not be signed up. In this instance, please email theden@hordleprimary.co.uk and we will see if we are able to accommodate, or place your child on our waiting list.
- If you try to book a session on the day required, you will have missed the cut-off time for signing up. Please call the school office on 01425 611657 and we will do our best to accommodate

What notice do I need to give to book sessions?

We would strongly recommend booking sessions as far in advance as possible as both clubs fill up quickly. However, we appreciate sometimes you may have short notice childcare needs. Breakfast Club bookings will be available to book on the Parent Portal up to **2pm** the day before and After School Club sessions will be available until **9.30am** on the day of the booking.

If you cannot see any availability, it may be because the session is already fully booked. In this instance, please email theden@hordleprimary.co.uk and we will do our best to accommodate.

If you need a booking after the above cut off times, please CALL the school rather than email.

How far in advance do I need to pay for sessions?

Sessions must be booked and paid for in advance - you will not be able to book a session unless you have credit on your account. You are welcome to pay daily/weekly/monthly/termly etc but you will need to keep your account in credit.

To make payments, you will need to return to the club page and click **Top up account**. Here you can pay by credit or debit card. Please note that we do not accept Amex.

Please remember that we are not a business and as a school we are not permitted to allow debts to accrue and therefore payment for all sessions must be made in advance. All sessions must be paid for before your child attends the session.

What if I pay by Tax Free Childcare (TFC)?

If you have a Tax Free Childcare account set up you must advise us in writing of the TFC code, before you make any bookings. Please do this by sending an email entitled TFC payments to theden@hordleprimary.co.uk. We will then set up your account as eligible for childcare voucher payments and then we will credit the account on your behalf once funds are received. For more information on setting up Tax Free Childcare accounts, please keep an eye out in the newsletter as we share this information with families on a regular basis.

Is there a minimum payment?

The school is charged a transaction fee for all online payments so a minimum payment amount of £10 has been set to help reduce our administrative costs.

For further information on booking and paying for clubs, or to search FAQs please visit the [Arbor help pages](#) for Breakfast and After School Club guidance.

Thank you for your ongoing support and patience as was transition on to the new system.

Kind regards,

Team Hordle
Hordle CE (VA) Primary School and Nursery

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