



## **Haslington Care Club FAQs:**

### **Will I be required to fill in an application form?**

No application form is required as we will have all of your details on Arbor. However, parents are required to sign an acknowledgment of the Care Club's terms & conditions before starting their first session.

### **When will the bookings open for each term?**

The bookings for the entire academic year 2023-2024 are open. Bookings for future years will be announced closer to that academic year. Generally, we'll aim to open the bookings around May.

### **Are Nursery children eligible for a place?**

Yes, the bookings will open on the above date to nursery children aged 3 & 4, however, nursery children numbers are capped at 8 per session.

### **Can I pay with tax free childcare?**

Yes, any parents who wish to pay with Tax Credits will need to let the school office know prior to the booking opening.

### **Can I go into arrears with my Care Club balance?**

No, all club payments will be made in advance of the sessions that parents book using your care club balance. If you do not have a sufficient balance then you will not be able to book a place. If you are paying in tax free childcare, you will be allowed to book without having a sufficient balance first.

### **Will I receive a refund for a cancelled session?**

Cancellations made more than 48 hours before the club session is due to start will receive a full refund which will be credited to your care club balance on Arbor. Cancellations made less than 48 hours before the start of the club session will not be eligible for a refund.

### **How do I cancel a place?**

To cancel a place, you will need to contact the school office on [admin@haslington.cheshire.sch.uk](mailto:admin@haslington.cheshire.sch.uk).

### **I have 2 children in school who wish to use the care club, can I book both at the same time?**

No, you will need to top up and book the sessions separately on each of your children's Arbor profiles.

### **Will I receive an invoice for payments?**

You will need to request invoices by sending an email to [admin@haslington.cheshire.sch.uk](mailto:admin@haslington.cheshire.sch.uk) as it will not be assumed that you require one.

### **Can I park on the school car park?**

No, parents, carers and guardians may not use the school car park unless you have a blue disabled badge.